

The Primary Care Access Programme (PCAP)

From May 2023 to June 2023, we supported **10 teams** to use quality improvement methods to improve an aspect of access across a 7-week period.

We delivered

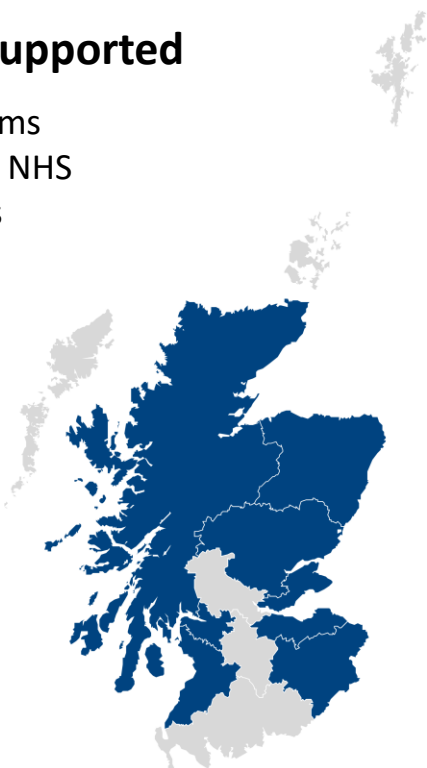
- Team and one to one coaching.
- Support with data collection.
- Support to design a test of change followed by testing.
- Opportunities to share learning.

Teams worked on

Appointments	1 team
Administrative	3 teams
Pharmacotherapy	6 teams

We supported

10 Teams
from 8 NHS
boards



Examples of impact

- A team in Tayside converted four routine appointments to soon appointments. In the first three months of testing the average number of people on the GP duty list reduced by 60%, and the average number of phone calls reduced by 20%.
- A Greater Glasgow and Clyde medical centre wanted to reduce the number of phone calls by encouraging patients to register and use the existing online order system for repeat prescriptions. During the 7-week programme, the average number of phone calls requesting repeat prescriptions reduced by over 70%.

What teams said

“Admin staff have gained confidence in work-flowing documents and our process has been finetuned.”

“The project surgery sessions were very good to share ideas and information with other practices.”

Next steps

We are supporting a further 10 teams in cohort 5 between October and December 2023.

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