Event Summary

Community Treatment and Care (CTAC) Network Session #8 –

Gathering data to understand demand, capacity and activity in CTAC services

27 April 2023

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🐦 @SPSP_PC

Aims

The aims of this session were to:

- learn about gathering data to understand demand, capacity and activity in CTAC services
- share network members' experiences of gathering data for improvement, and
- plan a test of tools to understand Demand, Capacity, Activity, Queue (DCAQ) data in CTAC services.

Who attended

60 participants from across 12 NHS boards and the Scottish Government attended, including:

- clinical staff
- team leaders
- primary care managers, and
- senior managers.

This gave participants the opportunity to share experiences and understand the national context.

Network members

Network membership has increased from 134 to 172 since the last networking session in November 2022, with all 14 territorial health boards represented.

We are always looking for new members to join the CTAC Network so please spread the word!

If you know anyone who would be interested in joining our network, they can register here.

CTAC network updates

NHS Ayrshire & Arran Case Study
We are delighted to announce that our case study on the development of CTAC services in NHS Ayrshire & Arran is now published! Joanne Anderson, Senior Nurse for Primary Care in NHS Ayrshire & Arran shared her reflections on the development of the case study, which outlines the approach they took in designing, testing and implementing local CTAC services.
Click here to read the case study.

CTAC Network Health Survey
Thank you to everyone who completed the CTAC Network Health Survey. We have prepared a summary of the results and have used these to inform our planning for 2023/2023.
Network members can view the results here.

Centrifuges request
In response to the discussion on the network MS Teams channel, we have asked the Scottish Health Technologies Group to work with the CTAC Network to produce an evidence summary on the use of centrifuges in CTAC teams. This work will be led by Healthcare Improvement Scotland, with a small group of network members to ensure the evidence meets your needs.

CTAC Network Mapping Tool
Healthcare Improvement Scotland are in discussion with Scottish Government to ensure that the Mapping Tool currently in development will be aligned with the Primary Care Improvement Tracker request. Once ready, the tool will be sent to network members to complete. Results will be collated and made available on the CTAC Network MS Teams channel. We hope this will be a practical resource teams can use to share learning across Scotland.

Spotlight session

Intro to Demand, Capacity, Activity and Queue (DCAQ)
Understanding demand, capacity and activity at a local and national level is critical to demonstrating the work of CTAC teams, understanding the gaps in service provision and informing future planning. The network session explored different approaches to collecting data within a DCAQ framework.

CTAC Data Collection at a local level
We heard from two teams who have collected data to understand DCAQ within their local services.
- Maya Cross - Primary Care Lead Nurse, Aberdeenshire HSCP shared her team's experience of participating in Healthcare Improvement Scotland Primary Care Access Programme. They worked with five GP practices to gather data to understand the demand for services, the percentage of appointments covered by CTAC and the percentage provided by practice staff. This data helped demonstrate the impact CTAC has on each practice.
- Lesley Middlemiss - Primary Care Improvement Programme Manager, NHS Forth Valley shared her team's approach to gathering data. They used data available via the Ordercomms system to explore one clinical area. This helped them understand the demand, activity and capacity needed for phlebotomy services within CTAC.

Click here to view the presentation slides.

DCAQ national insights – request to network members
- Scottish Government are keen to understand DCAQ within CTAC teams to inform national planning. We have been asked to use the network to support a simple data capture to understand demand and activity at a national level. We want this to be meaningful and to reflect what is happening on the ground.
- We need volunteers to help design and test a simple data tool to understand demand and activity.
- The data tools developed in the test will be shared at the next network session.
- Once we have agreed a tool, we will ask all network members to complete a data capture to help inform future planning around demand and activity within CTAC services. We will use this data to share insights on the work of CTAC teams across Scotland.

Feedback

> It's good to know the reality that CTAC implementation is tough, not just hearing how wonderful everything is!"

> Really welcome the support in DCAQ and looking forward to having a consistent tool to inform CTAC service locally"

> Really value the forum and grateful to meet colleagues from across Scotland"

Network Discussion

Network members discussed the DCAQ approach, how this has been used locally and the request for national level data. Although there are many challenges around data collection, discussions included practical approaches to addressing challenges: starting small, using manual data collection and working with what you have. Some questions were raised regarding the national data capture. Any tools will be designed with network members and the theme of the next network session will be on reviewing and discussing the tools developed, so all network members have an opportunity to influence this work.

Next Steps

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

HIS CTAC Network MS Teams channel

Please continue to use the HIS CTAC Network Microsoft Teams channel to link with each other in between sessions. Not a member? Click here to register.

Find out more

Visit our webpages to find resources for CTAC services and to learn about the Primary Care Access Programme.

The next session

The next network session is scheduled for **Thursday 22 June 2023** and will continue with the theme of using data to understanding demand, capacity and activity in CTAC services – a calendar invite will be sent out in due course.