



INTEGRATION JOINT BOARD

Date of Meeting	5 December 2023
Report Title	Aberdeen City Vaccination Centre & Priority Intervention Hub
Report Number	HSCP.23.090
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Consultation Checklist Completed	Yes
Directions Required	Yes
Appendices	<p>Appendix 1 - Direction Appendix 2 – North East Population Health Alliance (NEPHA) Diagrams Appendix 3– Public Questionnaire Appendix 4 – Walk in Enquiries Appendix 5 – Equality Impact Assessment Appendix 6 – Short Term Impact Report Appendix 7 – Exempt Paper</p>

1. Purpose of the Report

- 1.1 This report provides the Integrated Joint Board (IJB) with an update position on the relocation of the Aberdeen City Vaccination Centre and to seek approval to extend the lease of Unit 19 within the Bon Accord Centre.



INTEGRATION JOINT BOARD

2. Recommendations

It is recommended that the IJB:

- a) Notes the progress to date of the relocation of the Aberdeen City Vaccination Centre from the John Lewis building to Unit 19, Bon Accord Aberdeen.
- b) Notes the adoption of community based preventative approaches as set out in the Strategic Plan summary as per section 3.7.2 of this report.
- c) Approves the agreed approach of expanding from a Vaccination Centre to a Priority Intervention Hub Model (as set out in section 3.6 of this report) at the Aberdeen City Vaccination Centre to ensure best use of resources and to mirror the hub model within other areas of Aberdeen City.
- d) Renames the Aberdeen City Vaccination Centre so that it is now called the 'Aberdeen City Vaccination & Wellbeing Hub' based on response from public feedback as detailed in section 3.14 of this report.
- e) Approves the extension of the current lease of the Aberdeen City Vaccination Centre at Unit 19 Bon Accord Aberdeen for a further year from 10 May 2024 until 9 May 2025.
- f) Makes the Direction attached (Appendix 1) to NHS Grampian
- g) Instructs the Chief Officer of the IJB to issue the Direction to NHS Grampian.
- h) Instructs the Chief Officer of the IJB to make and implement any reasonable and necessary arrangements in furtherance of (e) (f) and (g) above.

Summary of Key Information

3.1 Vaccination Transformation Programme (VTP)

In 2017, the Scottish Government and the Scottish General Practitioners Committee (SGPC) agreed vaccinations would move away from a model based on GP delivery to one based on NHS Board/Health and Social Care Partnership (HSCP) delivery through dedicated teams. The VTP began on 1st April 2018 and was expected to be transitioned within a 4 year period by April 2022. Midway through this transition period in December 2020, a dedicated team was recruited for the delivery of the COVID-19 Vaccinations to be delivered as a Mass Vaccination Programme in response to the COVID-19 Pandemic. This programme was delivered from the Mass Vaccination Centre at P&J Live Aberdeen. The roll-out of the VTP was temporarily put on hold during this period.

3.2 Immunisation Blueprint Refresh

In August 2021 the Immunisation Blueprint refresh was presented to the IJB with a direction to agree the implementation of the new service delivery model for Vaccination Services as per the VTP. IJB approved the paper and directed NHS Grampian to



INTEGRATION JOINT BOARD

deliver the vaccination blueprint as outlined in appendix A of report HSCP.21.066 within the financial budget detailed therein.

3.3 Relocation of the Aberdeen Vaccination Team

In September 2021, the Aberdeen City Vaccination Team moved from the Mass COVID Vaccination Centre at P&J Live to the former John Lewis building. This location allowed the service to continue to deliver COVID and flu vaccinations, whilst re-engaging the full roll-out the VTP which was achieved by the April 2022 deadline. In January 2023, a report HSCP23.007, recommending a relocation was presented and agreed to end arrangements at John Lewis in favour of the unit at Bon Accord. NHS Grampian signed a lease with at Unit 19, Bon Accord Aberdeen for an Initial 1 year period.

3.4 Aberdeen City Vaccination Centre – Opened Doors

The lease commenced on 10th May 2023, with a short period set aside for maintenance works to ensure the unit was ready to open its doors to the public on the 19th June 2023, The centre layout was designed to create sufficient space to deliver the yearly programme of vaccinations as part of the VTP which currently sees a total of around 255,000 vaccination invitations sent out each year (approx. 165,500 of these are invited to attend the City Centre location). This includes:

		Total Co-horts	Aberdeen Vaccination Centre 65%	Bridge of Don 10%	Airyhall 20%	Housebound /Care Home/ Sheltered 5%
Adult Routine	Shingles	2304	1498	230	461	115
Adult Routine	Pneumococcal (65+)	2295	1492	230	459	115
Adult Routine	Pneumococcal (16-64 At Risk & Every 5 years)	750	488	75	150	38
Flu	Influenza*	135,905	88338	13591	27181	6795
Non Routine	GP & Acute Referrals	600	390	60	120	30
COVID	Spring Booster	22,628	14708	2263	4526	1131
COVID	Winter Booster*	90,144	58594	9014	18029	4507
		254,626	165507	25463	50925	12731
	Average Uptake 75%	190,970	124,130	19,097	38,194	9,548

*124,130 individual vaccinations equates to 80,185 people as the winter flu and COVID Booster vaccinations are predominantly co-administered at the same time. (75% uptake of COVID 58,594 = 43,945 subtracted from 124,130 = 80,185)

3.5 Additional requirements of the Centre

The above figures do not include additional vaccination programmes that are held out with the Centre, but are part of the VTP, however planning, administration, staffing,



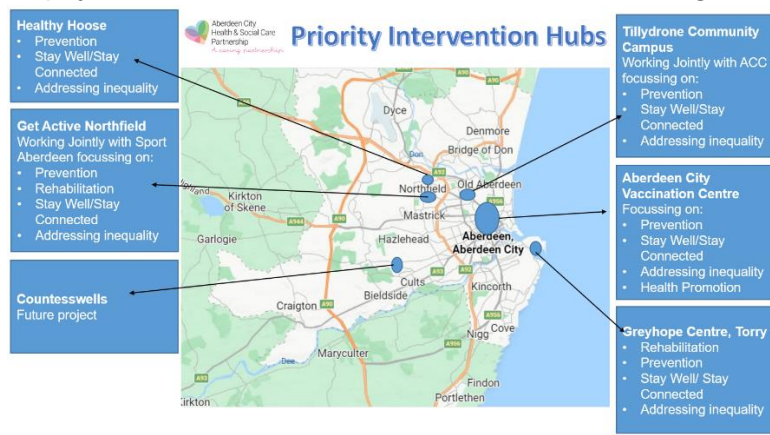
INTEGRATION JOINT BOARD

vaccine & consumables supply are currently supplied and based at the City Centre Hub.

- **Staff Flu & COVID Clinics** (7,756 Healthcare Staff and 4,387 Social Staff) Clinics held at Aberdeen Royal Infirmary (ARI), Woodend, Royal Cornhill and other various pop up staff clinics around the city.
- **Pre-school Immunisations** – around 38,000 Vaccinations delivered at 7 Aberdeen community Locations throughout the year.
- **School Immunisations** – The School programme delivers around 34,000 vaccinations including Winter Flu, HPV, DTP & MenACWY and MMR catch-ups throughout the year.

3.6 Our Aim – What is a Priority Intervention Hub

To ensure best use of resources, and to contribute to the Partnership Strategic Aim CT07: to develop cross sector, easily accessible community hubs where a range of services coalesce, all responding to local need. There are currently priority intervention hub developments throughout Aberdeen City as per the location map below. The focus of the Priority Intervention Hub within the City Centre will be on promoting health and wellbeing through preventative action, support and advice. The centre will provide more upstream support to proactively promote and manage good health in the way that matters to the people of Aberdeen. We will do this by focussing on prevention and early intervention in a way that meets local needs, addresses the widening inequalities gap, and recognising the multiple impacts of long-term ill health on people’s physical health, mental health, and social wellbeing.



3.7 Links to Organisational Priorities

3.7.1 Anchor Organisation – As an Anchor Organisation, our services should be rooted within our communities, using buildings and spaces to support communities and ensuring these are easily accessible. We should be working more closely with our local partners to learn from others and share ideas.



