



healthfit 

caring • listening • improving

**NHS Grampian's Health Plan
2010-2013**

Summary version

NHS

Grampian



For full version of plan or for more details visit NHS Grampian's Health Plan webpage www.nhsgrampian.org/healthfit

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Introduction

Our plans for delivering the best possible services for a healthier Grampian will focus on “shifting the balance of care”. In other words, moving care to where it is most appropriate, and putting more emphasis on what happens outside of hospitals.

Our aim is to ensure the care you receive is high quality, which means, safe, with good clinical outcomes and improved patient experiences. This is what we mean by putting people at the centre of everything we do. At the same time, the services we provide and the way in which we work, must be efficient and affordable. This does not mean one-off savings, but long term financial stability.

Shifting the balance of care will mean ongoing changes to how we deliver health and healthcare services in the future. This booklet outlines some of NHS Grampian’s key plans for the next three years and what this will mean to you.

Richard Carey
Chief Executive



Improving health

NHS Grampian has a key role in, not only providing health services for when you are ill, but also helping you to maintain good health, and to protect against and prevent ill-health. NHS Grampian will continue to work with its partners and you, to achieve this.

So what will this mean for you?

- We will give you the information, support and skills you need to keep you healthy
- A healthy weight programme will be offered to every child who needs it



- We will increase our screening of those who may be drinking too much alcohol and, if necessary, offer a brief intervention to help them reduce their consumption
- We will support 8,120 people, who want to stop smoking, to quit by March 2011
- We will continue our breastfeeding support for new mums, increasing our breastfeeding rate to 41% by March 2011
- We will target heart health checks to those most in need.

Safe, effective and timely care

NHS Grampian aims to be the best performing provider of healthcare services in Scotland. This means providing safe, effective and timely care in the most appropriate place and by the right person with the right skills.

Safer care – what will this mean for you?

- You may be screened for infections before, or on admission to hospital
- You will see all staff washing their hands or using hand gel before and after touching you or your surroundings. If not, ask them why not. We will continue to comply with the national hand hygiene targets
- There will be strict adherence to the new cleaning regimes with senior charge nurses empowered to challenge any aspect of the ward environment where standards are not met
- You will see changes in practice in our hospitals to further improve patient safety, for example, measures to stop nurses being interrupted when carrying out



administration of medicines, and assessing and putting measures in place to reduce falls

- You will be asked your views and suggestions on how we can develop the services we provide to ensure that the experience of patients helps us drive forward improvements
- Information will be displayed on wards to show patients and the public the work that is being done to improve the safety and quality of care provided in that area
- You will be able to access regularly updated reports on the safety of services and care in NHS Grampian as of spring 2011.



Effective and timely care – what will this mean for you?

- Guaranteed access to an appropriate member of the GP practice team within 48 hours by 31 March 2011
- Referral to treatment within 18 weeks by December 2011
- Referral to treatment of cancer within 62 days by the end of 2011
- Decision to treatment of cancer within 31 days by the end of 2011



- Arrival at A&E to admission or discharge within four hours
- More care at home and in local communities and fewer admissions to hospitals:
 - More support to manage long term conditions at home
 - Local diagnosis and treatment where appropriate
 - Greater flexibility from a wider range of health professionals.

Better facilities and equipment – what will this mean for you?

- More single rooms
- Better training and development facilities for staff
- As of 2012, the Emergency Care Centre (pictured below) will be operational and will support improved co-ordination and delivery of emergency care across Grampian
- New inpatient facilities for cancer patients in the Emergency Care Centre development
- New equipment for cancer treatment – two new linear accelerators for radiotherapy by 2013



- Modernisation of major radiology facilities – two new MRI scanners by 2011
- Staff, public and visitors can expect that hospital premises will have a reduced risk of healthcare associated infections
- Chalmers Hospital in the Banff will fully open in 2012
- Continued improvement of community facilities which supports shifting the balance of care, meets the needs of the Grampian population and manages risk
- A new Energy Centre will help the environment and power the Foresterhill site by summer 2011.



