

Flash report

Phase 2&3

Community Treatment and Care Services (CTAC) 90 Day Learning Cycle

20 Feb – 21 April 2019

Contact us:

 @SPSP_PC #ctacQI

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90 day learning cycle aim

Through conducting the 90 day learning cycle we will have a better understanding of:

- What the key components are in implementing CTAC services
- How demographics may affect the implementation of CTAC services, for example urban/rural
- What the benefits of CTAC services are to service users and service providers.

We can then define how best to provide improvement support to service providers implementing CTAC services.

Project status



In Phases 2 and 3 of the 90 Day Learning Cycle we have further explored:

- Rural CTAC: barriers and possible solutions
- How IT can be an enabler for CTAC
- Gathering patient views
- What type of QI support would be beneficial.

These themes were based on findings from Phase 1 where we identified the key components and potential benefits in implementing CTAC services. [See our Phase 1 flash report](#) and [give us feedback](#).

January	February	March	April	May
Phase 1 - Scan		Phase 2 - Focus		Phase 3 - Summarise
	Phase 1 Flash report		This Flash report	Full report

Engagement *Thanks to all!*



Patient Engagement

Working with the **Person Centred Health Care team** and colleagues from the **Local Offices in the Scottish Health Council** we have spoken to people to better understand what matters to them about their recent experience of CTAC type services.



We have now interviewed 26 patients who are currently using different treatment rooms across NHS Scotland. This information will be included in the 90 day final report and used to help direct future work.