INTEGRATION JOINT BOARD

3.7.2 Aberdeen City Health & Social Care Partnership – The Hub will support the delivery of our Strategic Delivery Plan prioritises as follows:

Aim	Project Name	Delivery Plan Action	Hub Activities to meet Aim
Caring Together	CT07 Priority Intervention Hubs	<ul style="list-style-type: none"> Develop cross sector, easily accessible, community hubs where a range of services coalesce, all responding to local need. 	<ul style="list-style-type: none"> Health, Social Care, Education, Voluntary & third sector organisations working together in one place (one stop shop) to support people's health & Wellbeing.
	CT09 Increase Community Empowerment	<ul style="list-style-type: none"> Increase Community involvement through existing networks and channels. 	<ul style="list-style-type: none"> Community Planning Aberdeen attending Centre for community engagement workshops & questionnaires
	CT12 Care Opinion Promotion	<ul style="list-style-type: none"> Promote use of Care Opinion to encourage patients, clients, carers and service users to share experiences of service, further informing choice. 	<ul style="list-style-type: none"> Promotion of Care Opinion and other forms of feedback. Promote Daisy Award.
Caring Together	CT14 Primary Care Stability	<ul style="list-style-type: none"> Improve Primary Care stability by creating capacity for general Practice. 	<ul style="list-style-type: none"> Immunisations Community Treatment & Care (CTAC) Making every opportunity count Signposting Social Prescribing opportunities. Health Promotions
	CT16 Revised Carers Strategy	<ul style="list-style-type: none"> Develop and deliver a revised Carers Strategy with unpaid carers and provides carers support services in Aberdeen, consider the impact of COVID 19 	<ul style="list-style-type: none"> Carers Strategy – venue for public engagement and promotion. Weekly Carers Conversation Café
Keeping People Safe at Home	KPS03 Rehabilitation in Sports/Leisure	<ul style="list-style-type: none"> Explore how others in sports and leisure can assist in delivering rehabilitation across multiple areas. 	<ul style="list-style-type: none"> Working in partnership with Sport Aberdeen to promote Rehabilitation Programmes. Community Adult Assessment & Rehab Service (CAARS) attending Centre weekly in conjunction with Sport Aberdeen to support safer mobility & rehabilitation.
	KPS05 Community Chronic Heart Failure	<ul style="list-style-type: none"> Increase community capacity to reduce impact on secondary care and increase support for chronic heart failure. 	<ul style="list-style-type: none"> CTAC – chronic disease management



INTEGRATION JOINT BOARD

Aim	Programme	Project	Hub Activities to meet Aim
	KP206 Grow COPD Hotline	<ul style="list-style-type: none"> Grow and embed the COPD hotline to support people in their own home. 	<ul style="list-style-type: none"> Weekly Community Respiratory clinics & promotion of COPD hotline. Making every opportunity count at housebound visits to support & empower people in their own homes.
	KPS15 Access to unscheduled care	<ul style="list-style-type: none"> Develop clear access routes for unscheduled care pathways so that people receive prompt care from the right person, in the right place, at the right time. 	<ul style="list-style-type: none"> Making every opportunity count Signposting
	KPS19 Suitable Homes	<ul style="list-style-type: none"> Help people to ensure their current homes meet their needs including enabling adaptations and encouraging the use of Telecare where appropriate. 	<ul style="list-style-type: none"> Technology Enabled Care Silver City Surfers CAARS attending weekly to support Safer Mobility and discussing possible home adaptations. Scottish Fire & Rescue – promoting house visits
Preventing Ill Health	PIH01 Alcohol & Drugs Reduction	<ul style="list-style-type: none"> Reduce the harm from Alcohol and other drugs 	<ul style="list-style-type: none"> Alcohol brief intervention training for Vaccinators. Making Every Opportunity Count Aberdeen in Recovery attending centre weekly – Naloxone Training & peer support.
	PIH02 HIS Sexual Health Standards	<ul style="list-style-type: none"> Deliver actions to meet the HIS Sexual Health Standards 	<ul style="list-style-type: none"> Leaflets / Promotion of Services Free Condoms at Health point area.
	PIH03 Deliver Immunisations Blueprint	<ul style="list-style-type: none"> Deliver Immunisations Blueprint 	<ul style="list-style-type: none"> Delivery of full Vaccination Transformation Programme including Pre-school, Schools, Adult Routine, Flu & COVID.
	PIH05 Uptake Smoking Cessation Services	<ul style="list-style-type: none"> Continue to contribute to NHS Grampian Tobacco Strategic Plan for the North East of Scotland – encouraging uptake of Smoking Cessation Services. 	<ul style="list-style-type: none"> Making every opportunity count. Stop Smoking / Mouth Cancer Campaigns – window displays. Health point – information leaflets – Smoking Cessation
	PIH06 Delivery Stay Well Stay Connected Programme.	<ul style="list-style-type: none"> Continue to deliver our Stay Well Stay Connected Programme of holistic community health interventions focussing on the prevention agenda around achieving a healthy weight through providing advice and support for positive nutrition and an active lifestyle. 	<ul style="list-style-type: none"> Wellbeing Co-coordinators attending centre to promote stay well stay connected activities. Community Area for a Cuppa & Conversation & promoting activities in local communities. Health Point – healthy weight, nutrition advice.



INTEGRATION JOINT BOARD

Aim	Programme	Project	Hub Activities to meet Aim
Achieving fulfilling healthy lives	AFHL03 Making Every Opportunity Count (MEOC)	<ul style="list-style-type: none"> Make every opportunity Count by identifying any wider detriment issue and ensuring patients, clients and their carers are signposted to relevant services for help. 	<ul style="list-style-type: none"> Staff trained in making every opportunity count to support and signpost whilst people attending for their vaccinations. Health promotion & signposting.
	AFHL09 Mental Health & Learning Disabilities Programme	<ul style="list-style-type: none"> Continue to progress Mental Health & Learning Disabilities transformation to evidence increased community delivery across secondary and primary care. 	<ul style="list-style-type: none"> Aberdeen Links Practitioner – GP Referrals from centre 5 days per week. Penumbra Mental Health 1st Response service weekly. Dementia Advisor attending weekly.
	ALFL10 Waiting Lists Support	<ul style="list-style-type: none"> Explore opportunities for working with those on waiting lists to help support them while they wait, or divert them from the list. 	<ul style="list-style-type: none"> Supporting Waiting Well Team – evaluation Making every opportunity count.
	AFHL11 Impact Deferred Care & COVID	<ul style="list-style-type: none"> Plan service capacity to include impact on the consequence of deferred care and long Covid. 	<ul style="list-style-type: none"> Long Covid Practitioner to hold staff awareness sessions to support making every opportunity count.
	AFHL13 COVID19 Surge Plan	<ul style="list-style-type: none"> Develop a plan ready to respond to increased demand due to COVID Variants of vaccinations 	<ul style="list-style-type: none"> Mass Vaccination Plan
Workforce	SE02 Volunteer Protocol Pathways	<ul style="list-style-type: none"> Develop and implement volunteer protocol and pathway with a view to growing and valuing volunteering within health and social care systems. 	<ul style="list-style-type: none"> Use of volunteers within Aberdeen City Vaccination Centre Promoting Volunteer opportunities within 3rd Sector Organisations.
	SE03 Staff Health & Wellbeing	<ul style="list-style-type: none"> Continue to support initiative supporting staff health & wellbeing 	<ul style="list-style-type: none"> Promotion of Health & wellbeing initiatives within HSCP. Staff Welfare Area Staff Dedicated training area Staff training and Continued Professional development (CPD)
Technology	SE07 Technology Enabled Care	<ul style="list-style-type: none"> Seek to expand the use of Technology Enabled Care (TEC) throughout Aberdeen. 	<ul style="list-style-type: none"> Technology Enabled Care attending weekly at Centre to support people. Promotion of Services Silver City Surfers attending weekly.
	SE11 Access to Digital	<ul style="list-style-type: none"> Explore ways we can help people access and use digital systems. 	
Communication	SE15 Community Communications	<ul style="list-style-type: none"> Develop proactive, repeated and consistent communications to keep communities informed. 	<ul style="list-style-type: none"> Consistent social media posts to keep communities informed of what activities and support available at the Hub.



INTEGRATION JOINT BOARD

3.7.3 **NHS Grampian** – The Strategic Plan “Plan for the future – Healthier together” focusses on a sustainable health & care responding to illness and enabling wellbeing. The centre will focus on:

- **People** – Feedback from citizens with multiple engagement mechanisms. Include those with lived experience, including seldom heard voices as an integral part of service improvements, provide protected time for learning and support colleagues to be included, supported and empowered to make their best contribution.
- **Places** – Open up building and facilities for communities to use. Provides greater multipurpose usage of facility and infrastructure, listen to what is important to people, bring together health, social care and third sector to support communities. Community engagement and improved wellbeing.
- **Pathways** – Care being delivered in the right place by the right people. Support seamless transitions between organisations, empower individuals to manage their own conditions and by making every opportunity count to support people to stay well and recover faster.

3.7.4 **Community Planning / Local Outcome Improvement Plan (LOIP)**– The Hub will not only benefit people who access services, it also has a system-wide benefit – a healthier population that delays access to health and social care services that will create savings for Primary Care, Police, NHS, Council, welfare systems, and keep people in employment with better wellbeing. The hub will particularly provide support and contribute towards the following Stretch Outcomes highlighted within the Local Outcome Improvement Plan (which is currently being refreshed).

