

Wednesday 25 January 2023

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**System pressures – what we are doing to manage them** In yesterday's brief, we shared some information on interim care beds, one of the initiatives underway to assist with improving flow throughout health & social care. Next up, the Flow Navigation Centre (FNC).

As set out in the Unscheduled Care Improvement Plan, itself one of three critical areas outlined in the Winter Plan, developing the FNC further is a key priority to help support flow and deliver rapid, sustainable, positive change both for this winter and beyond.

**What is the FNC?** The FNC has been in place since December 2020. NHS 24 can refer people to the FNC directly; Scottish Ambulance Service (SAS) teams also have a direct line. In either scenario, the FNC is staffed by clinicians who can carry out telephone or video appointments providing advice and/or decision-making support. Its aim is to ensure people get the right care, in the right place, at the right time, be that in hospital or elsewhere.

In October 2022, as part of our response to system pressures we introduced 'Call Before You Convey'. This was a test of change, aimed at encouraging SAS crews to contact the FNC before coming to ED (if needed) to ensure it was the best place for the person involved. We're now into the third cycle of this test of change, thanks to some great collaboration with SAS. The FNC has extended its opening hours (not quite 24/7, but close), with SAS advanced paramedics providing overnight cover. We are continuing to refine and introduce new pathways, most recently a new mental health assessment pathway went live on Monday. To date, the FNC has received over 2500 calls from SAS clinicians seeking senior decision-making support; at least 60%, on average, result in an alternate outcome to ED with less than 15% of calls with a non-hospital pathway outcome going on to attend ED or be admitted to hospital within 48 hours of contact with the FNC. This means, on average 20 fewer people being brought to ED by ambulance each day over the last 5-6 weeks, helping to reduce ambulance stacking at the front door, and emergency ambulance turnaround times.

**What's next?** We want to refine existing referral pathways, and look to expand them, to include areas like Hospital at Home and care homes. We also want to continue develop the FNC team, so we have the right mix of people, able to provide a sustainable service 24/7. Importantly the benefits the FNC can deliver are being acknowledged including by primary care leaders and although it has a way to go in its development, the long-term vision for the FNC is to become a central hub for professional-to-professional decision-support.

Want to know more? If you have questions, please contact [gram.uucteam@nhs.scot](mailto:gram.uucteam@nhs.scot)

**Joint Inspection of services for children & young people, Aberdeenshire** We want to send our congratulations to all the teams working with children & young people in Aberdeenshire, following a very positive joint inspection report. [The full findings of the Care Inspectorate can be read here](#); the report notes the contribution of health visitors, school nurses, and Family Nurse Partnerships, alongside many other professionals, in supporting children & young people and building long-term, trusting, relationships with them. All involved should be rightly proud of the work they are doing.

**HCSW framework & competencies information sessions** Two sessions on Teams have been arranged, to support NMAHP healthcare support workers, and their managers, understand the competency framework they are required to work to. Both sessions take place tomorrow (26 January), times as follows:

- Managers – 1-2pm
- HCSWs – 2.30-3.30pm

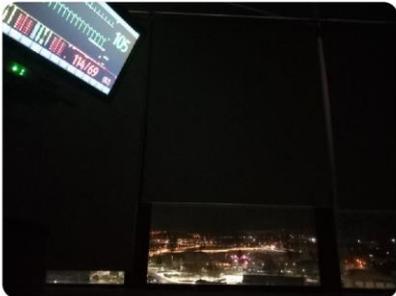
For more information and to book your place, please contact [gram.practiceeducation@nhs.scot](mailto:gram.practiceeducation@nhs.scot)

### We Care Wellbeing Wednesday

- **Yoga for Menopause** We Care can now announce a new range of Yoga sessions available both in person and virtually for those who are Menopausal and Premenopausal. To book onto a session or for more information on the resources needed and what to expect at the sessions please [click here](#) or contact [gram.wecare@nhs.scot](mailto:gram.wecare@nhs.scot)
- **Time out for Wellbeing- Horseback UK Sessions for Facilities & Estates** Do you work in Facilities and Estates? The Horseback UK 4-week initiative is now available for all staff working in Facilities & Estates as part of the #Timeoutforwellbeing. The initial pilot of Horseback UK sessions last year saw over 60 members of staff take part with fantastic feedback. The course is free to sign up and launches on Wednesday 22 February. For more information and to book on [please click here](#)
- **CAKE Facilitator Training** There is still time to submit applications for the CAKE Facilitator training currently available. It is an interactive resource designed to support self-care, and individual and team well-being in the workplace. For more information and to download the application form please [click here](#). Please note the closing date for applications is Monday 6 February.

**And finally,** If social media isn't for you – or if it is, but you don't follow the NHS Grampian accounts – you might have missed these lovely stories; fantastic feedback from a patient at ARI and what looks like a great birthday party at Ythanvale Care Home. Something positive for the end of the day:

**Douglas Clark** @LeDocteurNeuf · 5d  
View from my room at Raigmore hospital, Inverness. Admitted yesterday with a heart attack. Had 2 stents fitted. Care & treatment exemplary. #SaveTheNHS



130 replies 169 retweets 1,198 likes 29.4K views

**Alastair Nicol** @anicol147  
Replying to @LeDocteurNeuf  
I'll raise your two stents and play three fitted at Aberdeen Royal Infirmary last week. Also exemplary care and treatment. NHS staff are wonderful. And exactly two weeks from the first signs of discomfort. A world class service.  
21:07 · 20 Jan 23

1,391 Views 1 Quote Tweet 5 Likes

NHS Grampian Retweeted

**Aberdeenshire HSCP** @HSCPshire · 2h  
Fabulous! Lalalala!

**Dana** @Dandy001 · 12h  
And this is why I Love my Job!! ❤️  
Is it even a birthday if there is no Conga! 🎉🎊🎂🎁  
@TeamCentral17  
@HSCPshire  
#TeamYthanvale



1 retweet 4 likes 392 views

From Robert Burns to Robert Zimmerman. Better known as Bob Dylan, [Subterranean Homesick Blues](#) is our tune of the day (EP).

If you want to request a tune, follow up on items included in this brief, or suggest an item for sharing, drop us an email via [gram.communications@nhs.scot](mailto:gram.communications@nhs.scot)