

Event Summary

Community Treatment and Care (CTAC) Network Session –

Exploring future CTAC service design and development

23 February 2022

 his.pcpteam@nhs.scot

 @SPSP_PC

Aim

The aim of this session was to encourage network members to consider themes highlighted in the November 2021 session, share real life experiences of service delivery and implementation and explore future CTAC service design and development.

What we have achieved since the last session/network launch

Network membership has increased from 47 to 70 since the relaunch of the network in November 2021 . If you know anyone who would be interested in joining the network, please signpost them to register their interest with the team at his.pcpteam@nhs.scot.

The HIS CTAC Network Microsoft Teams channel was launched providing a platform for members to connect and share experiences, ideas, resources and learning. The responses and activity identified many topics including:

- Blood Pressure protocols
- Urgent care – development of advanced practitioners
- Booking systems
- Staff allocation
- Transfer of Undertakings (Protecting of Employment) Regulations (TUPE)

TUPE was a key topic of importance raised by members in the MS Teams channel. A sub channel for TUPE has been set up to assist the network members to easily find and share resources and progress discussions on this specific topic.

Agenda

The agenda for this session was shaped using the themes identified in session one, along with the results of a poll posted in the HIS CTAC MS Teams channel.

A range of speakers were invited to present as workforce skill mix was highlighted as a key topic of interest.

The subject of one of the discussion sessions, service design and delivery models, was another key topic highlighted.

Who attended

45 participants from across 13 NHS boards and colleagues from the Scottish Government attended including:

- Primary Care Managers
- Programme Managers
- Nursing Managers
- Lead Nurses
- Project Managers
- Improvement managers
- Practice managers



Session overview: Guest speakers

We were delighted to be joined by our Scottish Government associates, thank you to all our guest speakers for their presentations and introductions as well as their contribution to the responses to the Q&A and discussion sessions.

Deirdre Quigley

Clinical Nurse Manager in Primary Care, NHS Lothian HSCP

Deirdre shared the reflections from NHS Lothian and the implementation of CTAC services to date in East Lothian. There was a particular focus on:

- skill mix and staff rotation
- booking systems, and
- patient engagement.

Access Deirdre's slides [here](#).



Kathy Kenmuir introduced herself to the network and explained her role in Scottish Government:

Professional Nurse Adviser for Primary Care, Primary Care Directorate, Scottish Government

Kathy's role is to advise Scottish Government on nursing of in-hours and out-of-hours in primary care. Working in the department with jurisdiction in and across GP policy and commitments.

Kathy's connection with the network relates to the policy aspect of her role, advising the setting out of set of principles. This guides a person centred focused approach to ensure services developed are intrinsically about people and not service providers.



Joanne Anderson

Senior Nurse for Primary Care, Queens Nurse, NHS Ayrshire & Arran

Joanne shared reflections from NHS Ayrshire & Arran, with a particular focus on:

- local activity around integration of CTAC and Vaccination service delivery
- the local approach to workforce development and sustainability, and
- engagement with professionals, practitioners and relevant contracted services regarding CTAC service design and implementation.

Access Joanne's slides [here](#).



David McCaig introduced himself to the network and explained his role in Scottish Government:

Head of General Practice Sustainability, Primary Care Division, Scottish Government

David's role incorporates being policy lead for CTAC services, this involves laying the regulations for Boards to take responsibility for CTAC services. The intention is to be light touch from a policy perspective, recognising that a range of delivery models are required to support getting the best possible service for patients.

David's connection with the network relates to supporting health boards to create quality training environments, enabling staff development and future recruitment to CTAC services. David invites network members to connect with him should they experience issues to seek support with the development of creative solutions.

Session overview: Interactive session and group discussion

The interactive session invited members to consider service design and delivery models.



Discussion point: *Who do you feel your current service design and delivery model might not be working quite as well for and why?*

The patient groups identified were:

- Housebound patients.
- Patients who prefer service delivery by GP Practice.
- Patients who live in remote and rural locations.
- Patients in need of addictions support.
- Patients with both primary and secondary care involvement.
- Children and young people
- Patients who have complex co morbidities.
- Employed patients.
- Patients who occasionally have a cancelled appointment.

The following practice groups were also identified:

- Practices expecting that CTAC should already be delivering 100%.
- Practice admin teams- booking appointments for bloods.

The reasons Why for these groups were varied, with the following highlighted:

- Pace of service development.
- Expectations of what CTAC can deliver.
- Challenges of service delivery in remote geographies.
- Lack of resources for specific patient group.
- Accessibility of primary care hubs.
- Staff turnover.
- Referral processes.
- IT systems.
- Patient's lifestyle.
- Transport links.
- Financial exclusion.
- Accommodation/Premises.
- Continuity of care.
- Digital exclusion/literacy.

The group discussion invited the members to consider how they could determine if their CTAC services were working well (or not) and be able to recognise if they achieved what they aspired to.



Discussion point: *The year is 2032, what would the ultimate CTAC Service look like to you?*

The group considered what would need to be in place and fully functioning to support successful service delivery and developing a collective vision for CTAC services to aspire to.

The key themes identified were:

- Accessible.
- Coordinated.
- Workforce capacity and capability.
- Extended service delivery.
- Person centred.
- Data.



Discussion point: *What key indicators will tell you if your CTAC service is working well (or not)?*

The indicators/measures identified were:

- Patient feedback.
- Staff feedback.
- System specific reports.
- Waiting time.
- GP feedback.



Discussion point: *What measures might be helpful that you currently don't have?*

The indicators/measures identified were:

- Nationally agreed outcomes with a data collection tool.
- Practice nurse impact and experience
- Improvement in long term conditions.
- Single digital record.
- Ability to stratify data.

Feedback



I think today's been great - really quite motivating! Great to hear from everyone."



I could listen to this all day! Great to hear from everyone. Looking forward to future meets."



was great today - a good mix."



.... renewed enthusiasm for what is a huge piece of work which sometimes feels daunting."

Next Steps

We would like to thank all participants for attending the network session and for your valued contributions. Below we outline some of the upcoming activities planned for the CTAC Network and outline how you can get involved and support this valuable work.



Future network activity

Follow @SPSP_PC on Twitter for updates, CTAC announcements and news of other related topics of interest.



HIS CTAC Network MS Teams channel

The Jamboard links used in the session will be posted on the channel, members can continue to add content which will be discussed in future sessions. Further sub channels will be added in response to key topics raised.



Growing our network

We would like to expand CTAC network membership. If you know anyone who would be interested in joining the network, please signpost them to register their interest with the team at his.pcpteam@nhs.scot.



The next session

The third network session is scheduled for **Wednesday 4 May 2022 at 13:00pm – 15:00pm**, a calendar invite will be sent to you.

We look forward to working with you collaboratively to take forward the CTAC Network with Healthcare Improvement Scotland in association with the Scottish Government.

Keep in touch

✉ his.pcpteam@nhs.scot



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