

# The Primary Care Access Programme (PCAP)

From March 2023 to April 2023, we supported **25 teams** to use quality improvement methods to improve an aspect of access across a 7-week period.

## We delivered

- Team and one to one coaching.
- Support with data collection.
- Support to design a test of change followed by testing.
- Opportunities to share learning.

## Examples of impact

- A Highland team introduced direct booking from the admin team to physiotherapy. In the second week of testing, they booked 10 people directly to the physiotherapist, reducing demand on the GP duty list.

## Teams worked on

Appointments	21 teams
Administrative	1 team
Pharmacotherapy	2 teams
Other clinical	1 team

## What teams said

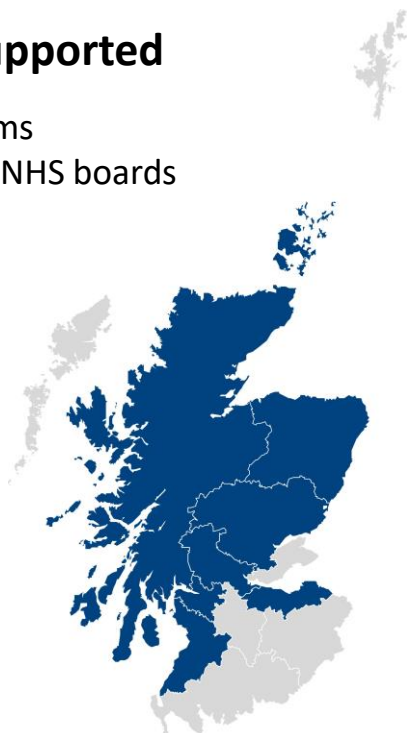
“We have seen improvements in our workflow in the practice.”

“Having the resources to provide the correct tools to test our changes was really helpful.”

“I felt proud when two other practices asked to be sent a copy of our poster advertising that we had physiotherapy appointments.”

## We supported

25 Teams  
from 8 NHS boards



## Next steps

We are supporting a further 10 teams to cohort 4 between May and June 2023.

[For more information, please visit ihub.scot](https://ihub.scot)