Stretch Outcome	Current / Proposed Outcome	Drivers	Hub Links
1	No one will suffer due to Poverty	1.2 – Ensure those who experience in work poverty have access to all appropriate benefits. 1.3 Supporting vulnerable and disadvantages people, families and groups	<ul style="list-style-type: none"> • Link Practitioner • Penumbra 1st Response • Pathways • Make Every opportunity Count • Signposting
2	400 unemployed Aberdeen City Residents supported into Fair Work by 2026. / Working towards 80% employment rate for Aberdeen City by 2036	2.1 Supporting labour market to recover from impact of COVID 19 on employment. 2.2 Increasing the number of people in Aberdeen in sustained, fair work.	<ul style="list-style-type: none"> • Pathways Employment keyworker • Education placements • Signposting



INTEGRATION JOINT BOARD

Stretch Outcome	Current / Proposed Outcome	Drivers	Hub Links
4	95% of all children will reach their expected development milestones by their 27-30 review.	4.1 Ensuring that families receive the parenting and family support they need. 4.2 Improvement health and reducing child poverty inequalities.	<ul style="list-style-type: none"> • Make Every Opportunity Count & signposting. • Promotion of Services (i.e. Peep, Pathways domestic abuse, addictions etc.) • Childsmile promotion • Pre-school Immunisations
7	95% of all our children, including those in priority neighbourhoods will sustain a positive destination upon leaving school.	7.1 Improving pathways to education, employment and training for all our children.	<ul style="list-style-type: none"> • Pathways education keyworker. • Education placements • Delivery of co-location and delivered services by health and education. • Promotion of services & training. • Delivery of in school vaccination programme.
9	100% of our children with additional support needs/disabilities will experience a positive destination	9.1 – Improving pathways to education, employment and training for our children with ASN/Disabilities. 9.2 Ensuring young carers receive the support they need	<ul style="list-style-type: none"> • Making every opportunity count • Pathways Employment Keyworker. • Promotion of Young Carers Services & families support
10	25% fewer people receiving a first ever Court conviction and 2% fewer people reconvicted within one year	10.3 Change attitudes about domestic abuse in all forms and ensuring victims receive access to the right support.	<ul style="list-style-type: none"> • Pathways Domestic Abuse Support. • Making every opportunity count. • Signposting • Links Practitioner • Penumbra Mental health 1st Response
11	Health Life Expectancy (Time lived in good health) is five years longer.	11.1 Supporting vulnerable and disadvantaged people, families and groups. 11.2 Provide individuals and communities with the social resources needed to reduce feelings of loneliness and social isolation. 11.3 Encouraging adoption of healthier lifestyles through a whole family approach.	<ul style="list-style-type: none"> • Delivery of Adult Routine Vaccinations. • Making Every Opportunity Count • Signposting • Promoting Services & Support – whole family. • Community Space / Community Groups • Social Prescribing • Public Health Promotions



INTEGRATION JOINT BOARD

Stretch Outcome	Current / Proposed Outcome	Drivers	Hub Links
12	Rate of Harmful levels of alcohol consumption reduced by 4% and drug related deaths lower than Scotland.	12.2 Reduce levels of harmful alcohol consumption across the whole population through “making every opportunity count” approaches. 12.3 Enhance early intervention and preventative treatment for those at greatest risk of harm from drugs and alcohol 12.4 Increase visibility and support of recovery in our communities.	<ul style="list-style-type: none"> • Aberdeen in Recovery • ADP & ADA Health Promotion • Peer Naloxone Training • Alcohol Brief Intervention Training for Staff • Making Every Opportunity Count. • Public Health Promotion • Signposting
14	Increase sustainable travel – 38% of people walking and 5% of people cycling as main mode of travel.	14.1 Supporting different ways for active travel in everyday journeys, using partners and volunteers to address safety, infrastructure, fitness, wellbeing and confidence.	<ul style="list-style-type: none"> • Health Promotion • Central location • Wellbeing Walks • Safety Talks & demonstrations.
15	Addressing the nature crisis by protecting/managing Aberdeen’s are for Nature.	15.1 Increasing diversity, quality and use of the Aberdeen’s green spaces by facilitating community participation in them to restore nature and increase people satisfaction, health and wellbeing.	<ul style="list-style-type: none"> • Promotion of Community Gardening Groups. • CFINE Growing Room project at Bon Accord – Boxes of perpetual lights & grow cube planned for Jan 2024.
16	100% increase in the proportion of citizens who feel able to participate in decisions that help change things for the better.	16.3 Refresh of Locality Plans and identification of community ideas for improvement that can be co-designed within communities and tested through our LOIP projects and CPA partners.	<ul style="list-style-type: none"> • Public Engagement – LOIP Refresh.

3.7.5 Public Health Scotland – A Scotland where everybody thrives (Public Health Scotland’s three year Plan 2022-25)

The hub also supports with the Public Health Scotland Vision of “A Scotland where everybody thrives” which includes:

- **Preventing Disease** – through vaccination and preventing the spread of infectious diseases
- **Promote Health & Wellbeing** – by strengthening the building blocks of health
- **Promoting healthy life** – improving access to and quality of treatment.

3.7.6 North East Population Health Alliance (NEPHA)

Extract from Stay Connected Public Health Staff Newsletter – “NEPHA is a North East of Scotland network which the executives of the partner

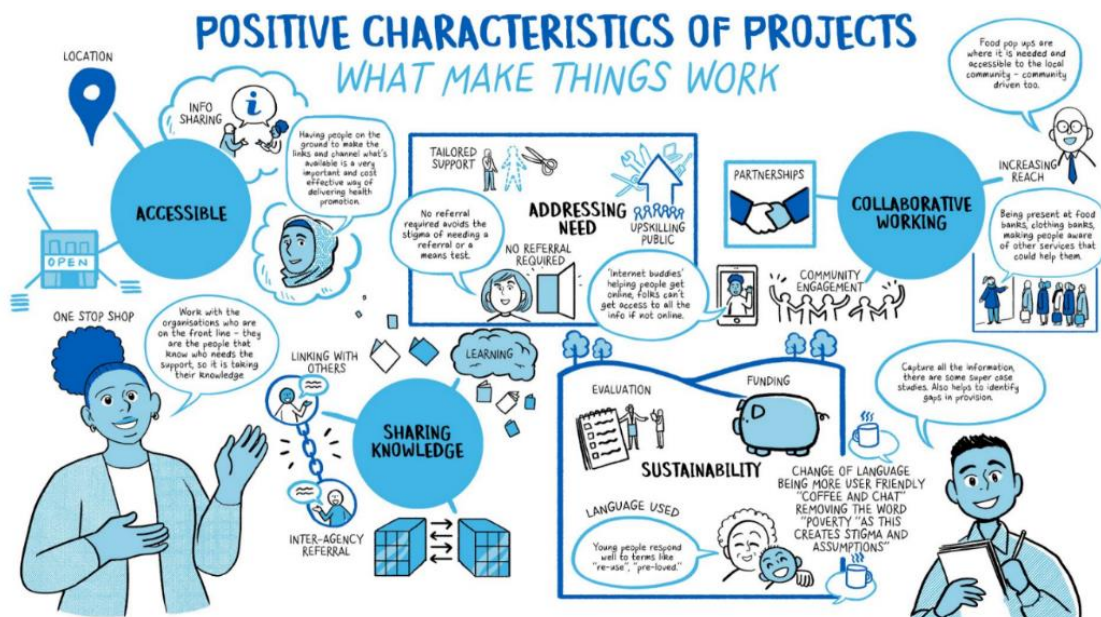


INTEGRATION JOINT BOARD

bodies can use to bring wider benefits by collaborating and learning when taking forward shared priorities across all organisations. Through bringing collective knowledge together with data and evidence NEPHA aims to share and enable more powerful collective conversation and action to achieve our vision of thriving communities living fulfilled lives. During summer 2023, NEPHA colleagues participated in a series of engagement events exploring the cost of living to understand current activity, what is working well and any barriers faced by organisation and communities. Following the consultation, a workshop took place on 25th October. The workshop brought together leaders from across the North East where the output of the engagement work was shared to enable shared learning, building on existing knowledge of what works well and identify areas for potential focus.”

The following diagrams demonstrates public opinion on what makes things work which includes many of the attributes of the Aberdeen City Vaccination Centre including:

- One Stop Shop
- Community Engagement
- Collaborative Working
- Increased digital access
- Signposting
- Accessibility



(See Appendix 2 - For full output of engagement workshops graphics)



INTEGRATION JOINT BOARD

3.8 Public Consultation – What do people want to see from the Centre?

The service undertook several pieces of work to identify what services to approach to expand to a priority intervention hub model.

