

Event Summary

Community Treatment and Care Services (CTAC) Share and Shape Event

11 June
South Hall Complex,
Pollock Halls, Edinburgh

Contact us:



#ctacQI



hcis.pcpteam@nhs.net

Event objectives

The objectives of the event were to:

- Share and discuss the learning from our [CTAC 90 Day Learning Cycle](#)
- Discuss opportunities and challenges in planning for CTAC services, and
- Discuss and shape national Quality Improvement Support for CTAC services.

Final report

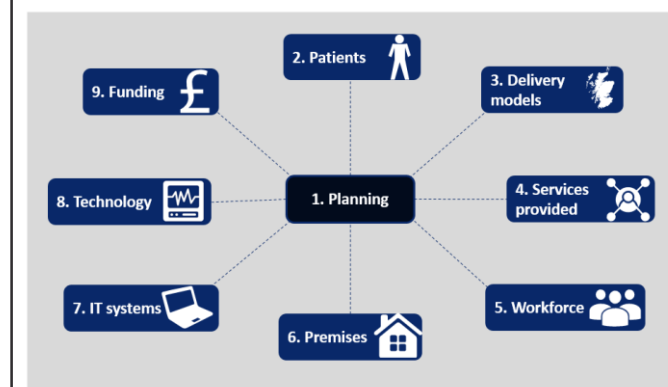
The event was centred around the learning from our 90 day learning cycle, which is summarised in our interactive final report:

Click here to read our final report



The structure of the day

The agenda for the day was structured around the 9 components of the framework for planning CTAC services (see below), as outlined in our final report.



Each of the above components was explored on the day, either through sharing sections of the final report or hearing from some external speakers. See page 2 for a summary of speaker presentations. Full slides can be found [here](#).

The afternoon session focused on **shaping the future national support** for those implementing CTAC services. There were some rich table discussions. Find out about what was discussed on page 3.



Patient engagement

Claire Curtis, Associate Improvement Advisor from the Person-Centred Care Team in HIS, talked us through how a discovery approach was used for engaging with patients as part of our 90 day learning cycle. [See the presentation slides.](#)



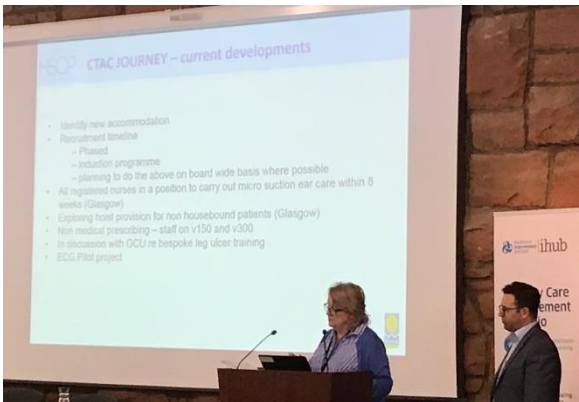
Diane Graham @dgmfg · Jun 11

We must continuously evaluate the impact of tests of change with patients and communities to ensure changes are improving services for people and not just addressing service needs [#ctacqi](#) @SPSP_PC @PersonCntrdSco @Clairiog @jillgillies989

1 3



CTAC services in an urban context



Anne Mitchell, Head of Older People & Primary Care Services and Derrick Pearce, Head of Community Health Care Services, shared their story about how they are planning for CTAC services in Greater Glasgow & Clyde, highlighting challenges they have faced and successes so far. [See their presentation slides.](#)



CTAC services in a rural context



Bryony Murray @bryony_m19 · Jun 11

Thanks @SPSP_PC for bringing together the [#ctac](#) "community" today. Think this slide sums up the journey for us all so far [#ctacqi](#)



1 3 19

Kathleen McCulloch, Community Lead Nurse, shared the rural perspective and approach to planning CTAC services in the Western Isles. They are using an augmented community team model. [See the presentation slides.](#)



