

Primary Care Access Programme (PCAP) National Sharing the Learning Webinar

Improvement Hub

Enabling health and
social care improvement

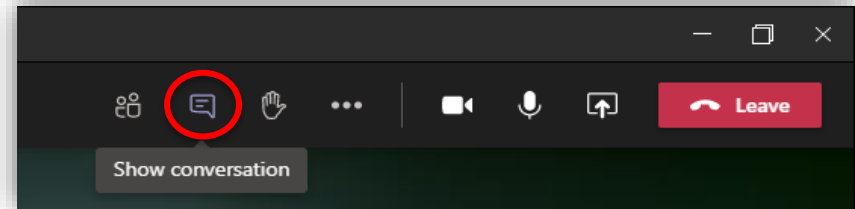
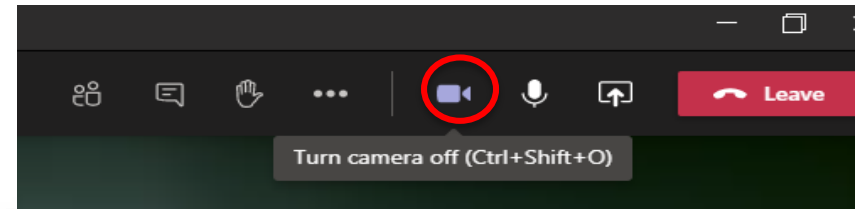
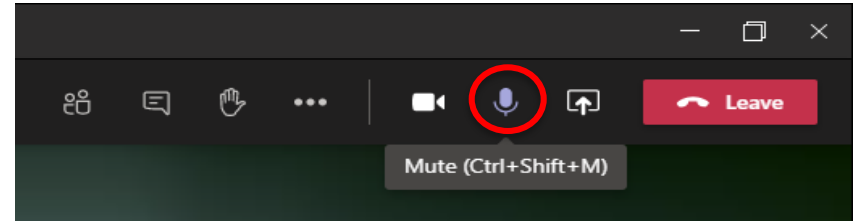
Welcome, housekeeping and scene setting

Ruth Glassborow
Director of Improvement

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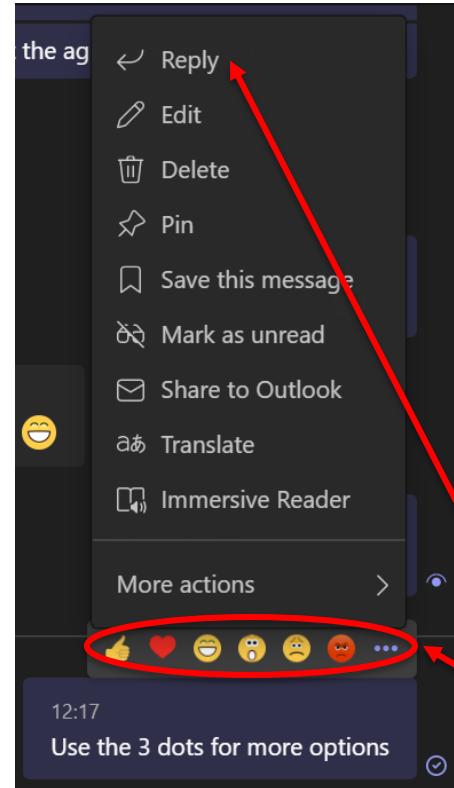
Virtual Experience

- Please mute your microphone and turn off your camera when not speaking.
- We will be recording this session for internal reference only.
- Quotes from the session may be used in future HIS publications, however these will be anonymised.
- We will be using the chat box for questions and comments.
- Feel free to use the chat function at any time throughout the workshop.



MS Teams chat box tips

- Hover over a message in the chat box to react using emojis.
- 3 dots for more options.
- 'Reply' function allows you to directly reply to a comment in the chat box.