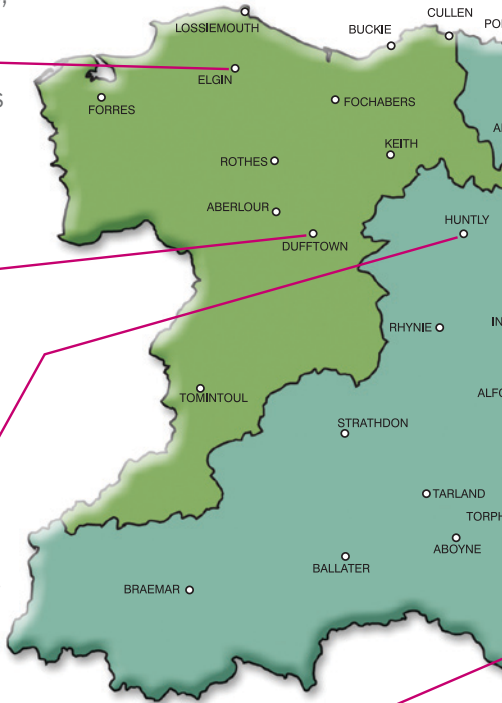
Some of the plans and developments over the next three years (2010 - 2013)

Healthpoint service, new chemotherapy unit and acute medical admissions unit at Dr Gray's

Well North

New dental surgery and endoscopy service

Ultrasound services



Developments for the next





Involving you

NHS Grampian is committed to providing the best possible care and experience for its patients. To make sure this happens we need to involve patients, carers and the general public.

So what will this mean for you?

- More chance to have your say
- Easier ways to give feedback
- Evidence that we listen and learn from what you tell us
- People who are non-English speaking or have communication difficulties have opportunities to be involved
- More information provided in a way that is relevant and easy to understand
- Carers having a stronger voice and receive greater support
- More people influencing health services in Grampian.

Developing workforce

We need to ensure that our workforce meets the needs of individuals and communities by providing high quality, safe, and affordable care, through a flexible workforce.

So what will this mean for you?

- We will continue to develop models of care, which are more responsive to meet the needs of local communities. This will mean care will be delivered by different staff, who are appropriately trained and skilled to give the best possible service to you
- Staff will work together to promote the benefits of preventative action and support you in self care, by providing you with the knowledge and understanding of when and where to seek expert guidance and treatment
- NHS Grampian will continue to work with universities, further education and the wider education sector to ensure staff have the appropriate training and skills, which meet the needs of the local population
- NHS Grampian will continue to strive to be an employer of choice.





Best from resources

NHS Grampian has financial challenges to deal with over the coming years, but has plans in place to continue to use public funding wisely to keep improving health and provide health services.

So what will this mean for you?

- Providing more services in community and home settings rather than in hospital beds
- Reshaping the workforce to ensure that the right skill levels are being used to ensure value for money in everything we do
- Prioritising service provision, recognising that difficult decisions sometimes have to be made



- Saving on administration costs by sharing services with other organisations in the NHS and elsewhere
- Continuously streamlining everything we do, and so avoiding waste and duplication so that every pound we spend adds value
- More and better care for less resource
- More efficient use of taxpayers' money
- Staff who feel they really can make a difference
- Improved experience for patients
- Improved outcomes for patients
- Cost savings for the NHS.

Glossary

Word/Phrase	Explanation
A&E	Accident and Emergency Department.
Clinical outcomes	Results following care and treatment.
Efficiency	Delivering more (outputs) for the same resources (inputs) or delivering the same (outputs) with fewer resources (inputs).
GP	General Practitioner. Also known as your family doctor.
Healthfit	NHS Grampian's approach to delivering improved health in Grampian.
Linear accelerators	Equipment which provides radiotherapy treatment.
Long term conditions	A condition which lasts a year or longer, limits what a person can do, and may need ongoing medical care. Examples are diabetes, asthma, epilepsy and arthritis.
Partners	Partners are people and organisations who work together.
Workforce	All staff employed.



Living with Osteoarthritis!

Pain In The Neck

An Information Booklet

ARC



