

SCOTTISH PRIMARY CARE COLLABORATIVE

Phase I - Diabetes

A Guide for Patients



Further information is available
from:

www.cci.scot.nhs.uk

Scottish Primary Care Collaborative
Centre for Change & Innovation
4th Floor, The Beacon,
176 St Vincent Street
Glasgow G2 5SG

Tel: 0141 249 6770
Fax: 0141 249 6784

*Once completed, please hand
this leaflet in to your practice
reception or into the comments &
suggestions box- Thank You!*

SCOTTISH PRIMARY CARE COLLABORATIVE

You will notice over the coming months some changes in the practice as we work with the Scottish Primary Care Collaborative (SPCC).

WHAT IS THE SCOTTISH PRIMARY CARE COLLABORATIVE?

The Scottish Primary Care Collaborative is one of several programmes being undertaken by the Centre for Change and Innovation at the Scottish Executive. The programme aims to improve the services we deliver to patients through:

- improving access to your primary health care professionals (**Advanced Access**)
- improving **chronic disease management**.

Throughout Scotland there are 430 GP Practices taking part in the programme.

WHAT IS ADVANCED ACCESS?

Advanced Access means that a patient can have an appointment whenever they wish, today, tomorrow, next week or next month.

It is necessary to measure the demand for appointments on different days of the week in order to tailor the system to meet your needs. To achieve this aim and match the availability of appointments to the requests for appointments, a number of changes will take place, such as the introduction of telephone consultations and moving follow up appointments towards the least busy day of the week.

For example, the introduction of telephone consultations will mean that patients can consult with a GP or nurse on the telephone, at a specified time, just like a traditional appointment. These types of appointments have proved very popular with patients in other practices involved in the collaborative. In particular this type

of consultation is valued by people who care for young children, older people or those who work during the day. This means that you are able to speak to your GP or nurse without having to take a morning or afternoon off work for a five minute appointment.

CHRONIC DISEASE MANAGEMENT

Diabetes was chosen by the SPCC as the first disease area to work on. All practices involved will work on improving quality of care for people with diabetes.

HOW CAN YOU HELP?

The practice needs *your* feedback on the services it provide, please use the space overleaf to:

- Highlight areas within the practice that *you* feel work well
- Highlight areas within the practice that *you* feel are in need of improvement
- Suggest ways in which *you* feel these areas in your practice could be improved