

## Appendix 1 Tayside Primary Care Strategy Plan on a Page

### Our Vision

To deliver excellent, high quality, preventative Primary Care in a sustainable way, improving the health and wellbeing of the population of Tayside.

# Tayside Primary Care Strategy 2024 - 2029

## Delivering the best Primary Care Services across Tayside

### What do we mean by Primary Care?

General Practice Services

Primary Care Out of Hours Services

Pharmacy

Dentistry

Optometry

## How we will do it

#### Promotion of self-management

Support people to take an active role in their own health and wellbeing by improving access to information, advice and resources.

#### Leadership

Further develop clinical leadership skills and opportunities to support the delivery of high quality care for the future and ensure Primary Care optimises its role within the health care system.

#### Teams working better together

Further develop our multidisciplinary teams to work more collaboratively, so they are more responsive to the needs of the population, focused on prevention, self-care and shared decision making.

#### Workforce

Working with Scottish Government, we aim to improve recruitment and retention highlighting the many advantages of working in Tayside, supporting our workforce to develop and feel valued.

#### Data & Technology

Improvements will be based on reliable data. We will maximise the potential of digital solutions, supporting people to have confidence in technology, being mindful that not everybody will be able to access this.

#### Finance

We will continually seek to achieve best value and cost effectiveness.

#### Communication & Engagement

We will continue to build relationships with our communities and hold honest and transparent conversations, actively seeking diverse views and experiences.

#### Premises

We will review where care is provided and ensure premises are fit for purpose, meeting the needs of the population, supporting co-location of multidisciplinary teams.

### Guiding Principles

This strategy has been developed with the following principles at its heart:

- Person-centred** - people who use our services are at the centre of everything we do.
- Empowerment** - providing individuals with the opportunity to take greater responsibility for their own health and wellbeing.
- Partnership** - working collaboratively with the population of Tayside and the Primary Care workforce to ensure an integrated team-based approach.
- Excellence** - promoting excellence in service delivery and building on evidence-based practice.
- Safety** - ensuring that the care that we provide is of the highest possible standards.
- Deliver best practice** - ensuring that all services are evidence based, efficient and cost effective.
- Equity** - consistency in service delivery ensuring equity of access and treatment for those in need of care and support.
- Outcome focused** - aimed to achieve the priorities that individuals identify as important.

### Values underpinning everything we do:

## Caring, compassionate, person-centred, honest and respectful.

### How we will know we have made a difference

- People will know how and when to access routine, planned, urgent care and emergency care and we will see an increase in the appropriate use of these services.
- Increase in the number of people who have a positive experience of using Primary Care services.
- Care and support will be provided by integrated teams which are designed to support the needs of their local population.
- Improved capacity and capability to accelerate prevention activities resulting in an increase in the number of people who are able to look after and improve their own health and wellbeing and live in good health for longer.
- Earlier identification of factors that put people at risk of developing a long-term condition or complex needs.
- People have access to a range of approaches, that care for and support mental health and wellbeing issues.
- We will have recruited and retained an empowered workforce with the skills to continuously improve the services they provide.

This image is also available in other formats and large print

### Reasons for change

- Demand for appointments is increasing, particularly for people with multiple complex problems; we need to make sure Primary Care meets the needs of everyone in Tayside, now and in the future.
- There are lots of different teams who work in Primary Care and we need to make sure they work in a more integrated way to improve care for the whole population.
- Primary Care has a key role to play as part of an ambitious and joined-up approach to prevention so that people can stay well for longer.

### Our priorities

- **Prevention and proactive care**  
Support the population of Tayside to avoid and reduce health problems illnesses before they develop so people have improved life expectancy and quality of life.
- **Reduce inequalities and unequal health outcomes**  
We need to focus on 'getting it right for everyone', with mental health given equal priority to physical health.
- **Deliver care closer to home**  
We will focus on providing care in the right place, by the right person at the right time.