

The Primary Care Access Programme (PCAP)

During January and February 2023, we supported **31 teams** to use quality improvement methods to improve an aspect of access across a seven-week period.

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**.

Examples of impact

- A Tayside team reported **an increase in the confidence of the whole team when care navigating to pharmacy first**.
- A Grampian team noted an increase in **registrations for their online prescription ordering system**. Registrations have increased from approximately 1,300 to 1,800 in the first three weeks of testing.

Teams worked on

Appointments	15 teams
Administrative	13 teams
Pharmacotherapy	3 teams

What teams said

“Tools for data collection were extremely helpful, we didn't expect to see some of the trends that came up.”

“Sessions with mentor were very useful. Helped explore ideas.”

“...amazing how we [teams involved in PCAP] approached the same problems from different angles. Got some great ideas to test next.”

We supported

Teams within
31 GP practices
from
9 NHS boards



Next steps

We are supporting a further 25* teams in cohort three between March and April 2023. We are [currently recruiting for future cohorts](#).

*Numbers accurate as of 20 March 2023

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