

Event Summary

Community Treatment and Care (CTAC) Network Session - Remobilising the CTAC Network

25 November 2021

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🐦 @SPSP_PC

Aim

The aim of this networking session was to support CTAC network members reflect on the past, present and future development of CTAC services and engage in scoping a collective vision for the future of CTAC across Scotland.



Background

The delivery of CTAC services in Scotland has been identified as a priority within the [Memorandum of Understanding 2: GMS Contract Implementation for Primary Care Improvement \(2021\)](#) (MOU2). Significant progress has already been made with the implementation of CTAC services across Scotland and it is recognised that sharing the learning and insights will contribute to supporting continued service implementation and development.

The relaunch of this professional network offers a safe space to share, learn, and have a national conversation about CTAC service design and implementation to help guide current and future service provision. This was the first session since the network was hibernated in March 2020. It was an opportunity to reconnect existing members and welcome new members to the network.

To find out more about our CTAC work read the [Community Treatment and Care Services 90 Day Learning Cycle Final Report \(2019\)](#).

Who attended

22 participants from across 10 NHS boards and colleagues from the Scottish Government attended.

The session brought together a range of healthcare professionals including:

- Primary Care Managers
- Programme Managers
- Nursing Managers
- Lead Nurses

This gave participants the opportunity to share experiences from across the country, giving the session value in the national context.



Participants hopes for the session

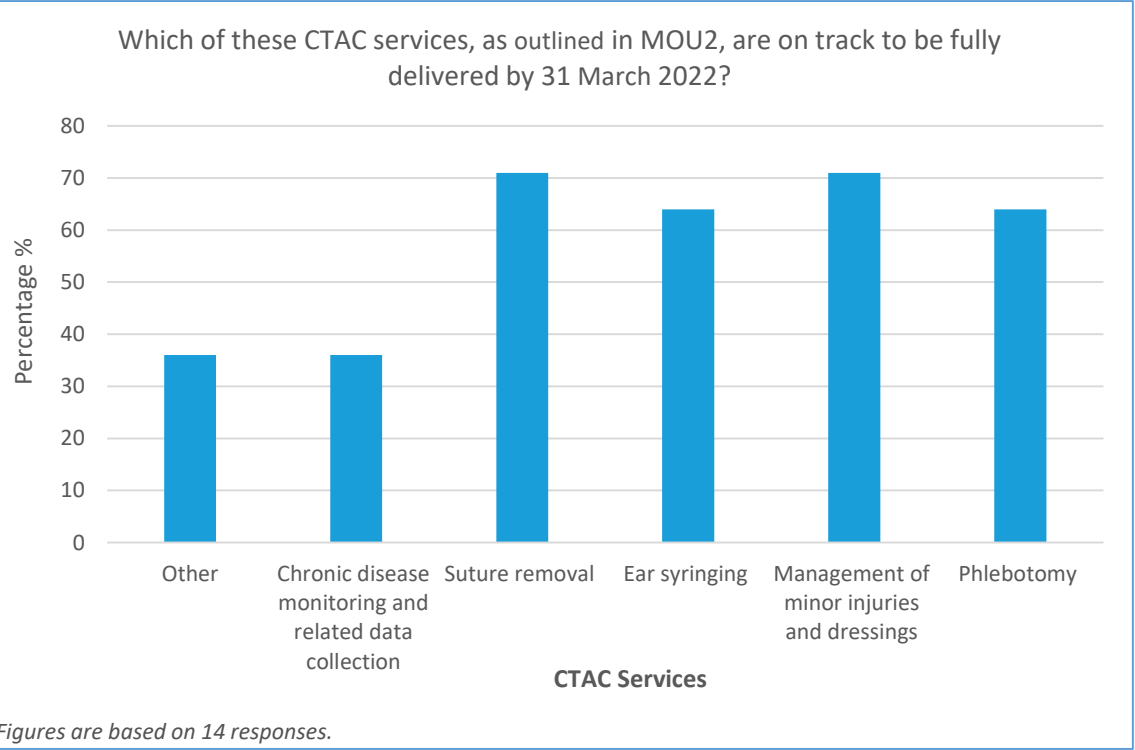
Participants attended the session to:

- **Make connections** and **share information** about what worked well and not so well within different NHS boards.
- **Understand what stage** other NHS boards were at and **what solutions** have been found to support implementation.
- Highlight a specific interest in **workforce planning** including seasonal pressures and CTAC / Vaccine Transformation Programme (VTP) integration.
- Find out how **data** could factor into discussions.
- Scottish Government representatives indicated they were present to listen and **hear the conversation**.

Session overview

Areas of success identified

We started the session by getting a snapshot of progress using a poll. We asked participants which CTAC services, as outlined in MOU2, are on track to be fully delivered in their area by 31 March 2022. The chart below shows the percentage of participants that agreed progress was on track for each service.



In follow up discussions other services being delivered included:

- dopplers and leg ulcer treatment
- signposting to other services including Musculoskeletal, Pharmacy First and community assets
- B12 injections (including self-administration training), and
- adult vaccinations.

Interactive session

We used breakout rooms that consisted of a mix of delegates from different health boards. This allowed groups to deep dive into specific areas, share reflections, and highlight particular enablers and barriers to CTAC service implementation over the past year.



Discussion point: What, in your experience, would you classify as your successes or "wins" during your implementation activities over the past 12 months?

Themes highlighted included:

- **planning**
- **delivery models** / services provided
- Communication, and
- **premises.**

Factors contributing to success:

- **workforce** and services provided
- communication and information
- **IT**, and
- **premises.**

It is worth noting the **limitations** to success (displayed in bold) were echoed in these themes, highlighting the variation in local needs and assets. This emphasises the value of sharing ideas from across health boards and partnerships through the network.

Group discussion



Discussion point: Moving forward, what should success look like for both patients and staff?

The discussion highlighted the importance of remaining focussed on effective, efficient and person centred service delivery to give people the right care, at the right place, and at the right time. **Topics highlighted in this discussion were:**

Patients

- location of services
- population needs
- capacity
- booking systems

Staff

- skill mix
- career progression and sustainability
- relationship building
- pathways and protocols

Feedback



“Really useful session...great to hear what’s happening across the country.”



“Such a valuable hour and a half.”



“We have so much to discuss.”



“Great meeting- very worthwhile.”

Next Steps

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



How we will communicate

You will have received an invite to the **HIS CTAC Network MS Teams channel**. Please start using this channel to ask questions and **share resources, articles, and examples of CTAC service implantation**.



Growing our network

We would like to expand the CTAC network membership. Are there people within your area who would gain value from joining this network? **Please identify one or two colleagues to be invited to next session.**



The next session

The second network session is scheduled for **Monday 23 February 2022 at 10am – 12:30pm** and a calendar invite will be sent to you. Please **forward this invite** to one or two colleagues who may be interested.

We look forward to working with you collaboratively to take forward the CTAC Network with Healthcare Improvement Scotland in association with the Scottish Government.

Keep in touch



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