


## Event Summary

# Community Treatment and Care (CTAC) Network Session – Developing CTAC Services

04 May 2022

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 @SPSP\_PC

### Aim

The aim of this session was to encourage network members to consider themes highlighted in the February 2022 session, share real life experiences of service delivery and implementation and explore future CTAC service design and development.

### Agenda

The agenda for this session was shaped using the themes identified in the group discussions in session two. This prompted the development of the draft CTAC driver diagram, to be used as a tool to:

- support the network to capture the key elements influencing the design, implementation and delivery of CTAC services
- capture change ideas, and
- identify opportunities for sharing learning and resources across the network.

### Who attended

31 participants from across 11 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



### Network members

Network membership has increased from 47 to 88 since the last networking session in February 2022, now representing 13 territorial health boards.

The network session created opportunities to share experiences from across the country, giving the sessions value in the national context.

If you know anyone who would be interested in joining our network, they can register their interest with the team at [his.pcpteam@nhs.scot](mailto:his.pcpteam@nhs.scot).

## Guest Speakers

Our guest speakers were invited to continue to share experiences with the range of delivery models and variation of local priorities highlighted as key topics of interest. **Thank you** to our network members for their presentations and contribution to the Q&A and group discussion.

### Aileen Cuthbert

Project Manager, Primary Care Modernisation Programme, HHSCP, NHS Highland

Aileen's presentation focused on the benefits and challenges of her role as a project manager and how her key skills have contributed to the CTAC services in NHS Highland.

Find Aileen's full presentation slides [here](#).



### Karen Burns

CTAC Team Lead, Aberdeen City CHP, NHS Grampian

Karen's presentation focused on the benefits and challenges of her role as a team lead and how her key skills have contributed to the CTAC services in NHS Grampian.

Find Karen's full presentation slides [here](#).



## Interactive session

Members considered the draft driver diagram which gives a visual representation of the network's theory of how the aim for CTAC services in the future will be achieved.



**Discussion point:** *The group were asked to highlight any key factors they felt were not represented on the driver diagram.*

#### Primary drivers identified were:

- Accommodation
- Governance Structure

#### Secondary drivers identified were:

- Access and appointing
- Equity of access
- Recruitment
- Resourcing agreements
- Audit processes

## Group Discussion

The group discussed change ideas linked to the driver diagram. The below topics were identified as potential change ideas:

- Out of 9-5 Service
- Transport
- Digital booking system
- Support patient self care
- Coproduction of service with people who use the service
- Workforce – blended or work streams
- Interventions lists – extend to new test of change
- KPIs
- Building in review

Members were invited to identify a change idea they have implemented in their local area and share their reflections and learning with the network.

**Hub delivery model** and **single point of access** were two topics highlighted and volunteers for each topic will share learning at a future learning session.

## Feedback

“Great chance to see what other areas are doing, what stage and what issues they are facing.”

“Interesting to hear the diversity of models and developments.”

“Great to hear what everyone else is doing....the driver diagram is very useful.”

“Great network - great resource.”

## 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.



### HIS CTAC Network MS Teams channel

The [HIS CTAC Network Microsoft Teams](#) channel has seen increased activity in between sessions. New sub channels have been set up to support discussions specifically on the topics of [Workforce](#) and [Ear Irrigation/Micro Suction](#)



### Developing our draft driver diagram

The draft driver diagram is saved [here](#) on the HIS CTAC Network MS Teams Channel. Members can continue to contribute suggestions for drivers and change ideas to the document and use the channel to prompt discussion around these.



### The next session

The next network session is scheduled for **Thursday 23 June 2022 at 10:00am – 12:00pm**, a calendar invite has been sent out. One of the discussion topics at this session will be ways of working for the network and develop a Terms of Reference

## News



### CTAC Webpage

The newly updated CTAC webpage is now live. Visit [ihub.scot/CTAC-Network](https://ihub.scot/CTAC-Network) to access the CTAC network programme information and resources.

We look forward to continuing working with you collaboratively to take forward the CTAC Network.

# Keep in touch

✉ [his.pcpteam@nhs.scot](mailto:his.pcpteam@nhs.scot)

🌐 [ihub.scot/primary-care](https://ihub.scot/primary-care)

🐦 [@SPSP\\_PC](https://twitter.com/SPSP_PC)