Introducing Nuka in Scotland

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What makes Nuka innovative?

- Pioneered by Southcentral Foundation
  www.southcentralfoundation.com/nuka
- Multi-specialty primary and community provider
- Intentionally designed to optimise relationships
- Biographical model of care
- Small co-located team delivery structure
- Infrastructure geared to relational care

- 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
Scottish initiatives

- Framework -

**Clinical model**
- Customer care & relationships
- Communications & teamworking
- Medical, emotional & social
- Individual and family wellness
- Extended primary care team

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

**Vision**
- Relational service
- Patient-centred, safe & effective
- Integrated services
- Biographical model

**Infrastructure**
- Workforce development
- Operational systems
- Information & IT
- Physical infrastructure
- Evaluation

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

Timely access
Relationships
Feel understood
Feel valued
Time
Person-centred care
Resilience
Sustainability
Challenges, successes and next steps

Challenges
- Unstable clinical leadership
- Process driven
- Limited team model
- Limited services
- Poor baseline

Successes
- Stable clinical leadership
- People driven
- Nuka-aligned teams
- Enhanced services
- Promising results

Next steps
- Clinical champions
- Economies of scale
- Integrated services
- Workforce planning
- Test sites
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