Agenda

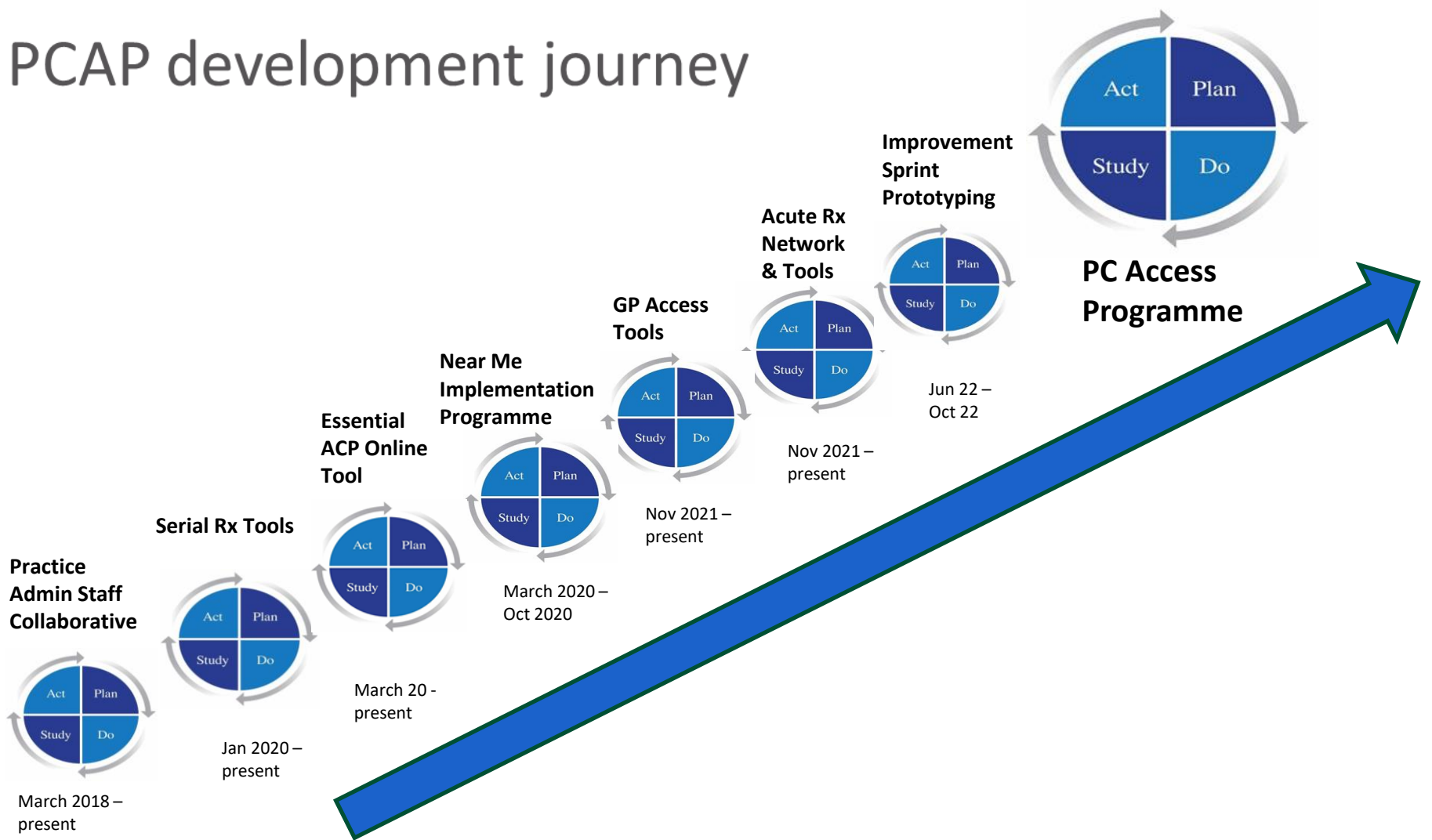
Item	Topic	Lead/Facilitator
1	Welcome, housekeeping and scene setting	Ruth Glassborow
2	Appointments	Braids Medical Practice, Park Terrace Medical Practice, and Midlock Medical Centre
3	Prescribing	Carrick Medical Practice
4	Administrative	Graeme Medical Practice
5	Closing Remarks	April Masson

Aims

- Learn about tools and approaches used.
- Get top tips from participating teams on their journey to improve access.
- Make connections with other healthcare professionals across Scotland.