3.8.1 Questionnaire - The first was a public questionnaire of people visiting the Centre – asking what they would like to see from a Community Hub. Over a 4 week period, 180 questionnaires were completed. The top 4 requests were (**See Appendix 3 for full breakdown**):

- **Health Checks** including blood pressure, Cholesterol, Weight & BMI
- **Bloods/CTAC Services**
- **Health Information Point**
- **Mental Health Support.**



Health Checks		Links with Health Point & Aberdeen University to progress in 2024.
Bloods / CTAC		CTAC Clinic commenced Oct 2023
Health Information Point		Community Health Information Point in Place
Mental Health Support		Aberdeen Links Practitioner from Sept 2023, Penumbra 1st Response from Oct 2023, Dementia Advisor from Nov 2023

3.8.2 Walk In Enquiries – Prior to the Winter Programme commencing, the service took a snapshot of walk in enquiries to identify what the Public were walking up to the Centre to enquire about. Over a 2 week period between 29th June and 10th August the Centre received 348 people who attended with no appointment. (**See Appendix 4 for full breakdown**)

- 175 were vaccination enquiries
- 86 were visitors requesting health information or leaflets from Health point
- 19 were requests to see a Link Practitioner and
- 68 were various other reason (including access to bloods, CTAC, recruitment, home adaptations, travel vaccinations etc.)



INTEGRATION JOINT BOARD

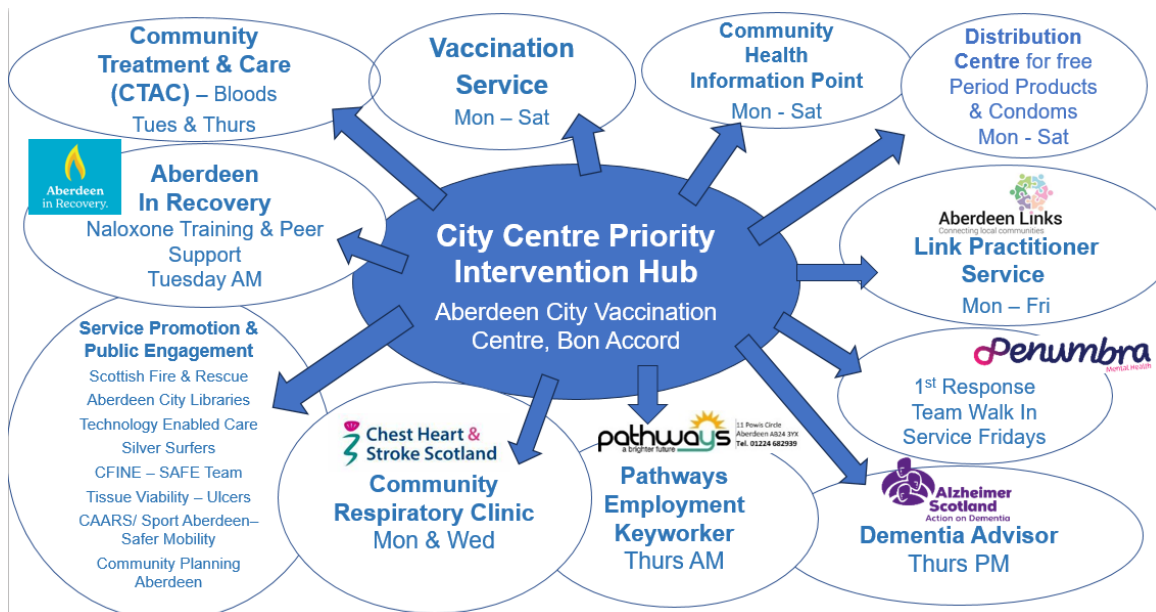
3.8.3 Make Every Opportunity Count “MEOC” Conversations – prior to the Winter Programme, ACHSCP Health improvement Officer delivered MEOC Training to vaccination team workforce. This was to support staff to engage with people attending for their vaccination to enquire after their general health, promote general health screenings and support with leaflets or signposting to other services as required. Between the 24th July and the 11th August – 227 MEOC Conversations were recorded. These conversations also identified where further support or information may be required within the centre. The 3 main priorities areas highlighted were: **(See Appendix 6 (page 5) of Short Term Impact Report for full breakdown)**

- **Mental Health & Wellbeing**
- **Social Isolation**
- **Healthy Eating and lifestyle.**

3.9 What have we progressed so Far?

3.9.1 Services currently available at the Centre.

Following information gathering, the service approached several services and voluntary organisations to offer the opportunity to provide or promote their services within the centre. This has resulted in the following services now available.





INTEGRATION JOINT BOARD

Area	Service	Detail
Mental Health & Wellbeing	Aberdeen Links Practitioner Service	Service using centre 5 days per week as a community hub for seeing GP referrals and service promotion.
	Penumbra – 1 st Response	Penumbra Mental Health – 1 st Response team providing walk in service every Friday. Providing safe confidential space where people can discuss their worries and receive support.
	Alzheimer's Scotland – Dementia Advisor	Dementia Advisor attending 1 day per week from November 2023.
Drugs & Alcohol	Aberdeen in Recovery – Naloxone Training	Aberdeen in Recovery attending 1 day per week to promote peer support from people with lived experience & peer Naloxone Training.
Make Every Opportunity Count (MEOC)	MEOC Conversations & signposting	Staff training during June/July to support MEOC Conversations. Ongoing conversations with people when they attend for vaccinations.
Public Involvement	Community Planning Aberdeen	Workshops / LOIP Refresh Public Engagement during October 2023
Public Health	Community Health point	Community Health point in place including official distributor of free condoms & period products.
Public Health	Digital Display	Digital TV Displayed at Centre to promote Services and signposting.
PCIP	Immunisations	Providing Adult Routine, Non Routine, Flu & COVID, Pre-school and hub for School Immunisation Team.
PCIP	Community Treatment & Care (CTAC)	CTAC Clinic every Tuesday and Thursday providing - Bloods, Suture Removals and Chronic Disease Management. To move to 5 days per week from early 2024.
Manage Conditions at home and prevent admission.	Community Respiratory Team (Chest Heart Stroke Scotland)	Clinic to run Tuesday and Wednesday from November 2023 onwards supporting people living with lung disease to manage their conditions and keep well at home – prevent re-admission to hospital.
Employment	Pathways – Employment Keyworker	Employment keyworker attending 1 day per week to provide 1:1 support with job searches, CV Creation, preparing for interview, online forms, applying for funding and training.
Social Isolation / Carers	Blether Conversation Café for Carers & over 55's	June – August – Wee Blether Café for Carers & Over 55s to support Social Isolation. Every Friday from 12 – 2. Soup provided by Charlie House – Recharge Café (Bon Accord Centre).
Social Isolation / Stay Well Stay Connected –	Wellbeing Co-ordinators Programme of Activities.	Promotion during Winter period of existing social activities in local communities to support people to stay well and connected and reduce social isolation.

3.9.2 Health & Wellbeing Promotion & Public Engagement

During the Winter Programme the Centre is utilised to its full capacity. With between 500 – 700 people attending for appointments per day, the centre provides opportunities for a captive audience whilst people are in the post vaccine area. Health, Social Care and third Sector/voluntary



INTEGRATION JOINT BOARD

organisations have attended to host a table during this period to promote their services and undertake public engagement. Over the winter period the following services attended regularly. Further detail of the impact of these sessions in **Appendix 6 Short Term Impact Report**.

Scottish Fire & Rescue (Home Fire Safety Aberdeen in Recovery)	Technology Enabled Care (TEC)
Penumbra 1 st Response Team	Aberdeen City Libraries
Pathways Employment Keyworker	Aberdeen Links Practitioner
Stand up to Falls Ambassador – Sport Aberdeen	Dementia Advisor – Brain Health
Breast Cancer Awareness Month	Sands – Baby loss Awareness Week
Public Health – Mouth Cancer Awareness	Stay Well Stay Connected Team
Community Chaplaincy Listening Service	Childsmile
Aberdeen Drugs Action – Overdose Awareness	CFINE – Safe Team
Community Adult Assessment and Rehabilitation Services (CAARS) Safer Mobility	Silver City Surfers
	Tissue Viability Nurse Specialist – Preventing Pressure Ulcers

3.9.3 Community Planning Aberdeen – Community Planning Aberdeen have also used the Centre to meet with Community Partners for meetings/workshops and attended during October 2023 for Public Engagement as part of their refresh of the Local Outcome Improvement Plan.





INTEGRATION JOINT BOARD

3.10 What Links continue to be made?

We continue to make contacts with various Health, Social Care and third sector /voluntary organisations to further expand the range of services available at the Hub.

