

The Primary Care Access Programme (PCAP)

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

We delivered

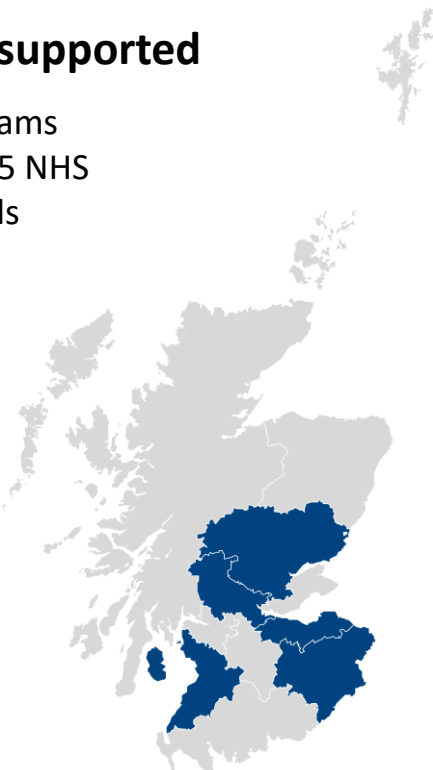
- Team and one to one coaching.
- Support with data collection.
- Support to design a test of change followed by testing.
- Opportunities to share learning.

Teams worked on

Appointments	8 teams
Administrative	1 team
Other Clinical	1 team

We supported

10 Teams
from 5 NHS
boards



Examples of impact

- A Lothian unscheduled care team introduced direct face to face appointments for children under three who are referred from NHS 24 to reduce double touchpoints. Early testing results show that the journey time from referral to treatment decreased by 68%.
- An Ayrshire and Arran team tested a new appointment template for patients requiring a telephone appointment within four weeks for test results or medication reviews. Patients given an appointment increased from 40% to 82% after one week of testing.

What teams said

“Using the tools has already given us confidence to take on our next challenge.”

“We are going to continue looking at QI initiatives, use PDSA cycles to aid change and share knowledge with wider team.”

Next steps

PCAP will be delivered under the Healthcare Improvement Scotland National Primary Care Improvement Collaborative in Spring 2024.

There will be opportunities for all areas to apply for support for local teams to implement QI approaches in improving access to primary care, pharmacotherapy and CTAC services.

To find out more about the collaborative and apply to join, please visit ihub.scot/pc-pip.