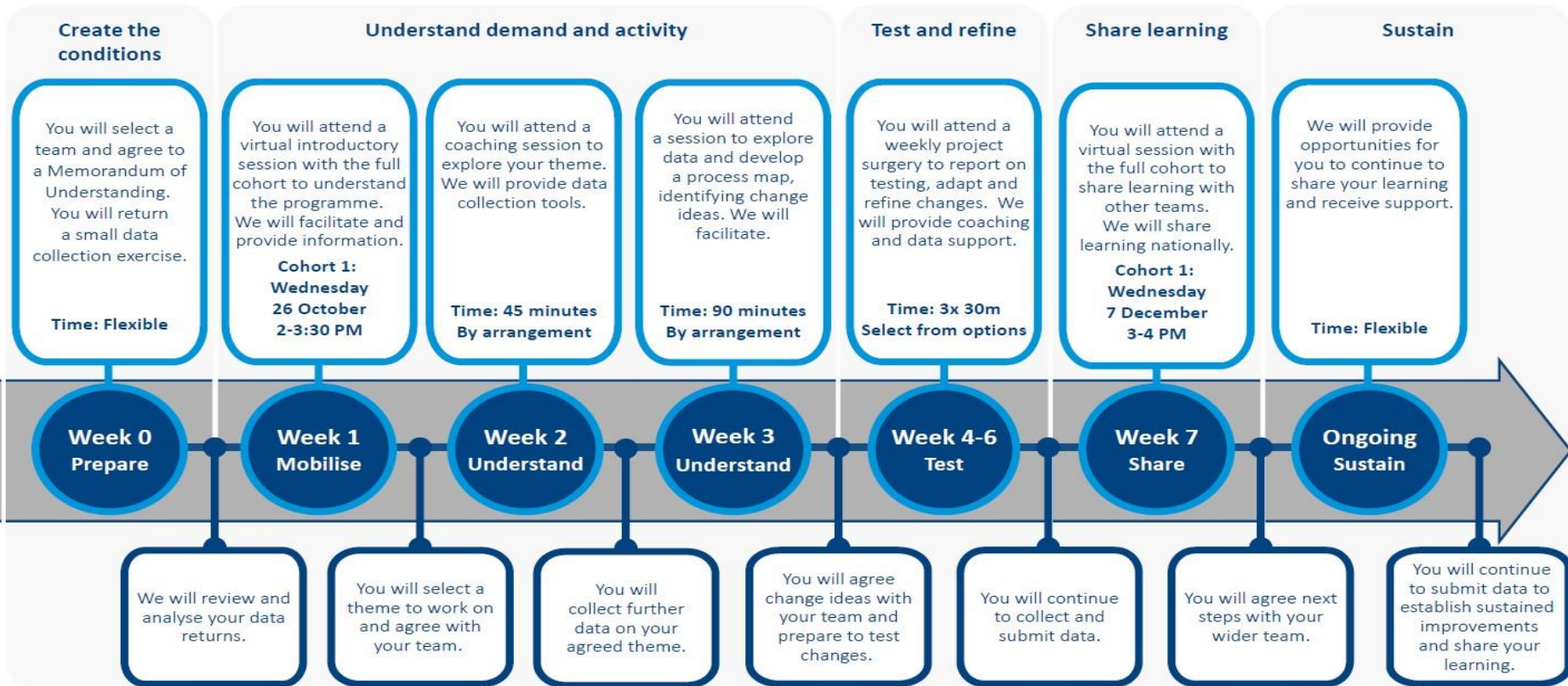
PCAP development journey



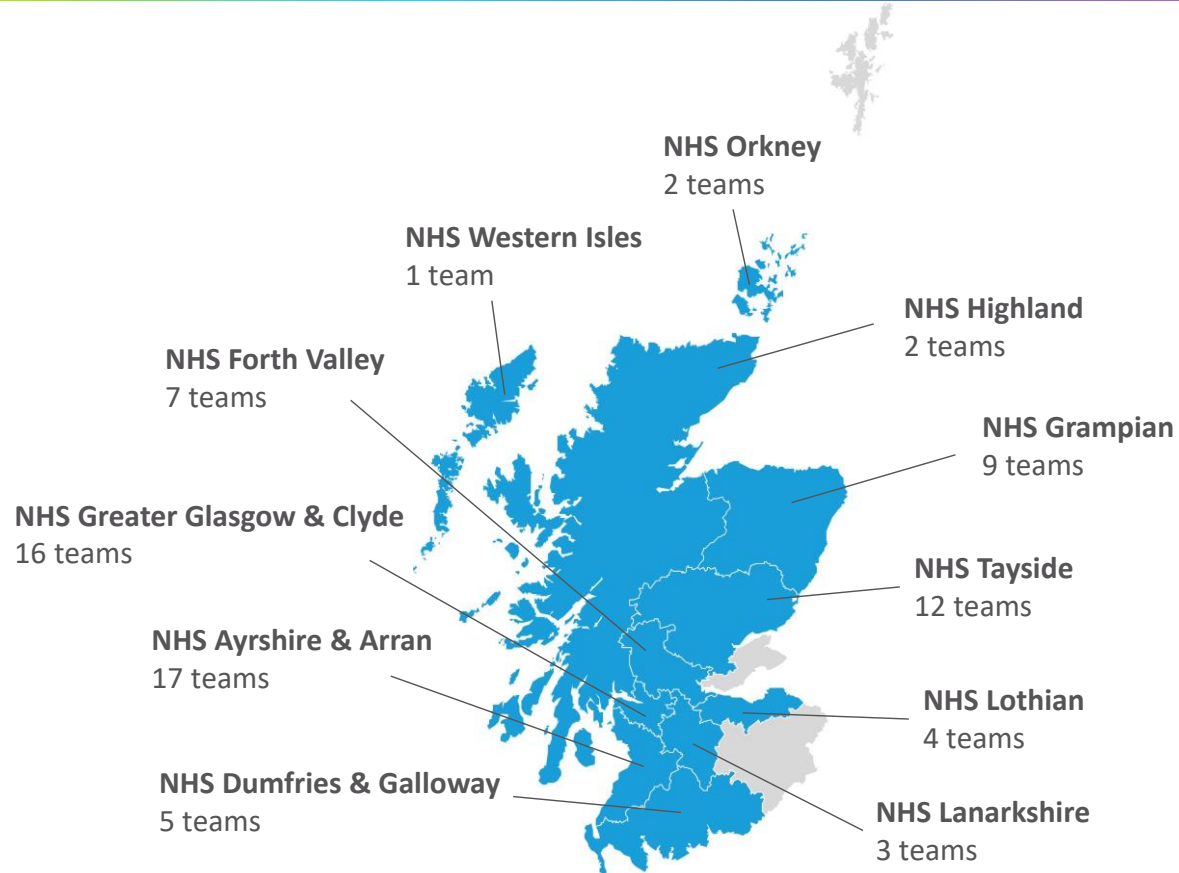
PCAP overview



Primary Care Access Programme Sprint Overview



Map of participating teams



What teams worked on



Appointments
41 teams



Administrative
23 teams



Prescribing
12 teams



Other clinical
2 teams

Braids Medical Practice

Dr Lindsay Burgess, GP and
Adeline Tan, Improvement Advisor, Primary Care
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Park Terrace Practice

Jacqueline Rickard, Practice Manager, and
Alison Seren, Senior Improvement Advisor, Primary Care
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Midlock Medical Centre

Andrew Moore, Practice Manager, and
Maeve Gilsean, GP

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Discussion

Ruth Glassborow
Director of Improvement

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Carrick Medical Practice

Stacey Ross, Practice Manager

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Discussion

Ruth Glassborow
Director of Improvement

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Graeme Medical Centre

Gillian Campbell, Practice Manager and
Alison Seren, Senior Improvement Advisor,
Primary Care Improvement Portfolio

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Discussion

Ruth Glassborow
Director of Improvement

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Closing remarks

April Masson

Portfolio Lead

Primary Care Improvement Portfolio

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Sharing the learning

- Programme Update webpage
 - Brief Insights
 - Podcast
 - The Scotsman article
- Session feedback
- Follow up email



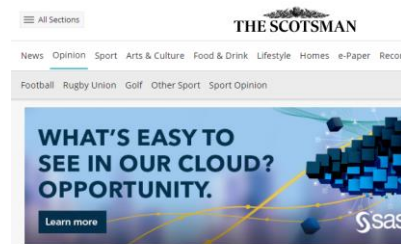
The challenge

The practice was booking routine appointments two weeks in advance. They offered same-day urgent appointment slots; however, the uptake of these slots varied depending on the day and they were not consistently filled. The practice wanted to offer more routine appointments to allow for flexibility in the booking system.