- **Vitamin B12** - In addition to delivering CTAC Services, the Lead Nurse of CTAC and Immunisations is currently looking at the potential of the venue being used to deliver Vitamin B12 Injections.
- **Excelerate Programme** – Harlaw Academy and St Machar Academy to explore workplace projects around patient feedback, promoting the centre and health promotion within schools.
- **Aberdeen University** - We have links with Aberdeen University to look at supporting education opportunities and a potential walk in “Long Term Conditions” drop in minor illness clinic being delivered by fourth year medical students.
- **Primary Care – Social Prescribing** – Links with Elmbank Practice to explore opportunities for social prescribing.
- **Secondary Care Blood Hub** – Links with Secondary Care Blood Hubs to run clinics from Centre – processes currently being agreed to finalise dates.
- **Diabetes MCN & Healthier futures** - links with the Diabetes MCN and Healthier Futures Team and Acute Bariatric Surgery – Weight Management Programme to look at potential uses of the space.
- **Long COVID** - exploring opportunities with the Long COVID practitioner for the promotion of clinics and awareness sessions with staff to support MEOC.
- **Financial Inclusion & Housing** - Links have been made with Aberdeen City Council Financial inclusion and Housing Team to look at Monthly Financial Support Clinics.
- **CFINE** - Work is ongoing with CFINE to look exploring Community Groups to commence in early 2024 to support social Isolation & loneliness.
- **Chest Heart Stroke Scotland** will look at the potential of Health Check Clinics during 2024.
- **Aberdeen Drugs Action (ADA) Alcohol and Drugs Partnership (ADP) & Substance Misuse Service** – links made to look at formal Alcohol Brief Intervention (ABI) Training to support MEOC conversations and cascade training for Naloxone to allow the Centre to become an official distributor of Naloxone.
- **Spina Bifida Hydrocephalus Scotland** – discussions ongoing for the provision of health check clinics.
- **ACVO** – Links made with ACVO to promote Services and enhance the promotion of Stay Well, Stay Connected agenda.



INTEGRATION JOINT BOARD

- **PEEP** – Links have been made with PEEP to look at potential use of space in early 2024 for the provision of groups / activities to support families.

The Service have also built strong links with the Aberdeen Football Club Community Trust, SHMU and Sport Aberdeen to help promote the Centre and Services provided within the Community to support the people of Aberdeen.

3.11 Impact of Services Provided

- 3.11.1 Information is currently being gathered in relation to the impact that the Centre is having to people who visit and a full year report will be produced in July 2024. However an interim report has been produced to support this paper highlighting our numbers to date and feedback from service providers and service users. **See appendix 6 Short Term Interim Report.**
- 3.11.2 **Partnership Working** - In summary the Hub has provided the facility for true Partnership working with third sector voluntary organisations and other partners in health, social care, community planning and education to promote their services or undertake public engagement. We are currently connected with 33 partner organisations who have delivered 62 service promotion sessions & 12 community engagement sessions during September and October. These organisations have welcomed the opportunity to engage with people who are visiting for their Vaccination or CTAC appointments and have commented that they would not have been able to reach and support as many people as they have during the timeframe had it not been for the Hub. The City Centre location has also brought the opportunities for people to walk in and engage with services whilst they are in the area.
- 3.11.3 **One Stop Shop** – The centre has provided the opportunity to support the delivery of many of the Partnerships strategic aims and the Community Planning Aberdeen – Local Outcome improvement Plan. In particular the Hub has allowed Services and other organisations to provide support and advice to people to:
- Prevent Ill Health
 - Keeping People Safe at Home
 - Caring Together
 - Achieving fulfilling healthy lives
 - Tackle Poverty & Inequalities
 - Community Empowerment



INTEGRATION JOINT BOARD

- Employment Support
- Stay Well, Stay Connected
- Provide Mental Health & Wellbeing Support
- Make every Opportunity Count
- Provide the Right Care, at the Right Time, in the Right Place
- Provide Community Space for Groups & Conversation Café's
- Provide Naloxone Training, Alcohol Brief Interventions & Peer Support

3.11.4 **Feedback / People's Stories** – The following is a selection of feedback that has been received as part of the information gathering for the Short Term Impact Report. **See Appendix 6 for full details.**

Wellbeing Co-ordinators Session – Service User Feedback – “I had no idea there were so many things going on in the city. I am glad I met you today”

Wellbeing Co-ordinators Session – “A gentleman who had recently lost his wife had been feeling cut off from life and social activities, he didn't really know where to start. I told him about things in his area and asked what he was interested in. Music and dancing had been their passions, so he was keen on the Boogies but a bit worried about being on his own and maybe didn't want to dance. I explained that not everyone who comes dances, that for some it is a chance to just meet up, tap your feet, eat lunch together and have a good blether. I am so happy to say he came along to The Abbot boogie and met a friend he used to work with”.

Community Area – Service User Feedback – “The community area is a very good idea. It saves people like me who arrive early from having to stand about waiting for my appointment and I got a chance to catch up with a neighbour that I have not seen for a long time for a chat as her appointment was at the same time as mine”.

Vaccinator – “I have enjoyed being able to speak to people about their general health and wellbeing and feel that I am making a big difference in people's lives. I recently had a gentleman that divulged he had not eaten for a couple of days and explained he had no family or friends. We were able to supply him with a food package, some wellbeing information of activities and signpost him to be referred to the Links Practitioner who would support him around benefits, food and attending social activities to support him. It has been great finding out about what the voluntary organisations offer to be able to better signpost people for support”.



INTEGRATION JOINT BOARD

Pathways – “Clients have reported that they find the hub a great venue to meet as it is easy to find and also provides anonymity as there are a number of reasons they could be entering the Hub”.

Service User – “The new community area is excellent – very friendly staff and no waiting times. Lot of information about other agencies where people can access the help they may need. Also leaflets about community activities on the tables was good – thank you”.

3.12 Shared Learning

3.12.1 Shared Learning from other Community Hubs

Shared learning has been derived from the “Get Active Northfield” Community Hub via Sport Aberdeen & ACHSCP Transformation Team, the Tillydrone Community Hub via Aberdeen City Council and the Aberdeen Football Community Trust (AFCCT) Weekly Community Hub via AFCCT Wellbeing Team. Our own experiences have been documented around setting up the Hub and making connections, and we will continue to visit other areas over the coming months to make stronger connections and share learning from other areas of the Country.

3.12.2 Public Health Scotland Visit

On 15th August 2023 Public Health Scotland came for a Visit to the Centre. They were very interested to hear about all the connections being made and the breadth of services planned to work out of the Centre. They described the centre as “Innovative” and commented it was great to see we were delivering more than just vaccinations and making the best use of resources to focus on prevention and supporting people within Aberdeen and beyond.

The visiting team were keen to share their experience about how we are encompassing MEOC conversations & a community information Health point to support people’s wider health and wellbeing. The team fed back that the centre felt truly integrated and were glad to see us working closely with health, social care, education and third sector/voluntary organisation to support people in Aberdeen. The team agreed to take away what they had learned from their visit and share this good practice with other areas in Scotland.



INTEGRATION JOINT BOARD



3.12.3 Scottish Government

The Vaccination Programme Manager, Lead Nurse and members of the ACHSP Transformation Team met with Scottish Government (SG) colleagues in October 2023 to promote the development of the Priority Intervention Hub Model within Aberdeen City. The SG team were very impressed with the model being implemented and progress made to date and were keen to share this work with other Health Board areas and other colleagues within the Scottish Government. The SG team hope to visit Aberdeen in the near future to see the work first hand at the Hub.

3.13 Increased Footfall to Aberdeen City Centre

The Aberdeen City Vaccination Centre is based right in the middle of the city centre, in a busy shopping mall and will get people passing by who may be reluctant to access GP/primary care services. This creates opportunities for prevention and early intervention to better support people and ensure best use of resource.

With the location of the Vaccination Centre in the city centre, the Service can contribute to the potential increased footfall of around **80,185** this year (as document in Section 3.4 of this report). This number may be higher given additional persons may be accompanying those attending an appointment e.g., children, spouse, friends, carers etc. This does not include numbers of people attending for other services within the vaccination centre or dropping in to use the health information point or the community area.

