

FORRES AND LOSSIEMOUTH LOCALITY ACTION PLAN 2023/24

Local Priority 1				
To improve the mental health and wellbeing of the local population.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Seek more detailed information on causes of death rate 18 - 44yr olds.	Information accessed and shared with the Locality Oversight Group.	Increase in access to preventive mental health services.	June - 2023	100%
Review bed occupancy days due to mental health and reasons for this.	Information accessed and shared with the Locality Oversight Group.	Increase in information available to local practitioners.	June - 2023	100%
Facilitate a focused session with key locality stakeholders to determine additional preventive approach's to support positive mental health and wellbeing.	Preventative approaches identified and information document developed and shared with practitioners.		Sept - 2023	20%

Local Priority 2				
To reduce the health impact of drugs and alcohol use within the local population.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Gather further information in relation to drug and alcohol related hospital admissions for Forres and Lossiemouth population.	Information accessed and shared with the Locality Oversight Group.	Reduction in the number of hospital admissions as a result of drug or alcohol use.	June - 2023	100%
Review current services available locally and Grampian wide.	Services reviewed.	Increase in information available to local practitioners.	June - 2023	100%
Share updated information and services available with GPs and Health and Social Care Professionals.	Information document developed and shared with local practitioners.		June - 2023	20%

Local Priority 3				
Further develop and promote prevention and self-care approaches within the locality.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Falls - Review, refresh and promote frailty information.	Information accessed and shared with the Locality Oversight Group and local practitioners.	Reduction in the number of falls, particularly in those requiring hospital admission.	June – 2023	90%
Falls - Review the role of the Forres Neighbourhood Care Team and Community Response Team to encompass a falls response.	Roles of team reviewed and information shared with local practitioners.		July – 2023	100%
Social Prescribing - Complete current test of change taking place within Forres and scale up to include Lossiemouth.	Test of change completed and evaluated.	Increase in the number of individuals who are redirected towards a non-clinical based service/intervention.	April – 2023	100%
Social Prescribing - Develop a model of provision encompassing a range of services available within Forres and Lossiemouth.	Test of change mainstreamed into core provision.		Sept – 2023	100%
Identify gaps within current range of services available within Forres and Lossiemouth.	Gaps noted and actions identified to address these where possible.	Increase the range of provision available within the locality.	Sept – 2023	50%
Review preventative approaches to addressing the 5 most prevalent long term conditions: Asthma for under 65's and COPD, diabetes, heart disease, & cancer for over 65's.	Review of preventative approaches undertaken and information shared with the local practitioners.	Reduction in the requirement for hospital based admissions.	March – 2024	0%

Ensure an individual's finance is considered in all preventive conversations through the use of Making Every Opportunity Count (MEOC) tool.	Adoption of the MEOC tool by all services involved with Social Prescribing model.	Increase citizen's awareness of financial supports.	Jun – 2023	100%
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Local Priority 4				
Improve Multi-Disciplinary Team working				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Review current models of Multi-Disciplinary Team working within Forres and Lossiemouth.	Review undertaken.	Improvement in Multi-Disciplinary Team working within Forres and Lossiemouth areas.	Jun – 2023	100%
Evaluate 'How Good Is Our MDT Working' within Forres and Lossiemouth.	Survey staff on effectiveness of current MDT working completed.		Sept – 2023	90%
As part of evaluation review feedback already received from patients and lessons learned.	Feedback reviewed and shared.		Sept – 2023	50%
Discuss and agree any improvements to current MDT model.	Information reviewed and actioned.		Sept – 2023	50%

Local Priority 5				
Increasing access to in-hours minor injuries assessment and treatment.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Promote discussion at a HSCM strategic level regards Forres Health and Care Centres potential contribution towards Minor Injury assessment and treatment.	FHCC promoted as part of the 'NHS24 111' model for Minor Injury provision.	Improve locality access to Minor Injury provision.	Jun – 2023	70%
Consider an altered model of Minor Injury provision utilising Forres Health and Care Centre for specific treatments.	Partial return of Minor Injury treatment to FHCC.		Jun – 2023	70%
Review Minor Injury work being undertaken within Moray Coast Medical Practice.	Review completed.		Sept – 2023	80%

