Primary Care Improvements before COVID-19 some headlines

Community Treatment & Care and Urgent Care in-hours



92% of patients who saw an Advanced Practitioner (Nurse or Physiotherapist) did not require GP input Staff were helpful and listened to me, answering all my questions. I'd be happy to see them again

Patients had an average of one fewer GP appointment in the six months after seeing a GP Occupational Therapist Most Lanarkshire practices surveyed did some **Care Navigation**/call triage, although many tailored the approach to different levels of demand

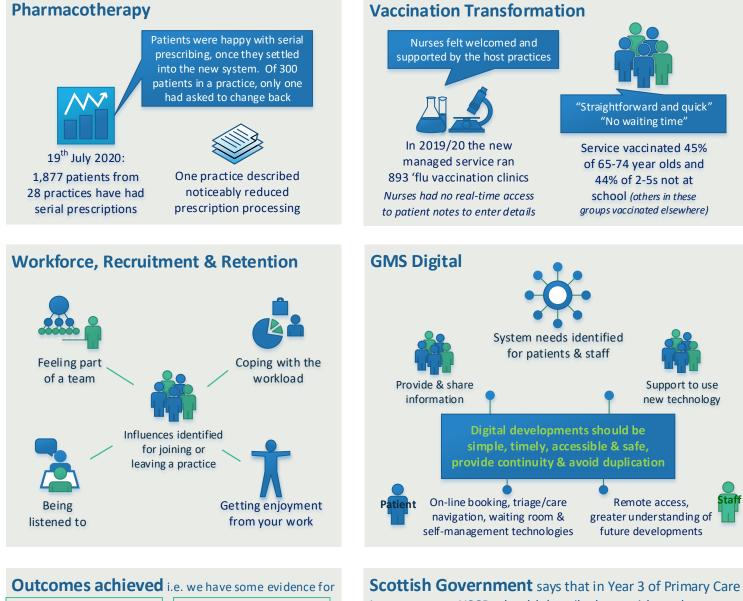


By navigating calls away from GPs, some practices were able to offer longer appointments

Before Workflow Optimisation training, many GPs dealt with excess paperwork



Afterwards 80% fewer documents went to each GP in one practice (other staff dealt with them)



Workforce: Has the knowledge, skills & H confidence for new roles

A little capacity was created Some improvements in Recruitment & Retention

People using services: Happy with new services Primary Care system: Better quality/safety of care

Improved health & wellbeing

Scottish Government says that in Year 3 of Primary Care Improvement, HSCPs should describe how evidence has informed decisions around service design

As we move forward, evaluation learning needs to be captured from all prioritised Year 3 Primary Care Improvements and visibly fed into scale-up and spread