3.14 Re-Branding

During the initial relocation from the former John Lewis building over to Bon Accord, a decision was taken to remain using the title “Aberdeen City Vaccination Centre” to support people being familiar with and finding the Centre for their Autumn/Winter Vaccinations. If a further year’s lease is agreed, it is the intention that we look to re-

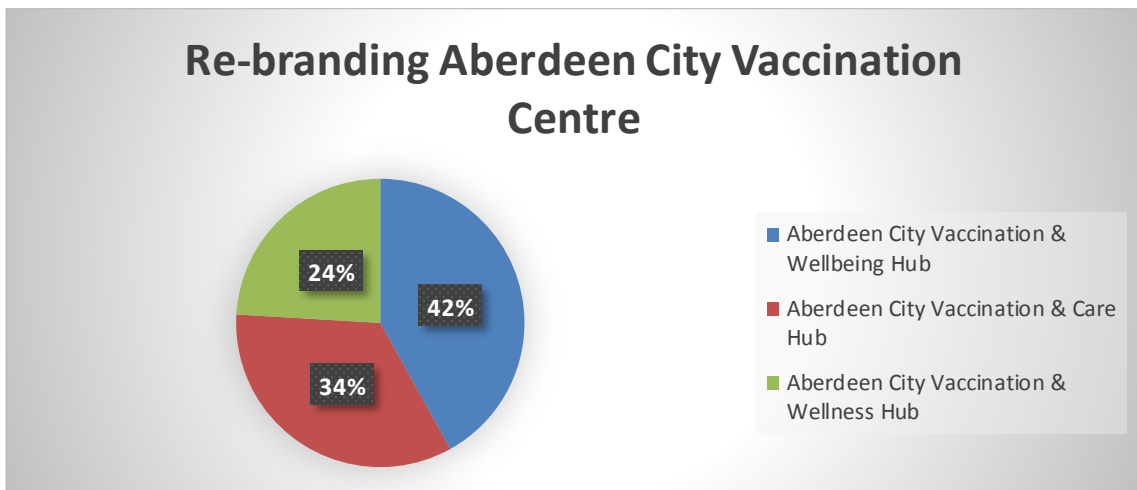


INTEGRATION JOINT BOARD

brand the Centre to identify that this is more than just a Vaccination Centre. A public consultation questionnaire was distributed during October & November to staff & visitors of the Centre with the following suggestions being made:

- Aberdeen City Vaccination & Wellbeing Hub
- Aberdeen City Vaccination & Care Hub
- Aberdeen City Vaccination & Wellness Hub

The Results – 464 people took part in the consultation process, with **Aberdeen City Vaccination & Wellbeing Hub** being the people's favourite with 193 votes (42%). Followed closely by Aberdeen City Vaccination & Care Hub with 147 votes (32%). Aberdeen City Vaccination & Wellness Hub receiving 124 votes (26%).



4. Implications for IJB

4.1 Equalities, Fairer Scotland and Health Inequality

A number of positive impacts have been identified which should be realised by the service (see appendix 5 for further information)

4.1.1 Protected Characteristics Disability

Disabled people, their carers and families can access the building via the Bon Accord Car Park (Disabled Spaces). The hub is very close to the lifts exiting from the Car Park. The Centre is all on one level and there are the provision of Wheelchairs. There is a wheelchair accessible toilet directly to the right of the Centre (Bon Accord Toilets next to Curated Store). The Hub is fully wheelchair accessible.



INTEGRATION JOINT BOARD

People also have access to the “Transport to Healthcare Information Centre (THInC). THInC can help with information on bus services, train times, dial-a-bus services, taxi companies with wheelchair-accessible vehicles and community transport to support them with travel for their vaccination appointment. The hub provides clinics in conjunction with North East Sensory Services to support those with hearing and sight loss.

4.1.2 Age

The service provides vaccination for all age groups including pre-school children, School aged children and Adults. The Hub has a dedicated area for children and has the provision of ADHD friendly packs which include ear defenders & fidget toys to support their experience.

4.1.3 Race

The Service has considered how translation services will be provided via “language line” to ensure there is no disadvantage to using a community based model. All vaccination leaflets are available in all languages either in printed format or via a QR code for online availability. The service liaise with GREC, Churches and Mosques to support vaccination & other service promotion to Minority Groups. The service liaise with the Care Navigation Team to promote and undertake clinics to asylum seekers and refugees. The service liaise with the Gypsy/Traveller Lead to ensure services are promoted and seek ways to ensure accessible to all.

4.1.4 Sex, Marriage and Civil Partnership, Gender Reassignment, Religion & belief

The creation of the community based hub model, which focusses on individual needs, ensure that there will be no bias towards Sex, Marriage and Civil Partnership, Gender, Religion & belief within the delivery of the service.

4.1.5 Pregnancy & Maternity

The service deliver vaccinations during Pregnancy & Maternity and liaise with Maternity Service to support ease of access, guidance and support. The Hub also has a dedicated breastfeeding area for nursing mothers. The Centre is registered with “Breastfeeding Friendly Scotland Scheme”

4.1.6 Housebound

For anyone classed as Housebound by the Community District Nurses, Health Visitors, GPs or via screening from a Housebound referrals, Vaccinators will visit them in their own home.



INTEGRATION JOINT BOARD

- 4.1.7 Carers: paid/unpaid, family members:** Vaccinations are offered to all paid and unpaid carers. The creation of the communitybased hub model provides the opportunity for Carers Support via input to Carers Strategy consultation and the weekly Carers “Wee Blether” Conversation Café.
- 4.1.8 Homelessness –** The centre works closely with the Homeless Service and Aberdeen Links Practitioner covering the Homeless Service to ensure vaccinations are promoted and that people can walk into any vaccination centre without an appointment at a time that suits them to be vaccinated. The creation of a communitybased hub model provides access to a warm space and information about support and activities within the Aberdeen City.
- 4.1.9 Living in Deprived areas –** The service ensure that there are pop up clinics organised in areas of deprivation and lower uptake to ensure people have access to locally based venues to be vaccinated.

4.2 Financial

4.2.1 Funding

The costs for the Lease will be met within the existing Immunisation Blueprint funding for premises as outlined within the Immunisation Blueprint Refresh report HSCP.21.066 as per 3.2 above. The identified risks in 6.1 of this report may result in a reduced Scottish Government funding allocation for 2024/25.

4.2.2 Recommendation

This report requests the IJB to approve the extension of current lease at Unit 19, Bon Accord Centre for a further year from 10th May 2024 until 9th May 2025. Should we not receive full funding allocation for 2024/25 from Scottish Government, the IJB is being asked to make provision from the shortfall from the IJB reserves.

4.2.3 Sustainability

The ongoing level of funding for the Vaccination Transformation Programme is uncertain at this time, due to the changing recommendations from the JCVI and Scottish Government in relation to COVID19, extended flu programme and additional childhood and adult vaccination programmes being introduced (as set out in section 6.2 of this report). The service therefore require to request extensions on a year on year basis until a more stable funding position has been confirmed. In the meantime, the service continue to be involved in a service wide premises review to consider alternative options as required.



INTEGRATION JOINT BOARD

4.4 Legal

NHSG have a lease with Bon Accord Centre for a period of 12 months. The service require to provide 6 months written notice to exit the lease.

4.5 Covid-19

All services are being undertaken with cognisance to the relevant COVID guidance around safer workplaces, however many of these restrictions have now been lifted.

5. Links to ACHSCP Strategic Plan

- 5.1 The Hub aims to support delivery of the Strategic Plan as set out in Section 3.7.2 of this report.

6. Management of Risk

6.1 Identified risks(s)

6.1.1 Changes to Vaccination Transformation Programme

The Service is currently awaiting confirmation from JCVI as to whether there will be a spring COVID programme in 2024. NHS Boards have been asked to undertake high level planning for the same eligible groups as the 2023 spring programme until a decision is reached. Further guidance is also awaited on whether the extended flu will continue in the 2024 winter flu programme. Several additional or changes to programmes have also been identified to commence in 2024:

- **Adult - Shingles (Shingrix)** – The use of Zostavax ceased in September 2023 with a move over to Shingrix. This increased from a 1 dose to 2 dose programme for all eligible residents turning 65 (from 1st September 2023) and those aged over 50 with a severely weakened immune system. As this programme rolls out over the next 10 years, this programme will become part of a routine vaccine offered to all adults aged 60.
- **Pre-school Chickenpox (Childhood Varicella)** – Universal Chickenpox vaccination programme to be introduced as part of the routine childhood schedule. This is a 2 dose programme offering vaccination at 12 and 18 months using a combined MMRV vaccine. Considerations are currently



INTEGRATION JOINT BOARD

being explored for children up to 5 years (and potential for children up to 6 to 11 years).

- **Pre-school additional dose of Hib-C** to be given at 18 months and a **second dose of MMR** Vaccine to be brought forward from 3 years 4 months to 18 months. This will result in an additional visit for children to receive their Hib C and MMR 2nd dose at the same visit.

Further programmes currently being considered for:

- **Respiratory Syncytial virus (RSV) Immunisation** for Infants and Older Adults (JCVI Full Statement published 11th September 2023)
- **Meningococcal B vaccination for the prevention of gonorrhoea** (JCVI Advice Published 10th November 2023)

6.1.2 Access to Venues

It should be noted that a property search within Aberdeen City has been undertaken by the NHS Grampian Property Asset and Management Team which resulted in no suitable properties available at that time which could accommodate the Vaccination Transformation Programme. Although smaller existing vaccination locations (Bridge of Don Clinic, Airyhall Clinic, Get Active Northfield, and Tillydrone Community Campus etc) could be used to deliver some of the smaller programme, they would be insufficient to deliver the Spring booster and Winter flu and COVID Programmes.

