

The Primary Care Access Programme (PCAP)

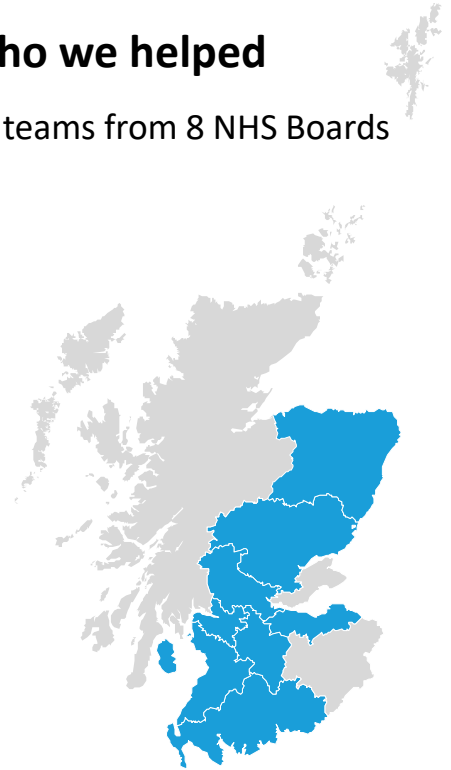
From October to December 2022, we supported 22 teams to use quality improvement methods to improve an aspect of access across a seven-week period.

What we delivered

- Team and one to one coaching.
- Support with data collection.
- Support to design a test of change followed by testing.
- Opportunities to share learning.

Who we helped

22 teams from 8 NHS Boards



What people said

“Learned about data collection for the first time.”

- pharmacy support worker

“We don’t need a massive amount of time to change systems.”

- general practitioner

“[The most helpful part of the programme was] without a doubt, the support of our coach!”

- practice manager

“Much better. Can never get through to practice when I phone. This is much easier for me.”

- patient

What teams worked on

Appointments	9 teams
Pharmacotherapy	3 teams
Administrative	9 teams
Others	1 team

Examples of impact

- **A Tayside medical centre** changed five urgent appointments to routine only.
- **Impact:** Patients asked to call back next day decreased from 57% to 30%.
- **A Grampian medical practice** introduced a minor illness clinic.
- **Impact:** Demand for urgent appointments reduced by 62 in the first week.

Next steps

We are supporting a further 85* teams in three cohorts confirmed from January to June 2023.

[For more information, please visit ihub.scot](https://ihub.scot)

**numbers correct as at 1 February 2023.*