Understanding

The practice collected data about patient requests over two days:

- The date and time of each request
- What the patient asked for
- The outcome of the call
 - a. The type of appointment made (routine, urgent, home visit, bloods, etc.), or
 - b. The patient was asked to call back for an appointment another time



Columnists

Our aim is to make primary care better – April Masson

It's well known that the NHS is under strain, especially as it continues its recovery after the Covid-19 pandemic and the yearly pressures that come with the winter months. But it's not just frontline hospital care that is affected – Primary care services are also under strain. Providing over 620,000 consultations per week in Scotland, the long list of healthcare professionals in Scotland – GPs, nurses, physios, pharmacists and others – are also under pressure, working tirelessly to provide patients with the care they need. These professionals are acutely aware that improvements must be made to keep pace with demand now and in the future. But what are they doing about it and how are we at Healthcare Improvement Scotland helping them make vital changes that will help improve patient care?

By April Masson
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Keep in touch



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[@SPSP_PC](https://twitter.com/SPSP_PC) [#PCImprove](https://twitter.com/hashtag/PCImprove)



his.pcpteam@nhs.scot

An illustration on a light blue background showing two hands holding a horizontal orange banner. The banner has the words 'THANK YOU' written in large, white, bold, sans-serif capital letters. The hands are light-skinned and are wearing dark suit sleeves with white cuffs. The banner is held at its top edges by the hands, which are positioned on the left and right sides of the frame.

**THANK
YOU**