

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 12 October 2026
Title:	Primary Care Walk-In Centres
Responsible Director:	Erik Sutherland, Acting Director of East Ayrshire Health and Social Care
Report Author:	Erik Sutherland, Acting Director of East Ayrshire Health and Social Care

1. Purpose

This is presented to the Board for:

- Awareness

This paper relates to:

- Government policy/directive

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person Centred

This supports the following Corporate Objectives:

- **Better Value** – Delivering innovative and sustainable services for everyone
- **Better Health** – Supporting you to live a healthier life
- **Better Care** – Improving your experience of care

2. Report summary

2.1 Situation

A NHS Ayrshire and Arran hybrid Primary Care Walk-In Service proposal was submitted in response to Scottish Government invitations of expressions of interest in the pilot expansion phase.

This paper is being brought to the Board for awareness.

2.2 Background

The proposal was made in early August 2026 following some significant consultation and engagement across the health and care system.

The aim was to test and evaluate alternative methods of delivering Primary Care Walk-in Services including pharmacy models in Ayrshire and Arran.

These proposals were considered by Scottish Government officials and Ministers with a favourable outcome indicated in writing on 25 August 2026.

2.3 Assessment

A Primary Care Walk-In Service (PCWIS) Steering Group has been established with Terms of Reference and Senior Leadership attendance agreed.

The group will provide oversight of the delivery of the pilot expansion programme in Ayrshire and Arran and will overview delivery timelines, budget and standards together with SOPs, clinical governance, information systems, risk management and alignment with wider strategic objectives.

The next steps include the development of a phased 8 month implementation plan across the domains of clinical governance, workforce/HR, IT and systems, estates and facilities.

A number of boards (including Ayrshire and Arran) have included community pharmacy walk in service models as part of Scottish Government bids and work is ongoing with other board areas to ensure that the pharmacy model is standardised and developing a specification for this service.

Data on utilisation, outcomes and cost-effectiveness will be built in to support ongoing evaluation.

2.3.1 Quality/patient care

The development of a phased 8 month implementation plan is being progressed which will include referral pathways and effective signposting to ensure that patients receive the best possible care experience.

2.3.2 Workforce

The development of a phased 8 month implementation plan is being progressed across the domains of clinical governance, workforce/HR, IT and systems, estates and facilities.

2.3.3 Financial

Information is awaited from Scottish Government on the budget being allocated for the PCWIS.

2.3.4 Risk assessment/management

Data on utilisation, outcomes and cost-effectiveness will be built in to support ongoing evaluation.

Dialogue with Scottish Government, Healthcare Improvement Scotland and NHS 24 in their respective roles will be ongoing throughout the pilot expansion programme.

2.3.5 Equality and diversity, including health inequalities

The development of PCWIS can contribute to the Public Sector Equality Duty, Fairer Scotland Duty, and the Board's Equalities Outcomes in relation to the protected characteristics of age and disability in offering face-to-face access across extended hours. Similarly the model may contribute to improved access for unpaid carers and people in employment with hours outwith normal office hours. Targeted location of PCWIS can mitigate a potential risk from the operation of the 'inverse care law'.

An impact assessment will be produced by the Steering Group.

2.3.6 Best value

This paper supports Best Value across the following themes.

- Vision and Leadership
- Effective Partnerships

2.3.7 Other impacts

N/A

2.3.8 Communication, involvement, engagement and consultation

The proposal was made in early August 2026 following some significant consultation and engagement across the health and care system.

2.3.9 Route to the meeting

A Primary Care Walk-In Service (PCWIS) Steering Group has been established with required sub-groups currently being identified.

2.4 Recommendation

For Members' information only.

3. List of appendices

N/A