


Event Summary

Community Treatment and Care (CTAC) Network Session – Developing CTAC Services

7 September 2022

 his.pcpteam@nhs.scot

 @SPSP_PC

Aim

The aim of this session was to review the discussion from the previous session which informed the draft Terms of Reference for the network and to discuss engaging with key stakeholders to develop CTAC services.

Agenda

The agenda for this session was shaped using the discussion topics in session four around the network's ways of working. This helped us to adapt the driver diagram to have a more strategic focus and to draft the Terms of Reference for the network. The discussions in previous sessions helped to draw out the theme of key stakeholders as the main discussion topic for this session.

Who attended

30 participants from across 9 NHS boards and the Scottish Government attended, including:

- Change and Improvement Officer
- Charge Nurses
- Community Nursing Manager
- CTAC Nurse Coordinator
- CTAC Team Leads
- Improvement Manager
- Locality Manager
- Primary Care Nurses
- Primary Care Practice Educator
- Practice Development Practitioner
- Project Managers
- Service Manager
- Transformation Manager
- Treatment Room Coordinator



Network members

Network membership has increased from 94 to 121 since the last networking session in May 2022, with all 14 territorial health boards represented.

The network sessions create opportunities to share experiences from across the country, giving the sessions value in the national context.

If you know anyone who would be interested in joining our network, they can register their interest with the team at his.pcpteam@nhs.scot.



Interactive Session

The network members were invited to share feedback on the driver diagram and the draft Terms of Reference developed from discussions in session four.

The discussion in session four around the [driver diagram](#) prompted a significant revision to a version with a more strategic approach, which could be helpful for ongoing design/redesign of CTAC services and for theming future network sessions.

The network members were invited to share comments/suggestions on the draft Terms of Reference until the end of September 2022. A final version of the [Terms of Reference](#) has now been developed for the network to work to for the next year.

Group Discussion



Discussion point: *Who are our key stakeholders? What levels of involvement and engagement should our key stakeholders have?*

A brief overview of the [NES stakeholder analysis tool](#) was shared.

The members then discussed in small groups who they thought key stakeholders for CTAC services were. [Jamboards](#) with a visualisation of the stakeholder analysis tool were used to identify which levels of involvement/engagement they felt their key stakeholders should have.

Key reflections were:

- Patient engagement: “They should have been well informed but in reality they are not”.
- Depending on service delivery model this will impact on stakeholder engagement.

Interactive Session

In response to feedback from network members, this section of the agenda was designed to allow an open forum for the network members to:

- share experiences/learning
- seek support from other network members, and
- suggest potential discussion topics of interest to the network.

The questions posed by network members were:

- Does anyone have SOPs for ECGs – for feeding back to GPs? In clinics all nurse led.
- Do those that have a separate [secondary] care blood hub – are all bloods done in CTAC or just specific?
- Does any provide reimbursement to GP practices where you have CTAC clinic staff?
- Phlebotomy only model – has anyone else employed phlebotomist and what is the job description? Is it PHL only or is it broader and expecting them to do more with their roles?

We would like to encourage members to post their responses to these questions in the MS Teams channel.

Has anyone got a picture of what CTAC is in each area. Because it is so different in each area which is very appropriate depending on local design and priorities. But that leads to a lot of misunderstanding of what CTAC means. Would be helpful to see what happens in each area and what it means.

To help develop an understanding of what other boards are doing, this will be a discussion point in our November 2022 session.



Feedback

“Thank you for providing a platform to receive and share experience, ideas and systems/ processes.”

“Really value the opportunity to link with CTAC teams across Scotland.”

“I found the session was well organised and found the stakeholders analysis tool useful.”

“Look forward to future meetings and sharing information and experiences.”

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 how you can get involved and support this valuable work.



HIS CTAC Network MS Teams channel

The [HIS CTAC Network Microsoft Teams](#) channel and sub channels have seen increased activity in between sessions.



Terms of Reference

The terms of reference are saved [here](#) on the HIS CTAC Network MS Teams Channel.



Celebrating Success

Our next session will focus on celebrating your CTAC successes over the last year. We'll be asking you to reflect on:

- How your CTAC services have evolved over the last 12 months? For example, what have your big wins been? What is your key learning from testing new ways of working?
- How has the network supported you in your development of CTAC services in your area?



The next session

The next network session is scheduled for **16 November 2022** at **9-10.30am** - a calendar invite will be sent out.

We look forward to continuing working with you collaboratively to take the CTAC Network forward.

Keep in touch

✉ his.pcpteam@nhs.scot

🌐 ihub.scot/primary-care

🐦 [@SPSP_PC](https://twitter.com/SPSP_PC)