Welcome and introductions

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CTAC unlocked agenda

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National Clinical Lead: Primary Care Nursing

Panel discussion: Essentials of transitioning into CTAC
- Approaches to staff development

Presentation: Engaging with people to ensure an equitable CTAC service
- Equality Impact Assessment (EQIA)

Panel discussion: What does the future hold for CTAC service?
- Future potential
- What will support this

Credit: Microsoft stock images

CTAC roll out in the Scottish Borders

Treatments provided in 21 locations: people can still attend a health centre local to them.

But this entailed appointments booking through a central admin hub.

Scottish Borders
Area Partnerships

CTAC booking hub equality and human rights impact assessment

Equality and human rights impact assessment to structure our engagement around the changes.

- Phase 1 – proportionality and relevance.

- Phase 2 – feedback.

- Phase 3 – recommendations and changes.

Group / Protected Characteristic	Relevance	Rationale
Age	High	The Borders has an ageing population (27% aged 65+). Older adults are high users of CTAC services and may face barriers with telephone access, mobility, or digital exclusion.
Disability (physical & learning)	High	Individuals with disabilities are likely to face challenges with communication, understanding, and accessibility in a phone-based system. A priority group for inclusion.
Gender / Sex	Medium	No direct gender-based impact identified, but women are more likely to be carers and healthcare users. Consideration required to ensure equity in access.
Sexual Orientation	Medium	Potential for marginalisation or past healthcare discrimination. Important to ensure service is welcoming and inclusive.
Gender Reassignment	Medium	While small in number, trans individuals may experience additional barriers to accessing healthcare. Ensure inclusive language and respectful interactions.
Race / Ethnicity	Medium	Borders has a small but growing ethnic minority population. Language barriers and cultural differences may impact telephone booking experiences.
Religion or Belief	Low	No direct impact of service design identified related to religion or belief. Still important to maintain respect for cultural needs.
Marriage and Civil Partnership	Low	Unlikely to impact access to or experience of the CTAC booking process.
Pregnancy and Maternity	Low	No disproportionate impact anticipated.
Other Considerations		
Carers (Unpaid & Professional)	High	Carers often manage appointments for others and may have limited flexibility during working hours. Booking hub design must accommodate their needs.
People Living in Poverty (esp. rural)	High	May face digital exclusion, lack of phone credit, or limited connectivity. Rural isolation and deprivation are important equity factors in the Borders.
People with Limited English Proficiency	Medium	Small population, but potential barriers to understanding and booking by phone. Should be addressed to ensure equity and accessibility.

Themes from people's experiences

People from local groups gave lots of feedback which we sorted into themes:

- barriers to booking and access

- communication barriers when calling the hub

- fragmentation of system, and

- accessibility for people with disabilities.

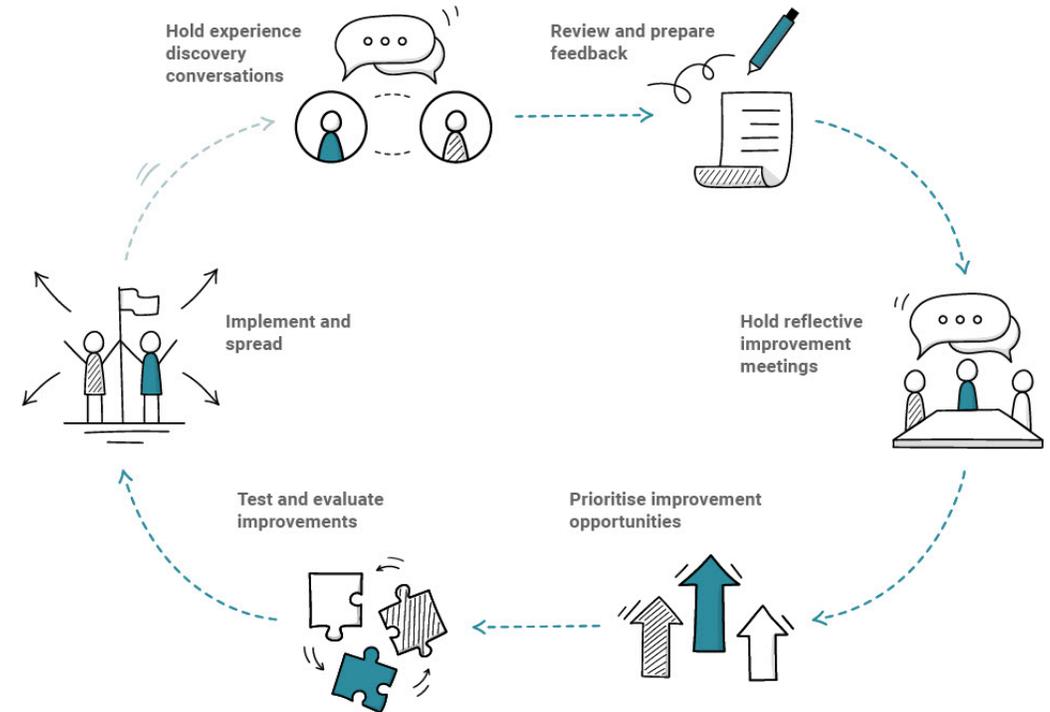# CTAC booking hub – changes based on people's experiences

Immediate changes:

- referral exceptions introduced

- booking support for those who need it

- enhanced support for neurodiverse and anxious patients, and

- inclusive communication practices.

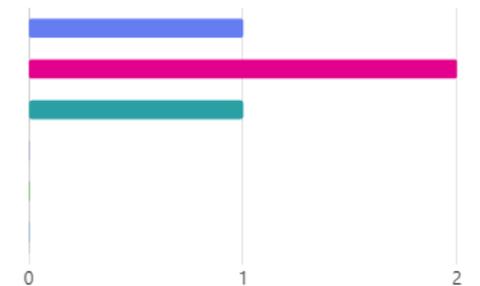# Continuing to develop CTAC in the Borders for people in the Borders

Ongoing improvements:

- improve patient-facing communications

- continue data collection and analysis

- share learning, and

- use the Care Experience Improvement Model (CEIM).

Hold experience discovery conversations

Review and prepare feedback

Implement and spread

Hold reflective improvement meetings

Test and evaluate improvements

Prioritise improvement opportunities

Image credit: Care Experience Improvement Model [Online Image] Available at: www.hisengage.scot

6. **How easy was it to book your appointment with the CTAC service?**

Extremely easy	1	
Somewhat easy	2	
Neutral	1	
Somewhat hard	0	
Extremely hard	0	
I don't know I didn't book it myself	0	

Q&A

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