Future Facing Forfar

- Delivering sustainability collaboratively -

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Outline

- **Codesigning a vision** – 3 horizons thinking
- **Community orientated primary care** – Alaskan Nuka system
- **Spread** – Forfar Nuka initiative
The case for change

- Demographic change
- Access
- Waiting times
- Capacity
- Resources
- Interfaces
- Diminishing returns

Multiple conditions in Scotland
Academy Medical Centre, Forfar

- 11,000 patient
- 6 doctors
- 2 minor illness nurses
- 4 practice nurses
- 5 healthcare assistants
- 4 district nurses
- 4 health visitors
- 1 prescribing advisor
- 1 practice manager
- 10 admin
Three Horizons Framework

HORIZON 1
- Signs of current system under strain
- Sustaining innovation that keeps things going

HORIZON 2
- New ideas which better fit the new landscape

HORIZON 3
- Transformative innovation that paves the way for the new
- New paradigm fits and takes off
- New context for useful old ways

PREVALENCE

TIME
Three Horizons Framework

**Horizon 1**
- Demographics
- Access
- Waiting times
- Capacity
- Resources
- Interfaces

**Horizon 2**
- Appointments
- GP sessions
- Extended team
- Paper light
- Triage
- Lean systems

**Horizon 3**
- Small teams
- Case management
- Holistic assessment
- Care & support planning
- Behavioural health
- Social prescribing

**Connections**
- Alaskan Nuka system
- Relationships
- Experience
- Holistic
- Continuity
- Person-centred
- Thrive
- Local delivery
- Wide coverage
- Long-term
- Relationships
Southcentral Foundation, Alaska
What makes Nuka innovative?

- Focus on wellness as well as illness
- Focus on optimising relationships
- Structure of delivery system
- Intentionally designed infrastructure
- True learning organisation

- Same day access
- 30 seconds telephone access
- 36% decrease in primary care visits
- No psychology waiting time
- 50% decrease in admissions
- 36% decrease in bed days
- 42% decrease in A&E visits
- 58% decrease in outpatient referrals
- >90% health outcomes
- 75% decrease in staff turnover
- 94% patient & staff satisfaction
Forfar New Model
- Direction -
Forfar New Model

- Direction -

Clinical model
- Customer care & relationships
- Communications & teamworking
- Biopsychosocial model of care
- Individual & family wellness
- Extended primary care team

Vision
- Patient-centred, safe & effective
- Health & social care integration
- Holistic, medical & wider determinants

Relationships
- Experience
- Holistic
- Continuity
- Person-centred
- Thrive
Forfar New Model

- Integrated services -

Nurse
- Case management
- Minor ailments
- Care coordinator
- Chronic disease
- Treatment room
- Prescribing
- Results & referrals
- Follow up

Behavioural psychologist
- Brief interventions
- Mental/emotional health
- Negative cycles
- Health behaviour change
- Self management
- Coping mechanisms
- Team relationships

Social prescribing coordinator
- Holistic assessment
- Personal outcomes
- Signposting
- Referrals
- Community assets
- Self management
Forfar New Model
- Direction -

Clinical model
Customer care & relationships
Communications & teamwork
Biopsychosocial model of care
Individual & family wellness
Extended primary care team

Service users
Public engagement
Patient informed
Patient stories & feedback
Patient involvement
Patient participation group

Vision
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Vision
- Patient-centred, safe & effective
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Infrastructure
- Workforce engagement
- Operational systems
- Information & IT
- Improvement & innovation
- Evaluation

Relationships
- Experience
- Holistic
- Continuity
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Forfar New Model
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**Infrastructure**
- Workforce engagement
- Operational systems
- Information & IT
- Improvement & innovation
- Evaluation

**Resources**
- Partnerships
- Funding
- Evidence base
- Reference works
- Expertise

**Forfar New Model**
- Relationships
  - Experience
  - Holistic
  - Continuity
  - Person-centred
  - Thrive
Forfar New Model
- Learning -

- Leadership drives vision
- Adapt to local context
- Develop organisation culture
- Align activity to vision
- Allow time for new ways of working
- Prepare for teething issues
- Commitment & resilience are required
- Prepare for exciting times!
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