Workforce

Jenny Wilson, Nursing Clinical Lead for CTAC Services, discussed the implications of CTAC services on workforce and outlined the principles of an integrated community team. [See the presentation slides.](#)



#hellomynameisfiona @DuffFiona · Jun 11

We must support our Practice Nurses and the team so we don't destabilise the workforce [#ctacqi](#) Change management and staff engagement/communication vital @jenniferPN10



IT systems



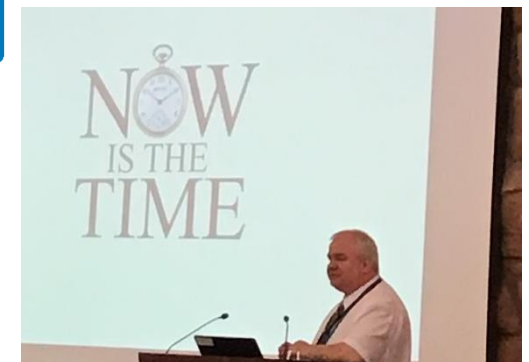
Claire GoodheirCurtis @Clairiog

Loving the real stories of CTAC for people [@stevebaguley](#) [#ctacqi](#) @SPSP_PC @PersonCntrdSco @jillgillies989 @AmaiaOpacua @dawnmahal @adelinetanuk @dgmfg
3 11:52 AM · Jun 11, 2019

Steve Baguley, Clinical Director of eHealth at NHS Grampian, outlined the current IT challenges for CTAC services, how digitally enabled CTAC could work, and how the National Digital Platform can help CTAC services. [See the presentation slides.](#)



Technology



Mark Fleming, Consultant Nurse Digital Services, Scottish Government, presented on how CTAC services can embrace digital and technology enabled Care. [See the presentation slides.](#)

Shaping future national support for those implementing CTAC services

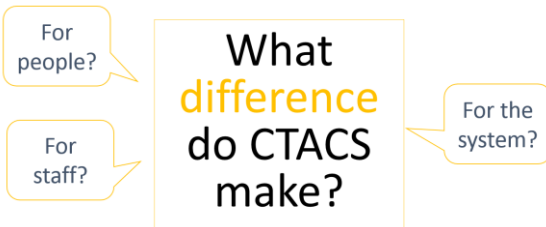
Evidencing outcomes of CTAC services

Ruth Dryden, Public Health Intelligence Adviser at NHS Health Scotland, delivered a presentation on evidencing the outcomes of CTAC services.

[See the presentation slides.](#)



