Dear Colleagues,

As you know, in Healthcare Improvement Scotland’s ihub we support quality improvement and service redesign and, since the start of the pandemic, have focused our attention to supporting a number of improvement activities to support primary care services to build resilience and deliver high quality care.

Please find attached, a flyer promoting our most recent offer of a series of [ihub.scot/gp-access-tools]GP Access Tools to support practice teams collect and analyse data on their demand and activity rapidly to then identify potential improvement opportunities.

The data collection and analysis tools have been developed through a series of rapid testing cycles conducted in collaboration with six general practice teams from NHS Ayrshire & Arran, NHS Shetland and NHS Tayside in November and December 2021 and have been designed as a starting point for practice teams looking to collect and analyse their practice data.

They are accompanied by a series of learning summaries kindly shared by the participating pilot practices which bring the tools to life providing insights into how the tools can be applied in general practice settings and signposting to Healthcare Improvement Scotland’s current selection of toolkits offering implementation guidance for key processes to support both patient access and staff resilience.

**Links to these GP Access Tools are in the attached flyer.**

To promote these resources we would be grateful if you could circulate this email and flyer widely across your networks.

Thank you, as ever, for your continued support.

Kind regards,

Primary Care Improvement Portfolio, ihub directorate