

Event Summary

Community Treatment
and Care (CTAC)
Network Session –
Focus for the coming
year, sharing learning
and mapping CTAC
services

1 February 2023

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🐦 @SPSP_PC

Aims

The aims of this session were to:

- discuss the proposed next steps for the Scottish Government CTAC Short Life Working Group
- highlight the impact of CTAC services
- develop a CTAC mapping template which will be used to share learning across the network, and
- share learning from testing of approaches to service design and delivery.

Who attended

73 participants from across 11 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 129 to 134 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](#).



Group Discussion

Network members have highlighted the need for a resource to support the network to develop an understanding of CTAC services across Scotland.

Network members were invited to review a draft CTAC mapping template and plan how this resource will be used to share learning.



Discussion points:

- Do you feel that the content would support you to capture key information you would want to share about your CTAC service and what you would want to find out about other CTAC services?
- Does the order of the content feel like it flows?
- How can we use the CTAC mapping template to share learning across the network?

The following were suggestions relating to how the template could be used.

- To develop a matrix to support CTAC network members to review high level information such as interventions and skill mix. The matrix approach could help network members identify services they may wish to look at in further detail in the mapping resource, or to contact for further discussion.
- Using Microsoft (MS) Teams as a central location, providing access to resources.

A further draft of the CTAC Mapping template has been developed based on discussions and feedback. We will ask some network members to participate in a usability test before asking all members to populate the template.



Group Discussion

Andrew Chapman presented the proposed next steps from the Scottish Government (SG) CTAC Short Life Working Group:

- Restate the rationale for the implementation of CTAC services as introduced in the 2018 GP Contract offer.
- Further Scottish Government, NHS board and general practice collaboration in ensuring patients know what service changes have been made and how they can engage with these services.
- Further national clarity on the role of general practice nurses and how they interface with CTAC services.
- Set out what effective Multi-Disciplinary Team working looks like and how it can be enabled locally.
- Further work undertaken on what effective long term condition management looks like in primary care.



Discussion points:

- What are your thoughts on the draft next steps identified by SG?
- Are there any additional priorities that should be considered by SG?

The consensus was that the draft next steps are appropriate, with strong consensus on the following areas:

- clarity around roles and responsibilities
- vision for CTAC services
- national consistency for CTAC services, and
- communication.

Challenges in the design and delivery of CTAC services were highlighted in the discussions:


- IT systems
- information governance/data sharing
- capacity, and
- accommodation and challenges of rural practices.

Full notes from this discussion have been circulated to members of the Scottish Government's Short Life Working Group and via the CTAC network MS Teams channel. Discussion points will be used to inform the draft next steps and will attend a future CTAC network session to update us on progress.

Interactive Session

Network member contributions to our sessions over 2022 have highlighted multiple activities to continuously improve the design and delivery of CTAC services. Throughout 2023 we are reaching out to network members to encourage them to share their experiences and learning with the network.

In this part of the session, we heard from three network members who shared their experiences of service design and delivery, highlighting the impact of CTAC services. This provided a useful focus for network discussions.



Development of CTAC in Aberdeen City H&SCP

KAREN BURNS
CTAC TEAM LEAD
ABERDEEN CITY H&SCP
NHS GRAMPIAN

Increased lab van runs to increase clinic length

Why: Increase in staff and access to suitable van collection was variable and unsuitable

What we did:

- Engaged with stakeholders, GP staff, labs, transport managers
- Contacted transport services, who employed extra driver for extra run initially to test capacity and suitability.
- Tested one extra run and re-evaluated times and specimen collection
- Once evaluated other van runs were altered to offer an extra run

What our challenges were and how we overcame them:

- Lab van drivers arriving prior to agreed times.
- Laboratories workload increased significantly at the end of the day.
- Laboratories identified that 10% of specimens arriving for processing had been taken 6 hours earlier.
- Staff ensuring that all specimens are transported at the correct collection time.

Converting shop fronts to treatment rooms – James Johnstone

Why: Our HSCP which has a population of approx. 111k patients over 3 clusters, traditionally had no community treatment spaces. All Treatment Room interventions were delivered from our GP premises. We needed accommodation which was easy to access for patients, central for staff and that would ensure the co-ordinated delivery of services whilst supporting team working and therefore team stability and reduced staff turnover.

What we did:

- Carried out a full review of requirements based on our local PCIP.
- Persistently highlighted the challenges we faced at all operational, property, and strategic groups both locally and at the Board.
- Carried out ongoing reviews of PCIP and other possible finances to scope feasibility of all options.
- Worked collaboratively with various teams to identify suitable options including engagement with our Patients, Service Users and carers group.

What worked well:

- Gaining support from HSCP
- Joint working with health board
- Achieving financial support

What our challenges were and how we overcame/plan to overcome them:

- Identifying funding and gaining support of our PCIP group.
- Scottish Government clawback of reserves.
- Operational planning of new ways of working.
- Process mapping access for patient flow.
- Systems and IT with variation across different hosts and current structures.

What the impact is, what our key learning is:

The first of these premises should be operational by the end of this year, and the other in the first half of 2024.

As we are at such an early stage, impact is yet to be recognised.

We anticipate having the CTAC team of Nurses and HCSW working together in purpose designed premises will:

- significantly improve staff and patient satisfaction
- reduce variation within ways of working, such as working patterns, Standard Operating Procedures
- Improve staff morale and reduce turnover.

Interactive Session

Development of CTAC in Aberdeen City HSCP

Karen Burns

CTAC Team Lead, Aberdeen City HSCP



[Click here to view the presentation slides.](#)

Converting shop fronts to treatment rooms

James Johnstone

Primary Care Transformation Manager, East Dunbartonshire HSCP



[Click here to view the presentation slides.](#)

Increased lab van runs to increase clinic length

Kim Aitchison

Team Lead Community Nursing, Stirling & Clackmannanshire



[Click here to view the presentation slides.](#)

Feedback

“ Really well run session. Very helpful topics in the main discussions and breakout rooms were really helpful also.”

“ Well attended with more variety of job roles involved this time so more insight into other areas and recurring issues.”

“ Presentations were first class.”

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

Please continue to use the [HIS CTAC Network Microsoft Teams](#) channel to link with each other in between sessions.



CTAC Mapping Template

We are reviewing and updating the CTAC mapping template and will share this on the CTAC Network Teams channel ahead of the next session.



The next session

The next network session is scheduled for **27 April 2023** and will focus on understanding demand and capacity within CTAC services – a calendar invite will be sent out in due course.

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

Keep in touch

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