Local Priority 6				
Establish models of engaging with the community and ensuring the communities voice is visible within locally planning and strategic planning processes				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Update contact information for Forres and Lossiemouth Locality Services and promote involvement.	Contact information updated.	Increase community representation within locality and Moray wide HSCM planning processes.	April – 2023	100%
Arrange a contact point at FHCC and MCMP where information can be shared and the views of the community gathered on an ongoing basis.	Patient/local resident feedback recorded periodically and themes shared with the Locality Oversight Group.		April – 2023	100%
Review public Information messaging within the locality.	Public Information messaging updated.		Jun – 2023	100%
Facilitate regular 'Pop Up' community events to gather feedback, and share service information on an ongoing basis.	Patient/ local resident feedback recorded periodically.		Oct – 2023	50%
Review the role of the Third Sector and Community Groups in the Forres and Lossiemouth Locality Planning model.	Increased involvement of Third Sector and Community Groups.		Jun – 2023	100%
Plan a community engagement event for Forres and Lossiemouth which promotes positive messaging, gathers views of public and other stakeholders, and contributes towards locality planning and HSCM Strategic Plan.	Event completed, evaluated and information shared with the oversight group. Information utilised to form next reiteration of the Forres and Lossiemouth Locality Plan.		Sept – 2023	10%

Local Priority 7				
Improve timescales for the completion of social care assessments and reviews.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Explore Forres and Lossiemouth locality options to support social work staff in completion of assessments.	Focused discussion completed and actions identified.	Improve time for completion of social care assessments and reviews.	Jun – 2023	100%
Monitor 'test of change' in relation to referrals coming straight to the 'long term team' from 'access team.	Information collated and shared.		Jun – 2023	100%

Local Priority 8				
Improve transport provision between Lossiemouth and coastal villages.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Increase publicity relating to the Dial a Bus service within the Lossiemouth and coastal areas.	Increased public awareness of the service.	Improve the transport provision between Lossiemouth and the coastal villages.	April – 2023	100%
Gather data to evidence or otherwise the need for an enhanced transport provision.	Use of Dial a Bus and the local Community Mini Bus recorded and shared.		April – 2023	90%
Facilitate further discussions with key transport providers and local community.	Meetings undertaken with key transport providers and actions noted.		April – 2023	90%
Support local community based transport initiatives.	Regular meetings, and sharing of information and resources with the local Community Mini Bus Committee.		March – 2024	90%
Promote active travel	Promotion of active travel undertaken through social media and webpages.		March – 2024	0%

Local Priority 9					
Support access to appropriate health and social care services.					
Action	Measure of Success	Desired Outcome	Timeline	Progress %	
Review public information regarding contacting local GP, and health and social care professionals.	Review of current information undertaken and shared with the Locality Oversight Group.	Increase in public satisfaction in accessing health and social care appointments.	April - 2023	90%	
Promote and inform the public in regards to the current models of practice.	Public promotion campaign completed.	Improve access to health and social care services via the use of digital technology.	April – 2023	50%	
Establish a small group to focus specifically on access to digital technology within local communities.	Group stablished and plan in place.		April – 2023	100%	
Support individuals within localities to access health care support through digital technology.	Individuals identified and support provided.		Sept – 2023	60%	
Provide specific digital technology training to local residents who require support.	Training provided and evaluated.		Sept – 2023	80%	
Research, and equip specific sites within the locality to house digital technology to access health and social care professionals.	Sites identified, funding sought and work undertaken. Usage evaluated and shared with the Locality Oversight Group.		March – 2024	80%	
<i>Develop measurements and systems to monitor the effectiveness of health and social care provision at a locality level</i>	<i>Evidence base to measure performance and evaluate outcomes.</i>		Measure and evaluate the quality of service provision.	March 2025	20%

APPENDIX 1

<i>Further develop an enhanced community nursing and care service to provide support to vulnerable people living at home and who are finding it difficult to travel to appointments</i>	<i>Patients within the vulnerable groupings are triaged and receive support at home or the immediate community.</i>		March 2024	50%
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Local Priority 10				
To increase support for unpaid carers and recruitment of paid carers				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
To identify support for unpaid carers within the locality and how they can access this.	Information collated and shared.	Increased support for unpaid carers.	Sept – 2023	50%
To work alongside the Digital Health Institute and Quarriers to develop a digital Person Held File prototype.	Digital Person Held File prototype is developed and tested.	Unpaid carers have access to all appropriate information regards the person they are caring for.	April – 2024	70%
To support recruitment of care at home workers within the locality	Increased care at home staffing numbers.	Increased care at home availability.	April – 2024	50%