Prior to the COVID Pandemic, the winter programme was previously delivered in Community Centres, Churches, Schools, Sports Centres etc., however many of these locations are no longer available due to organisations setting up more warm spaces and activities to support social isolation and loneliness.

6.1.3 Accommodating the Wider Team

The team also consists of admin, management, vaccine supply team, data & digital for scheduling, logistics team, workforce and school admin teams along with a Vaccine Store which can hold up to 13,000 vaccines which would need to be accommodated. Having the team in one central location allows for good team working and is particularly supportive for programme planning, scheduling and staffing the various programmes that require to be delivered throughout the year. The central hub allows for all vaccine and



INTEGRATION JOINT BOARD

consumables to be held for the delivery of programmes outwith the centre including Housebound, Care Homes, Sheltered Housing Complexes and Schools.

To continue to deliver the Autumn/Winter Programme on a yearly basis, without access to the current Unit in the Bon Accord, would require a temporary lease of around 5 month every year, and similarly if the Spring Booster continues, there may require to be a smaller lease of around 2 months to cover this programme. This location would require space for around 10-12 Vaccination Pods. Each temporary location would also require an element of start-up costs to ensure it met minimum IP&C standards.

6.1.3 Risk to Future Developments

Work is currently ongoing between General Practice and CTAC to look at the transfer of all Vitamin B12 Injections to free up capacity within General Practice. The Aberdeen City Vaccination Centre is a location where this work is planned to commence (in addition to the other CTAC clinics throughout the City). This could see real savings in regards to taking pressure off General Practice.

6.2 Link to risks on strategic or operational risk register:

Risk Register	Description of risk	Impact	Mitigation	RAG Status
Delivery of Services	JCVI may reach decision on programme which results in reduced funding allocation from Scott Government.	<ul style="list-style-type: none"> Insufficient funding for city centre lease. Impact on delivery of VTP – smaller locations with requirement for larger temporary leased property during winter programme. Priority Intervention Hub would cease. Reduced hub for CTAC, Community Respiratory Team, and Secondary Care Blood Hub etc. Reputational risk from public. Reduce footfall to city centre. 	<p>Contingency funding for shortfall from IJB reserves requested via this report.</p> <p>Input to premises review to identify alternative model.</p> <p>NHS Grampian Property Asset & Management Team property search.</p>	High



INTEGRATION JOINT BOARD

Risk Register	Description of risk	Impact	Mitigation	RAG Status
Workforce	JCVI may reach decision on programme which results in reduced funding allocation from Scottish Government.	<ul style="list-style-type: none"> Reduced requirement for Vaccination Programme. 	Staffing for Current vacancies on hold – using bank staff to cover vacancies to ensure future sustainability.	Medium

6.3 How might the content of this report impact or mitigate these risks:

Continuing the lease and having a financial contingency plan in place would mitigate the risks identified in the operational risk above and allow time for future planning in conjunction with Aberdeen City Health & Social Care Partnership, Aberdeen City Council, and NHS Grampian & Community Planning Aberdeen to take place for when JCVI recommendations come forward in regards to future Immunisation Programmes. This would allow the time to look at future sustainability of the service within the financial envelope provided.



INTEGRATION JOINT BOARD

DIRECTION

ISSUED UNDER S26-28 OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014

The **NHS GRAMPIAN** is hereby directed to deliver for the Board, the services noted below in pursuance of the functions noted below and within the associated budget noted below.

Services will be provided in line with the Board's Strategic Plan and existing operational arrangements pending future directions from the Board.

Related Report Number:- *HSCP.23.090*

Approval from IJB received on:- 5 December 2023

Description of services/functions:-

- a) The community based services described in section 3.9 of this report will be delivered from the priority intervention hub.
- b) Extend the current lease at Unit 19 Bon Accord Centre for a further year from 10 May 2024 until 9 May 2025 as outlined in the accompanying report HSCP.23.090.

Reference to the integration scheme:-

Annex 1, Part 2

- **Services provided by allied health professionals in an outpatient department, clinic, or outwith a hospital**
- **Services provided by health professionals that aim to promote public health.**

Annex 1, Part 3

- **All services provided by Allied Health Professionals, as defined in Part 2A of Annex 1, in an outpatient department, clinic, or outwith a hospital**

Link to strategic priorities (with reference to strategic plan and commissioning plan):-

Prevention: The delivery of our vaccination programme directly seeks to address the preventable causes of ill health in our population.

Personalisation: The vision of our immunisations service seeks to “providing services at the right time in the right place to meet patient needs.”



INTEGRATION JOINT BOARD

Connections: The continuity of a shift in immunisation delivery into community hubs will help us to develop meaningful community connections with local people which will seek to improve immunisation uptake levels.

Timescales involved:-

Start date:- 5 December 2023 End date:- 9th May 2025.

Associated Budget:-

This budget was passported to the IJB as part of the 2023/24 allocation from NHSG. The budget now forms part of the IJB base budget allocation. IJB are directed to make provision within IJB reserves as per appendix 7 of report HSCP.23.090 to cover any potential shortfall during 2024/25.

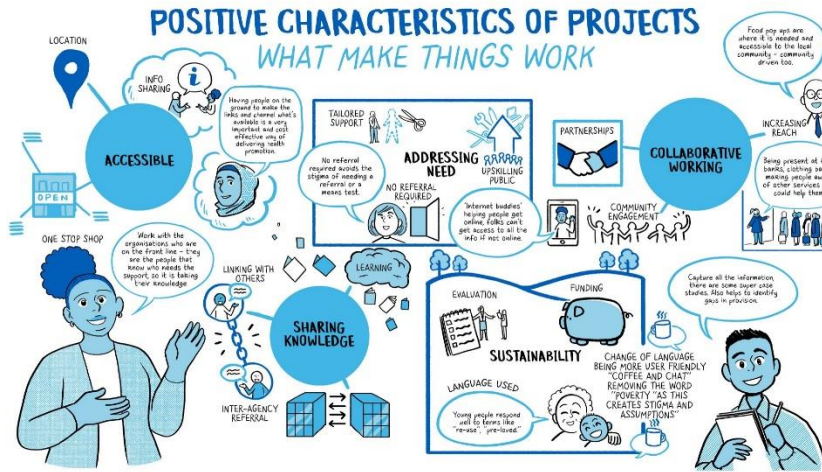
Details of funding source:-

The full year revised budget for 2023/24 is currently £3,094,000

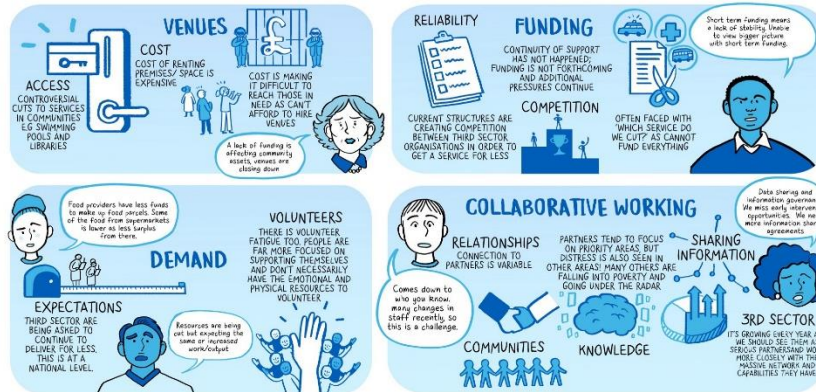


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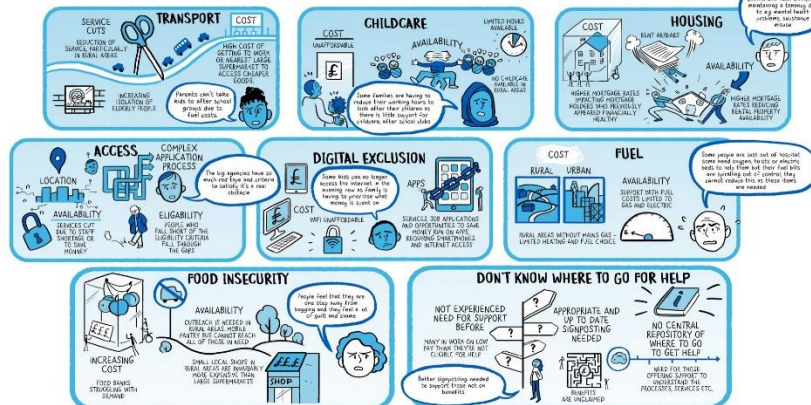
Appendix 2 – North East Population Health Alliance (NEPHA) Diagrams



BARRIERS AND CHALLENGES EXPERIENCED BY SERVICE PROVIDERS



BARRIERS AND CHALLENGES EXPERIENCED BY COMMUNITIES





INTEGRATION JOINT BOARD

Appendix 3 - Questionnaire



We asked our visitors – what

Would you like to see at the Centre?

