## Aims

The themes of this session were using data to understand your system and using a DCAQ framework to inform improvements.
**Session Aims:**
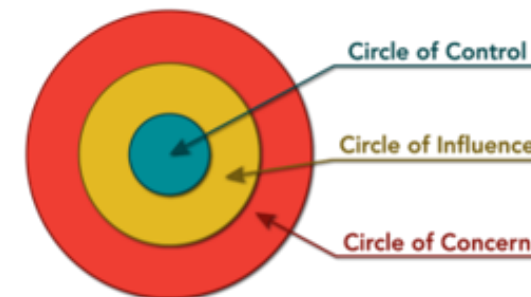- Identify opportunities for local data collection
- Launch the CTAC mapping tool

## Spotlight Session 1: Data Collection Request

**High level findings from the data**
Ciara Robertson – Senior Improvement Advisor, Healthcare Improvement Scotland

- Data shows wide variation in distribution of appointments and the variety of interventions being delivered.
- The report highlights some of the challenges in service design and delivery.
- Full report and accompanying evidence review from the Scottish Health Technologies Group have now been shared with the network and Scottish Government.
- Discussion around what we have learned and how data can be used to identify next steps for improvement.

View the slides from Ciara's presentation

Circle of Control
Circle of Influence
Circle of Concern

**Using the CTAC Data Tool locally**
Lucy Aitken & Sue Gillan – Data and Measurement Advisors, Healthcare Improvement Scotland

- Summarised how to use the tool and how to interpret the results.
- Shared an unlocked version of the tool, allowing users to choose categories that best reflect their local CTAC service, enabling users to incorporate appointment length into data gathering.
- Highlighted other tools which CTAC services can use to measure demand and capacity in services.

View the slides from Lucy and Sue's presentation

**Breakout room discussions – how will you continue to collect and use data?**

## Spotlight Session 2: CTAC Mapping Tool

**Introduction to the Mapping Tool**
Claire Dawson – Improvement Advisor, Healthcare Improvement Scotland

- Introduced CTAC Mapping Tool, co-designed and tested by network members.
- Goal – to enable a better understanding of CTAC services and share learning.
- Network members are asked to complete the tool at a team-level to provide an overview of their service.
- Results will be made available to network members via the network's MS Teams channel.

View the slides from Claire's presentation

**Breakout room discussions:**
- Where will you get information to populate the CTAC mapping tool at team level?
- Who will return the populated tool to HIS/be point of contact?
- How will you reflect service changes/developments?

## Attendance

**53 network members** at the session, representing 12 boards and a variety of strategic and operational roles.

## Session feedback

"Great to have the time to consider using the tools which resulted in some light bulb moments and sense of direction"

"I think that the network is really helpful and has added a lot of value. Without this there would be very limited sharing and learning around what is a very complicated implementation programme"

"Overview of data collection was really interesting and great to see aggregated data"

## Next steps for network members

1. Consider **how your team will continue to collect and use data** to understand and improve your service.
2. Complete and return the **CTAC Mapping Tool** by **13 October**.
3. Do you have learning or an improvement story you'd like to share with the network? **Get in touch** at his.pcpteam@nhs.scot.

## Coming up

- **CTAC Mapping Tool** submissions and high-level overview to be shared on the network Teams channel in the coming weeks.
- The **next network session** will be held on **29 November 2023, 9-11am**. A diary invite will be shared in due course.