Welcome to the HIS Strategic Stakeholder Advisory Group

13 August 2019

Supporting better quality health and social care for everyone in Scotland
Primary care is the first point of contact with the NHS. This includes contact with community based services such as General Practitioners (GPs) or Community Nurses. It can also be with Allied Health Professionals such as Physiotherapists and Occupational Therapists, Midwives and Pharmacists.

Scottish Government, 2018
What are the big implementation challenges around improving quality of primary care?
HIS Primary Care Work

Belinda Robertson
Head of Improvement Support - Primary Care
ihub

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Primary Care - the challenges

THE 2018 GENERAL MEDICAL SERVICES CONTRACT IN SCOTLAND

HSCPs Strategic Plans and Primary Care Improvement Plans

- ‘Convene Co-producers’
- COs
- CQLs
- PC Leads
- AHPs, etc

Memorandum of Understanding between Scottish Government, British Medical Association, Integration Authorities and NHS Boards

Identifying Priorities
Primary Care - the challenges

- Political priorities
- Boards/IJBs priorities
- Complexity
- Competing demands
- QI capability
- Workforce
- Data
Primary Care - the challenges

Draft 1
Who decides our priorities in Primary Care

Health Planners
- HTAs
  - SIGN Guidelines
  - SIGN Council
  - Clinicians
  - Scottish Government
  - IJBs
  - Health Boards
  - HIS
  - SHC

Deliverables

Primary Care Focus
- Independent Contractors (e.g., GPs, optometry, dentistry) supporting:
  - Improvements in quality of what they currently do
  - New ways of delivering what currently commissioned in Primary Care

Evidence and data inform detailed focus across all elements of our work
Primary Care – the opportunities

Aim
Better quality primary care for everyone in Scotland

Primary drivers
- Creating the conditions for local systems to deliver high quality primary care
- Supporting development and reliable implementation of new models of care
- Capturing and sharing evidence and data to accelerate improvement

Secondary drivers
- Supporting Primary Care to undertake effective quality planning
- Providing independent Quality Assurance of PC
- Supporting good Quality Control in Primary Care
- Supporting the reliable implementation of key process improvements in primary care
- Creating the conditions for effective cluster working
- Supporting development and implementation of new models as outlined in the MOU
- Supporting effective engagement of primary care in the development and implementation of wider new models in the community
- Assessing the value of new innovations
- Capturing generalizable learning for spread
- Producing practical implementation tools which support spread of good practice
Primary Care – the opportunities

Electronic test ordering system

New GP IT system

National Digital Platform
Primary Care – the opportunities

- Political profile
- IJB and board connections
- Committed workforce
- Person focused
- Community based
- QI capability
- Primary Care faculty
What have you read or heard about the work that HIS do with primary care that surprised you, and why?

Are there any areas of our work that you would like to know more about?
So What, What Now?

Ruth Glassborow
Director of Improvement

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• Is there anything we are doing that you think we should stop?

• Is there anything we should be doing differently?

• Is there anything you think we should start doing?
Thank You

Please complete your evaluation forms

Date of Next Meeting:
Thursday 7 November 2019
12.30 pm – 4.00 pm
Delta House, Glasgow

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