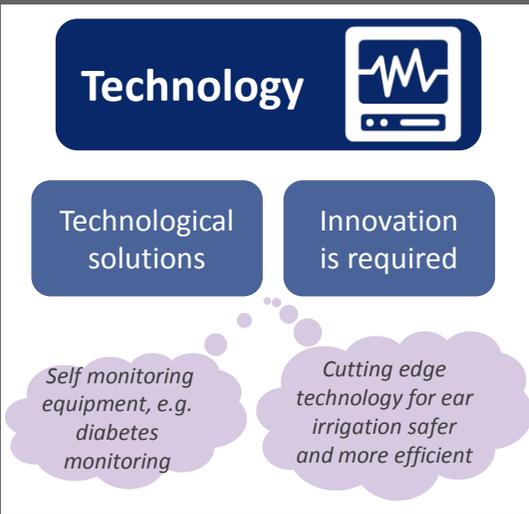
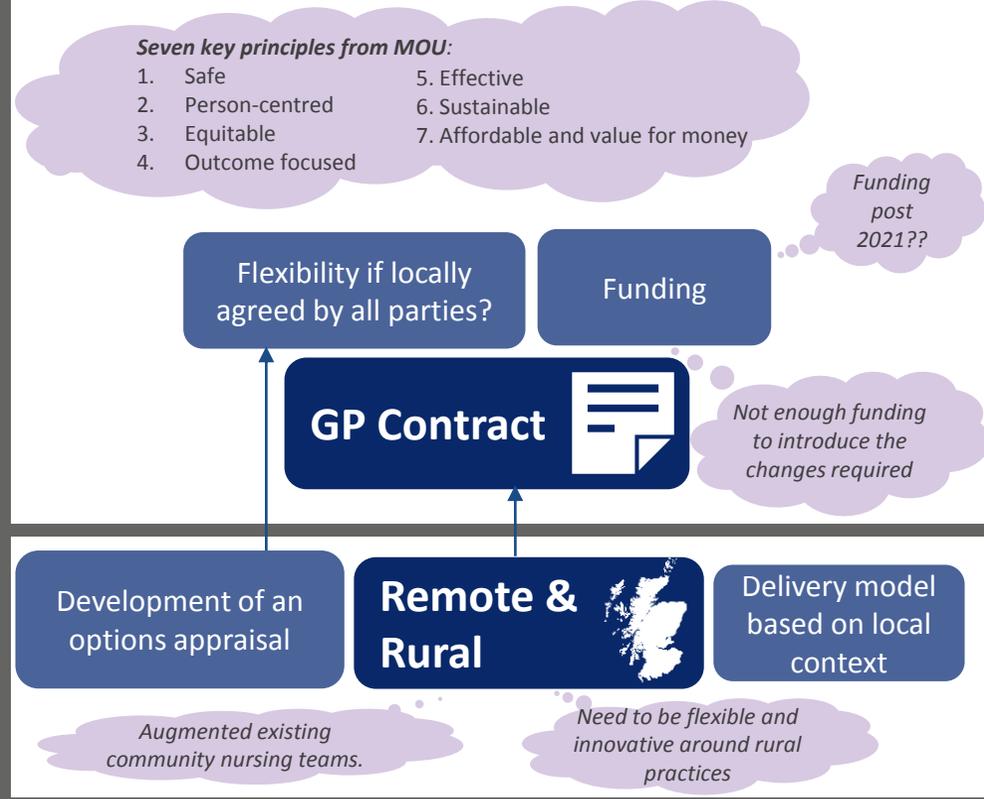
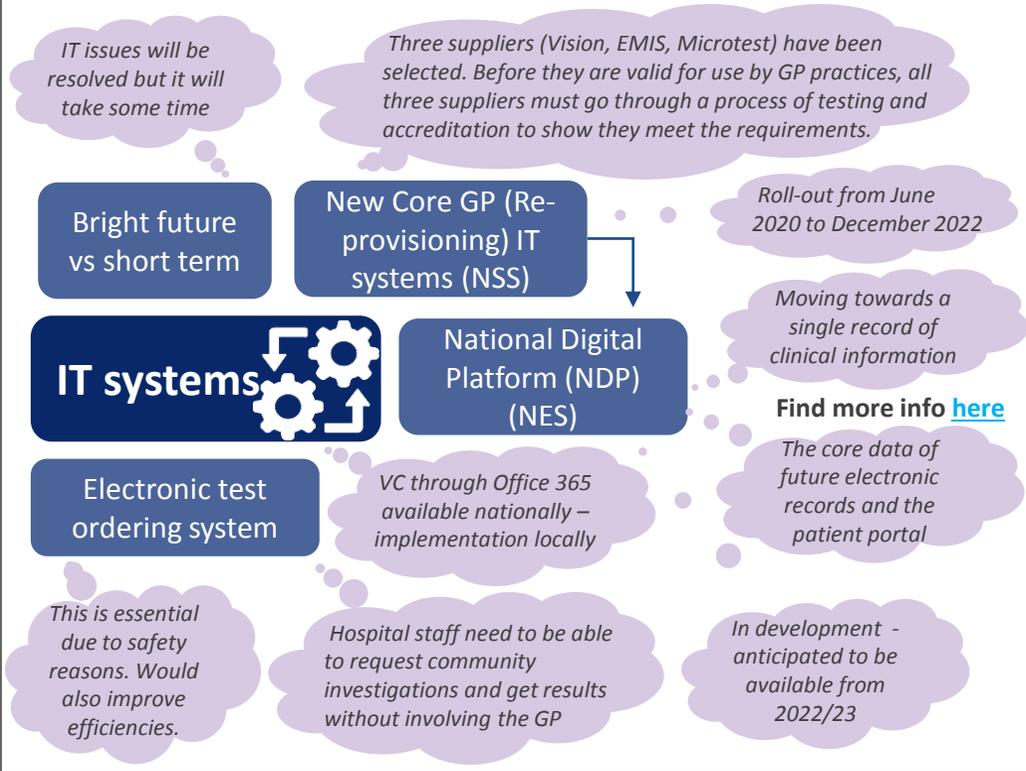
Thank you for your support!

Evidence review

With support from [EEVIT](#)



Findings from Phases 2 and 3: Focus on specific themes



Findings from Phase 2 and 3: What type of quality improvement (QI) support would be beneficial?

National QI Support

National Measurement Framework

All learn, all share

Focusing conversations around concept of wastage of patient's time

Quantitative + Qualitative data

Safe thinking space

Learning what everybody is doing

Means: network, collaborative, meetings, WebExes, coaching calls etc.

"We are all starting at different points, it would be useful to have a common aim"

Options – as CTAC might provide different services

Whole system approach

"You could help to make this whole process visible"

Ensure it is focused on what matters to people

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Case Studies

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We have begun drafting the following case studies of good practice for CTAC: Case studies in progress

- **Perth and Kinross Week of Care Audit** for CTAC service planning. [See summary page](#) and [full case study](#).
- **Aberdeen Healthy Hoose** – an enhanced CTAC service run by ANPs – *in development*
- **Houldsworth Centre, Wishaw** – CTAC that reduced waiting times for bloods from 14 days to on the day/next day – *in development*.

Next steps

- Finalise **final report** for publication by the end of May 2019 to include:
 - detailed information of the learning from this process
 - examples of what different areas are doing in relation to identified themes
 - recommendations to enable the successful implementation of CTAC services.
- Hold an **event** in June to discuss the learning and next steps from the 90 day cycle. [Register your interest here.](#)

