

All our work is underpinned by:

Putting people at the heart  
of everything we do

Collaborating with our delivery  
partners and national and  
international organisations

Recognising that high quality care  
happens when we have people with  
the right skills and attitudes working  
in systems and with processes that  
are designed to support them to do  
the right thing

Applying systems thinking through  
recognising that any individual or  
team is embedded as part of a wider  
system and hence the need, when  
undertaking change, to consider the  
wider system factors

Recognising the vital  
importance of local context

Using quantitative and qualitative  
data to demonstrate impact, and a  
commitment to continually improving  
the quality of our offerings

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from our website ([ihub.scot](http://ihub.scot)). We are happy  
to consider requests for other languages and  
formats. Please contact our Equality and  
Diversity Advisor on 0141 225 6999 or email  
[contactpublicinvolvement.his@nhs.net](mailto:contactpublicinvolvement.his@nhs.net)

**Improvement Hub  
Healthcare Improvement Scotland**

**Edinburgh Office:**

Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

**0131 623 4300**

**Glasgow Office:**

Delta House  
50 West Nile Street  
Glasgow  
G1 2NP

**0141 225 6999**



Working with health  
and social care  
providers to design  
and deliver better  
services for people  
in Scotland



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**Improvement Hub (ihub)**  
*Enabling health and  
social care improvement*

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## Supporting you

The ihub provides support to health and social care organisations to redesign and continuously improve services to ensure they meet the changing needs of people in Scotland.

## Working in partnership

The ihub was established to support those who are delivering health and social care across Scotland, including Health and Social Care Partnerships, local authorities, NHS boards, third and independent care sector organisations, and housing organisations.

## Bringing together expertise, knowledge and best practice

By working in partnership across Scotland, the ihub is helping design and implement services which enable people to receive the right support and care, in the right place, at the right time.

## Making a difference

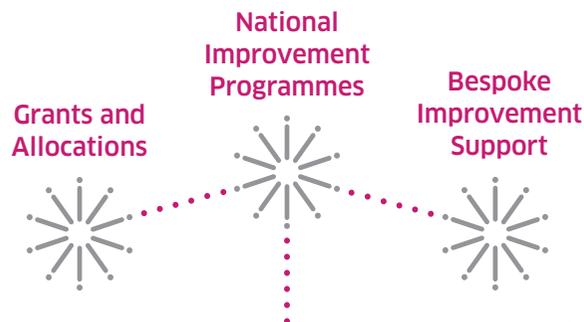
By promoting cultures of quality improvement (QI), the ihub is supporting services to:

- understand their high impact opportunities for improvement
- design processes, care models and systems that will improve outcomes
- implement changes that will lead to improvement, and
- evaluate the impact of changes, embed change and spread learning.

## Putting people at the heart of everything we do

All our work is co-designed, co-owned and co-delivered with our partners with the aim of building local improvement capacity to meet local need.

**Our core offerings are delivered through a combination of:**



### Care Delivery

- Living Well in Communities
- Primary Care
- Mental Health
- Acute Care
- Focus on Dementia
- Place, Home and Housing
- Maternity and Children's
- Medicines

### System Enablers

- Strategic Planning
- Outcomes-based Commissioning
- Scottish Approach to Strategic Commissioning Design
- Third and Independent Sector Engagement
- Board and Partnership QI Development
- Evidence, Evaluation and Knowledge Exchange
- Person-Centred Health and Care

## National Improvement Programmes

- **Care Delivery** – supporting delivery partners to improve key aspects of their care delivery system. The programmes focus on key themes that are priorities for improvement across Scotland. The Scottish Patient Safety Programme (SPSP) forms a core part of the work of a number of our care delivery programmes, with an overall aim to improve the safety and reliability of care and reduce harm.
- **System Enablers** – supporting delivery partners to develop the knowledge, skills, cultures and infrastructures that enable the work of improvement.

## Bespoke Improvement Support

In addition to our national improvement programmes we also provide bespoke improvement support to help address key local priorities.

## Grants and Allocations

Providing grants and allocations to enable work to happen locally.

## Separate but interconnected approaches

Having these three high level approaches to supporting improvement increases our flexibility to design solutions that meet current needs.

The detail of these programmes will adapt over time in response to stakeholder needs and changes to context.