



Aberdeen City  
Health & Social Care  
Partnership

*A caring partnership*

Summarised  
Annual Performance Report  
**2023 – 2024**



## Annual Performance Report 2023 - 2024 Summary

The Annual Performance Report is a statutory duty of the Aberdeen City Health and Social Care Partnership (ACHSCP) to produce. It helps to display progress being made on the intentions laid out in the Strategic Plan and its associated delivery plan. This Annual Performance Report covers the period from April 2023- March 2024 and is supported by national figures which demonstrate the ACHSCP's performance against some key metrics which help to assess the levels of integration, collaborate and outcomes. These measures are available to view in full in the main Annual Performance Report.

The Annual Performance Report is a lengthy document which gives details on the work being undertaken by the partnership and where progress and successes have been made. It also helps to provide assurance that the ACHSCP and the services it delivers continues to strive to provide good outcomes for members of the public while balancing value for money for the public purse. This summary aims to give an overview of six of the key messages included within the Annual Performance Report in an condensed manner.

### Improved Health and Social Care Services:

- The ACHSCP has made significant progress in reducing unmet social care needs and improving access to services. This means better, more timely care for community members. Examples of work which has been undertaken include continuing to improve the Hospital at Home service where hospital level care is provided in patients' home.
- The GP Vision programme looks to provide a sustainable General Practice across Grampian which enables people in their communities to stay well through the prevention and treatment of ill health. The ongoing work within this programme alongside the Primary Care Improvement Plan (PCIP) continue to have a positive impact on how people communicate and access services within their area.



We have **8 Community Treatment and Care (CTAC) Hubs** across Aberdeen City which provide **4,000** appointments per week for things like routine bloods, and Vitamin B12 injections.

Average number of **unmet** carer hours have **decreased** between 2022-23 and 2023-24 by **47%**

**Physiotherapy** first contact practitioners are now available in **26 practices** and offers direct access to physiotherapy services

### Community Involvement and Empowerment:

- There is a strong focus on involving local communities in the planning and delivery of services. Residents are encouraged to participate and shape the services they receive. Local Empowerment Groups (LEGS) assist the partnership in co-creating services and establishing and maintaining lines of communication with communities to ensure that services best meet their needs. The Stay Well Stay Connected programme helps to combat loneliness isolation and encourage engagement in activities such as Boogie in the Bar which has seen an expansion over the past year to include six 'boogies' a month across the City.

**Boogies in the Bar has an average of 240 attendees across a range of ages from 20 - 90.**

### Support for Older Adults and Carers:

- The partnership hosted The Granite City Gathering which gave the opportunity to promote messages relating to prevention and supporting the opportunity to remain independent at home for as long as possible to Aberdeen residents. The success of this event means that this will return in 2024. There is also ongoing work to improve support for unpaid carers, ensuring they receive the help they need through the implementation of the Carers Strategy. Initiatives such as the 'Wee Blether' aims to reduce social isolation for unpaid carers. A Carers Reference Group has also been established which has helped carers to feel empowered about inputting into future service design and highlighting the support that they need. A Grampian wide frailty board has been created which ensures that those experiencing frailty are assisted in an appropriate manner. The work of this board is ongoing, however this year there has been a focus on improving communication and flow ensuring that patients get the right care at the right time.



**An additional 14 beds have been opened up in Aberdeen Royal Infirmary (ARI). This has a positive impact on care by reducing the number of patients stayed in a non-frailty ward.**

“Nice and easy to talk to staff in the café area about my mobility problems. She provided lots of information about other services and also gave me a copy of the Agile Booklet.”

Service providers from voluntary organisations reported that an average of 54% of people that they engaged with at the hub would not have contacted their service otherwise.

### Focus on Prevention and Early Intervention:

- The ACHSCP is placing a renewed emphasis on preventive care to help people stay healthy longer. This includes tackling issues like obesity, smoking, and substance abuse, and promoting self-care practices to reduce future health risks. The use of the Priority Intervention Hub model for the Aberdeen Vaccination and Wellbeing Centre has helped to provide a ‘one stop shop’ for many clinical services such as vaccinations and CTAC (Community Treatment and Care Hubs) services while also providing access to preventative services such as mental health and wellbeing support. They see around 6,000 people a month and focus on using a preventative approach by ensuring that they ‘Make Every Opportunity Count’. The Hub works collaboratively with over 70 different voluntary organisations to help to sign post people to the services they may need now or in the future.





### Use of Technology in Care:

- This year, the partnership launched a Technology Enabled Care (TEC) Plan which is designed to help people live independently for longer. This includes expanding the use of digital tools and telecare services and using a ‘TEC first approach’ when assessing people’s needs. A TEC library is available for people to see first hand the TEC devices available.

### Challenges and Future Plans:

- Despite financial challenges, such as high costs for medicines and difficulties in recruiting staff, the ACHSCP is committed to innovative solutions. The upcoming Strategic Plan for 2025-2028 will build on current successes while addressing these ongoing challenges.
- The ACHSCP workforce plan is in place and aims to support employees and increase recruitment and retention. During the past year, a recruitment event was held and a video was created to advertise the opportunities available within the ACHSCP. Six Career Ready Apprentices had placements with ACHSCP which resulted in positive feedback. ACHSCP plan to run this scheme again in 2024-2025.

More information about the specific work being undertaken to meet the Strategic Plan, its aims and the 2023-2024 delivery plan can be found in the full **ACHSCP Annual Performance Report 2023-2024**.

### Call to Action for the Community:

The ACHSCP continues to encourage community members to engage in local groups and to join Local Empowerment Groups and Priority Neighbourhood Partnerships to ensure that membership and diversity is increased. This allows the views of people who receive our services to have a real impact on how they are delivered into the future.

The Partnership has a focus on prevention and early intervention, with a view to minimise the impact of preventable diseases. We encourage community members to engage with these services and employ self-care measures. This will help everyone to stay as well as they can for as long as possible.



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