Outcome measures

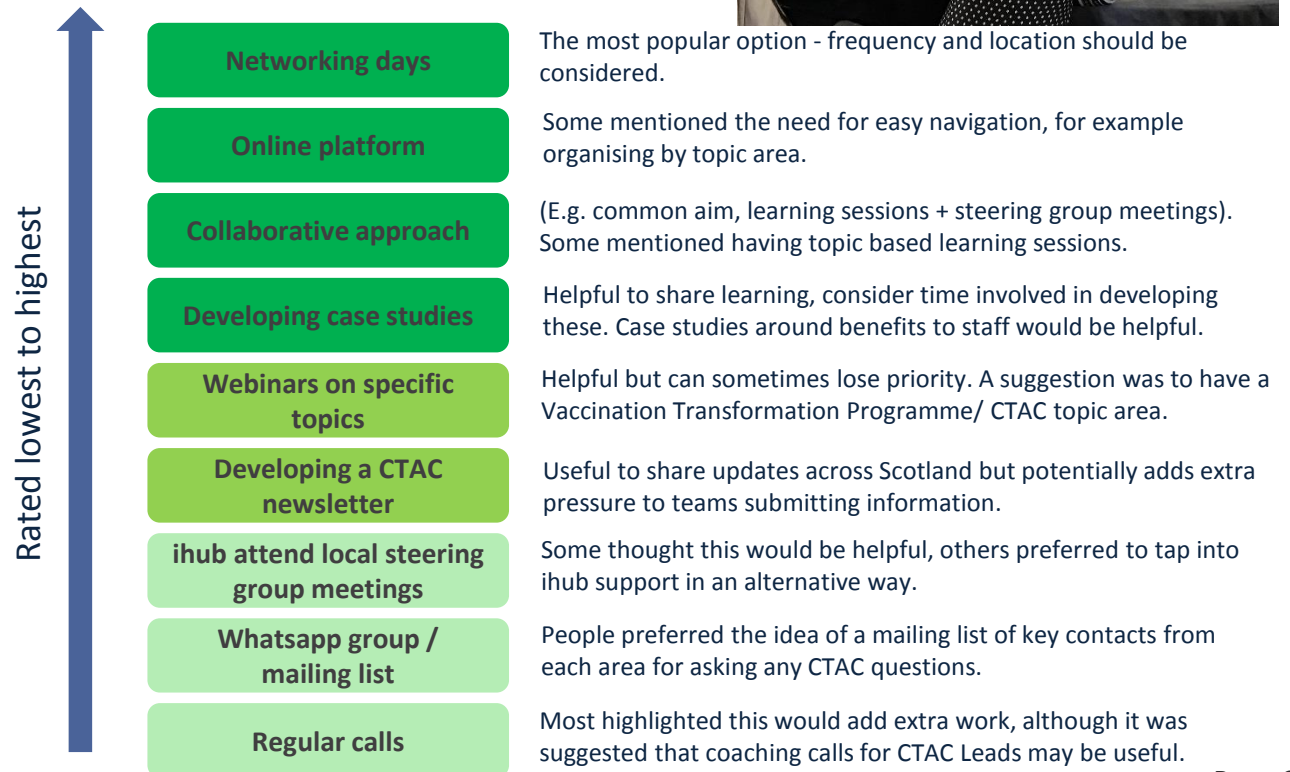


The possibility of creating a small group to work on developing a measurement framework for CTAC services was discussed and will be explored further with key stakeholders.

Creating a learning network for CTAC services

There was an appetite in the room for a network to share learning across Scotland for those implementing CTAC services.

We asked delegates about **what type of support structure** they would like to be in place to collaborate with others. Here's a summary of how they rated the suggestions given and comments provided...



Lynsey McCloy @lynseymccloy · Jun 11

Great to be at the national community treatment and care Share & Shape event learning & sharing with other areas @LanPCIP @SPSP_PC #ctacQI



Contact us:



#ctacQI



hcis.pcpteam@nhs.net

[CTAC webpage](#)

Feedback from delegates

Thank you for your feedback!

Question: What have you taken away from today? Common themes:

Similar challenges
faced by all across
HSCPs

No one CTAC model
fits all

There is a need for
flexibility

Large variation across
practices

We need clinical
outcome measures

Networking with new
contacts

Question: What could have been better? Common themes:

More discussion time

Sound quality at the
venue

Time management
for a busy agenda

We appreciate time for discussion was limited. We will make sure more time for discussion is considered in future sessions.

Apologies for this. We appreciate the acoustics of the venue were not ideal. We will take this on board in future.

We did try and cover a lot by working through the components of the framework. We will take this on board in future.

Other comments:

I feel more informed on various aspects of CTAC, looking forward to interacting with the report on the website.

Love the report format, really helpful and accessible.

I think locally we are crying out for national sharing. I want to know what I can learn from others without reinventing the wheel.

Next steps & get involved

- Create an **action plan** for the ihub support offer based on feedback from the event.
- Develop a **case study** for how Glasgow have approached ear suction.
- Circulate information about any relevant **learning opportunities around patient engagement**.

If you are interested in **keeping up to date** with our work around CTAC services, click here to sign up to our mailing list:

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