

**MORAY INTEGRATION JOINT BOARD ON 28 SEPTEMBER 2023****SUBJECT: LOSSIEMOUTH LOCALITY HEALTH AND SOCIAL CARE SERVICES  
PROGRESS UPDATE****BY: IAIN MACDONALD, LOCALITY MANAGER****Update on mitigating actions:****I. Extensive public information campaign on the closure of the branch surgeries and current transport options to appointments at Lossiemouth**

Since March 2020 there has been several public information campaigns on the closure and more recently on available transport options. Public information messaging will continue.

**II. Completion of the review and updating of the phone/appointment system**

The phone and appointment system has been updated to the 0300 telephone number. The maximum waiting time in the telephone queue has been increased from 15 minute to 20 minutes to prevent callers being 'disconnected'.

**III. Promote, through publicity and community sessions, how best to access the appropriate health and social care professional**

Ongoing public information and community based sessions.

The average waiting time for a Moray Coast Medical Practice GP appointment is currently 2 weeks.

Alongside pre booked appointments each day staff are allocated work from a duty screen for 'emergency on the day' calls, these are 'triaged' and either managed over the phone/video or brought into surgery for a same day appointment as appropriate.

When patients contact the practice they are asked if they require a routine appointment or attention on the day. There are minimal numbers of true clinical emergencies 'on the day' as anything requiring immediate medical intervention, such as a suspected heart attack, usually necessitates an ambulance and A&E. There are a significant number of the 'emergency on the day' calls that do require medical attention that day but would not be defined as a 'clinical emergency' such as chest infections, fevers etc. The patients on the 'emergency call back list' do require clinical input that day and form a significant part of the Practice workload for any day.

During an average week there will be approximately 300 digital/telephone consultations with the Moray Coast Practice Team, alongside all the pre booked face to face consultations. During the week 29th May 2023 the split for digital consultations for GPs and ANPs was: 57 EConsults, 18 Prebooked Telephone Consultations, 215 emergency telephone consultations, and 2 near me consultations. There were 455 pre booked appointments. The broader multidisciplinary team appointment numbers are not included within these figures.

**IV. Monitor effectiveness of systems to access a local health and social care professional**

Systems are being monitored and reported. As part of the work of the Lossiemouth Locality we continue to explore what performance information we generate and what information we can share with the public and local practitioners to improve service provision.

**V. Increased promotion of the m-connect bus service within communities**

The service has been promoted and continues to be promoted on a regular basis.

**VI. Provide reassurance to communities that patients will be transported home, by bus or taxi, if their appointment runs over time**

The availability of a bus or taxi has been promoted and continues to be promoted on a regular basis.

**VII. Update briefing information on m-connect service for all administration staff at Moray Coast Medical practice**

- i) Social media and website information have been updated and promoted
- ii) Posters and flyers advertising the service have been updated and distributed widely
- iii) The initial telephone message that all patients hear when they call the health centre has been updated to prompt patients to ask the call handler (administration staff) if they require support with transport to attend an appointment
- iv) Administration staff have received enhanced information and guidance on arranging transport and linking this with patient appointments
- v) Community members have been assured that transport is available to take them home. A taxi contract is in place to facilitate this if required. To date however there has been no requirement to arrange a taxi for this purpose.

**VIII. Further discussion with Moray Council to extend m-connect service if need can be identified**

Ongoing discussions are taking place. The current intention is to continue to promote the m-connect service and monitor usage. There will be an opportunity at a future date to present the case for an extended or scheduled m-connect service to be put in place connecting the Coastal villages and Lossiemouth town. Ultimately any decision in relation to this would be made by the Moray Growth Deal Board and would be considered within the next tranche of transport service development for financial year 2025/26.

**IX. Support provided to the Community Mini Bus Project to develop services**

Ongoing communications and support when requested.

**X. IT/Digital platforms further developed to enable remote communication with GP/health and social care professionals and support provided to community members to develop their digital skills**

Moray Library staff have been trained to provide support to community members and staff in relation to accessing health and social care services digitally. Library staff will provide this training on a one to one and on a group basis as required. A key priority area will be Lossiemouth Town and the surrounding coastal villages.

Early testing of the 'Care for People' digital health and care application will take place in Lossiemouth from September 2023 onwards. This relates to the work being undertaken by The Digital Health Institute through the Moray Growth Deal.

**XI. Locations sought for shared IT/Digital equipment and digital device loan scheme within local communities and subsequent support provided to access these platforms**

Moray Library staff have developed a digital device loan scheme within the coastal village areas.

**XII. Housebound patients to continue to receive GP/Health and Social Care professional home visits. It is a contractual requirement to receive the full range of General Medical Services**

Primary Care staff and the broader Multi Disciplinary Team continue to visit many patients within the patient's own home. On an average week Primary Care staff (i.e.GP, Advanced Nurse Practitioner, Primary Care Physio, Dementia Nurse) will visit 14 patients, the Community Nursing team will visit 88 patients and Social Care staff such as social workers and care at home workers will undertake 940 visits within the Lossiemouth Locality.

**XIII. Locality Manager to attend the Moray Transport Forum**

Ongoing regular attendance.

**XIV. Social prescribing model to be introduced to Moray Coast Medical Practice**

Introduced and fully operational. In total, over the past 7 months, 220+ community members have benefited from being linked with a local community service instead of/or to compliment the clinical care and treatment they are receiving. An example of this would be where a community member presents to their GP with concerns about their mental health and wellbeing and the GP rather than prescribing medication 'socially prescribes' (refers) the individual to a link worker who then connects and supports the individual to join a community programme which ultimately reduces the individuals sense of social isolation and improves their mental health. The social prescribing work was initially for adults, but now also encompass children and young people.

**XV. Promote the Multi-Disciplinary Team serving the Lossiemouth Locality through publicity and community sessions**

The Lossiemouth Locality recently completed a 'How Good Is Our Multi Disciplinary Team?' exercise with all practitioners based at, or who visit, the Moray Coast Medical Practice. On evaluation of this activity we will undertake public and stakeholder promotion of the Multi Disciplinary Team.

To continue to progress the priorities within the Lossiemouth Locality Plan a community engagement programme is due to start in September 2023. Sessions will be facilitated from the Medical Centre in Lossiemouth, however there is also an offer for the team to go out and visit specific groups as required. The sessions will be facilitated by the Locality Manager, GP and Practice Manager. Guest speakers will be invited for specific topics.

**XVI. Nurse/Health Professional led community provision is reviewed**

Community nursing within the Lossiemouth Locality has been enhanced through the appointment of a 1.0 WTE (Whole Time Equivalent) team leader post, increased Health Care Support Worker hours, and a 0.55 WTE (Whole Time Equivalent) administration post. We are currently in the process of increasing the number of Health Care Support Worker hours available within the community (1.0 Whole Time Equivalent).

**XVII. Mobile Clinic Unit to facilitate Community Treatment and Care clinics within coastal village area**

We are in the process of introducing a mobile clinic unit to provide Community Treatment and Care (CTAC) nursing clinics within the coastal village area. Initially this will be a 'test of change' to measure demand and effectiveness.