

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

You can read and download this document from our website (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

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

To find out more visit ihub.scot

The Improvement Hub (ihub) is part of Healthcare Improvement Scotland



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, 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:



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 in recognition that, where more than one area is working on an issue and looking for external support, there are considerable gains to be made by working together.
- **System Enablers** – supporting delivery partners to develop the knowledge, skills, cultures and infrastructures that enable the work of improvement.

Tailored and Responsive Improvement Support

Providing bespoke improvement advice, coaching and support.

Grants and Allocations

Providing grants and allocations to enable work to happen locally.

Separate but interconnected approaches

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

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