From 180 completed forms to date:

57 requested the provision of **Health Checks** including Blood Pressure, Cholesterol, Weight, BMI

34 requested the Centre have the ability to take **Bloods / provide CTAC Services**

17 requested the provision of a **Health Information point**

15 requested more information or access to walk in **Mental Health support**

15 requested Information or services focussing on **Diabetes, diet and Lifestyle**

14 requested access to a **Warm Space / Tea / Coffee & conversation**

8 requested more information about **Sexual Health & access to contraception.**

8 requested access to a **nurse practitioner**

6 requested more support for the **Elderly / Vulnerable population / Dementia Awareness Forum**

5 requested **Menopause Sessions** or more information about Menopause

5 requested access to **Pregnancy Tests**

5 requested **Travel Vaccinations / Travel Advice**

Other comments included having access to **Services under one roof including** a Links Practitioner, Physiotherapy, Cancer Support, Skin/Mole checks Well woman / Men's Health Clinics, Diabetes Screening, Vitamin B12 Injections, Support worker for people who are socially isolated, fitness classes for Cardiac Rehab, Homeless chat/drop in, Weight management, smoking cessation, Autism & Additional needs, Travel Vaccines, Blood donations, Podiatry/Chiropody, Substance Misuse Support, Music



Appendix 4 – Walk In Enquiries

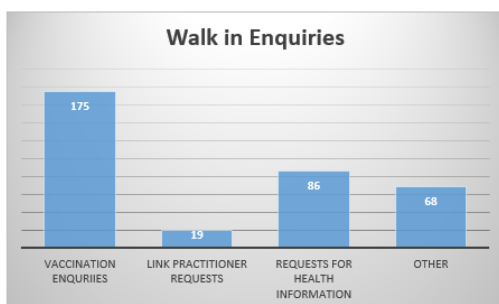


Aberdeen City
Health & Social Care
Partnership

A caring partnership

Walk in Enquiries

Between 29th June – 10nd August the service have had **348** residents walked into the Centre without appointments. 175 Vaccination enquiries, 86 Requests for Health Information, 19 requests for Link Practitioner & 68 other.



Of the 68 other reasons, these have included enquiries about:

- Recruitment opportunities
- Access to CTAC Services (inc. Ear Syringing & Bloods)
- Asking how to access a GP
- Out of Area – NHS Entitlement
- Home Adaptions
- Location of other Services
- NHS 75 Exhibition Window
- Access to COVID Testing
- Travel Vaccinations
- Tetanus Vaccination
- Asking about what's going on in Centre





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Appendix 5 – Equality Impact Assessment

ACHSCP Impact Assessment – Proportionality and Relevance

Name of Policy or Practice being developed	Aberdeen City Vaccination Centre & Priority Intervention Hub
Name of Officer completing Proportionality and Relevance Questionnaire	Caroline Anderson Programme Manager – Vaccinations
Date of Completion	10/11/23
What is the aim to be achieved by the policy or practice and is it legitimate?	To create a streamlined and responsive person centred Vaccination Service & Priority Intervention Hub. Some people accessing this service may be considered as having a Disability as defined by the Equality Act 2010
What are the means to be used to achieve the aim and are they appropriate and necessary?	The overall aim of this Review is to ensure that we have an accessible location where a range of health, social care, education and third sector voluntary organisations work together all responding to local need. To provide a one stop shop where people can receive the right service in the right place at the right time no matter their age, sex, gender, religion, disability etc.
If the policy or practice has a neutral or positive impact please describe it here.	A number of positive impacts have been identified which should be realised by the service Protected Characteristics Disability – Disabled people, their carers and families can access the building via the Bon Accord Car Park (Disabled Spaces). The hub is very close to the lifts exiting from the Car Park. The hub is all on one level and there are the provision of Wheelchairs. There is a wheelchair accessible toilet directly to the right of the Hub (Bon Accord Toilets next to Curated Store). The Hub is fully wheelchair accessible. People also have access to the “Transport to Healthcare Information Centre (THInC). THInC can help with information on bus services, train times, dial-a-bus services, taxi companies with wheelchair-accessible vehicles and community transport to support them with travel for their vaccination appointment. The Hub provides clinics in conjunction with North East Sensory Service to support those with hearing and sight loss.



INTEGRATION JOINT BOARD

	<p>Age – The service provides vaccination for all age groups including pre-school children, School aged children and Adults. The Hub has a dedicated area for children and has the provision of ADHD friendly packs which include ear defenders & fidget toys to support their experience.</p> <p>Race – The Service has considered how translation services will be provided via “language line” to ensure there is no disadvantage to using a community based model. All vaccination leaflets are available in all languages either in printed format or via a QR code for online availability. The service liaise with GREC, Churches and Mosques to support vaccination & other service promotion to Minority Groups. The service liaise with resettlement officers to promote and undertake clinics to asylum seekers and refugees. The service liaise with the Gypsy/Traveller Lead to ensure services are promoted and seek ways to ensure accessible to all.</p> <p>Sex, Marriage and Civil Partnership, Gender Reassignment, Religion & belief – The creation of the community based hub model, which focusses on individual needs, ensure that there will be no bias towards Sex, Marriage and Civil Partnership, Gender, Religion & belief within the delivery of the service.</p> <p>Pregnancy & Maternity – The service deliver vaccinations during Pregnancy & Maternity and liaise with Maternity Service to support ease of access, guidance and support. The Hub also has a dedicated breastfeeding area for Nursing mothers. The Centre is registered with “Breastfeeding Friendly Scotland Scheme”</p> <p>Housebound–For anyone classed as Housebound by the Community District Nurses, Health Visitors, and GPs or via screening from a Housebound referrals, Vaccinators will visit them in their own home.</p> <p>Carers: paid/unpaid, family members: Vaccinations are offered to all paid and unpaid carers. The creation of the community based hub model provides the opportunity for Carers Support via input to Carers Strategy consultation and a weekly Carers “Wee Blether” Conversation Café.</p>
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	<p>Homelessness – The centre works closely with the Homeless Service and Aberdeen Links Practitioner covering the Homeless Service to ensure vaccinations are promoted and that people can walk into any vaccination centre without an appointment at a time that suits them to be vaccinated. The creation of a community based hub model provides access to a warm space and information about support and activities within the Aberdeen City.</p> <p>Living in Deprived areas – The service ensure that there are pop up clinics organised in deprived areas to ensure people has access to a venue to be vaccinated.</p>
<p>Is an Integrated Impact Assessment required for this policy or decision (Yes/No)</p>	<p>No</p>
<p>Rationale for Decision NB: consider: -</p> <ul style="list-style-type: none"> • How many people is the proposal likely to affect? • Have any obvious negative impacts been identified? • How significant are these impacts? • Do they relate to an area where there are known inequalities? • Why are a person’s rights being restricted? • What is the problem being addressed and will the restriction lead to a reduction in the problem? • Does the restriction involve a blanket policy, or does it allow for different cases to be treated differently? • Are there existing safeguards that mitigate the restriction? 	<p>All residents of Aberdeen City attending the centre will be positively impacted by the increase of services being delivered in one place. With access to Health Information Point and third sector voluntary organisations providing support and advice to help people stay well, connected and stay well in their own home. The Hub provides a level of anonymity when people are entering the centre without people knowing what they are there for. People will be able to access a wide range of support including:</p> <ul style="list-style-type: none"> • Vaccinations • Bloods • Chronic Disease Management • Community Respiratory Clinics • Mental Health & Wellbeing Support • Drug & Alcohol Support (Naloxone Training and Alcohol Brief Intervention) • Employment Support • Benefits Support / Disabilities Benefits • Access to Food Parcels • Safer Mobility Advice & Guidance • Digital Technology Support • Community Groups / Conversation Café • Community Engagement/Empowerment



INTEGRATION JOINT BOARD

	<p>The Scottish Government and Scottish General Practitioners Committee agreed vaccination would move away from a model based on GP delivery to one based on NHS Board/Health & Social Care Partnership (HSCP) delivery through dedicated teams. This may negatively impact people for travelling aspects and affordability. To mitigate this, the decision was made to ensure that the location was central where people would only require to take one bus from any location within Aberdeen City. Additional Clinics have been set up in the North (Bridge of Don) and South (Airyhall) as an additional mitigation. Further pop up clinics are arranged in local communities where there are known inequalities and possible lower uptake at the end of each programme to support those people who are unable to travel to a vaccination centre.</p> <p>No one's rights will be restricted by this Service. The changes includes the improvement of person-centred care which includes collaborate working with health, social care and third sector organisations to support people, their carers and families.</p>
Decision of Reviewer	Agreed
Name of Reviewer	Sandy Reid
Date	30.10.23



Aberdeen City Health & Social Care Partnership
A caring partnership



INTEGRATION JOINT BOARD

Appendix 6 – Short Term Impact Report