

# Breakout session:

Does bigger mean better?  
Understanding continuity of care as  
multidisciplinary teams (MDT) expand

# Introducing our panel



**Dr Deepa Shah**  
NHS Shetland



**Dr Rachel Fraser**  
NHS Ayrshire & Arran

**Dr Robert Duncan**  
NHS Borders

# Barbara Starfield's 'four Cs' of primary care

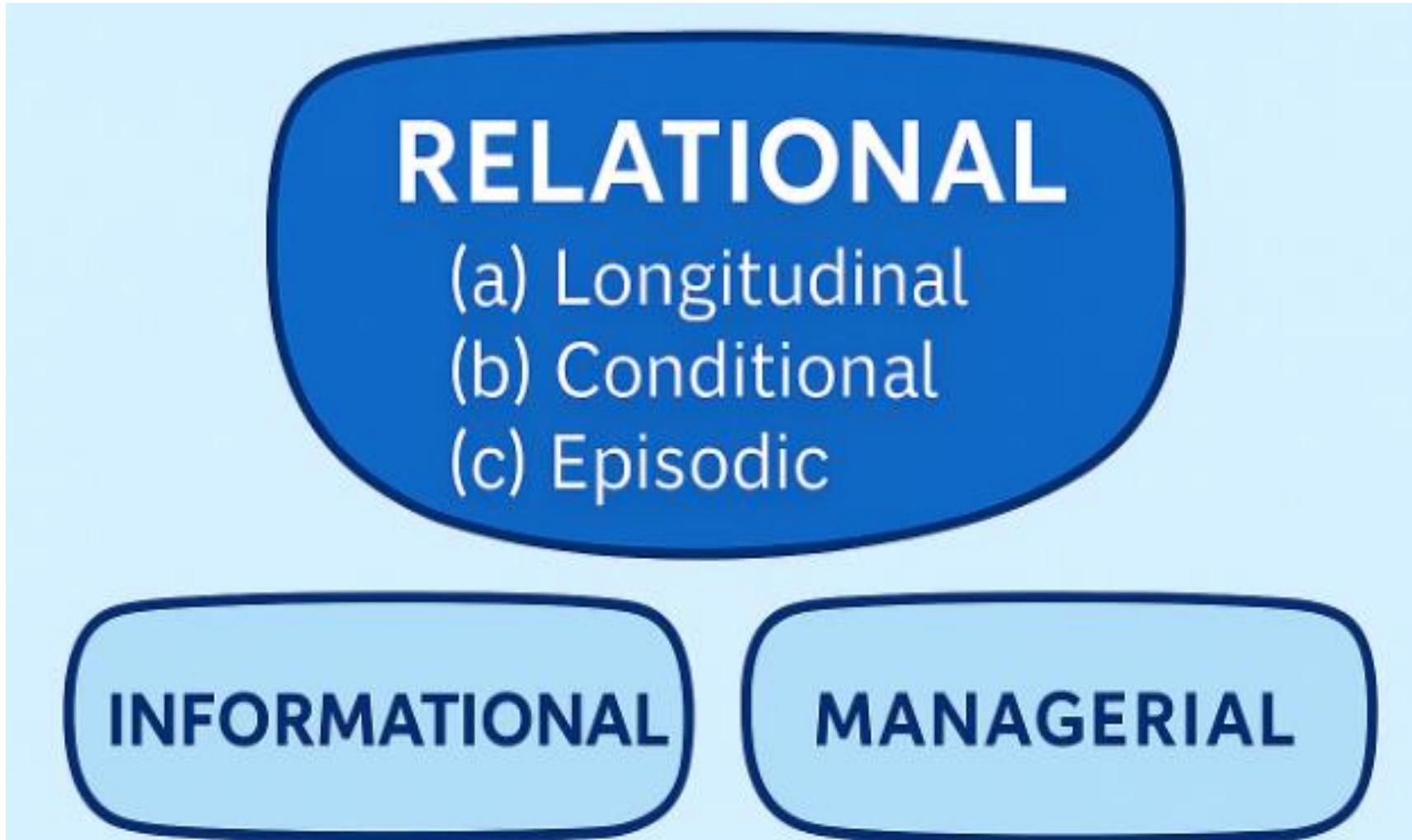
**1. Contact**  
(accessible care)

**2. Comprehensiveness**  
(holistic care)

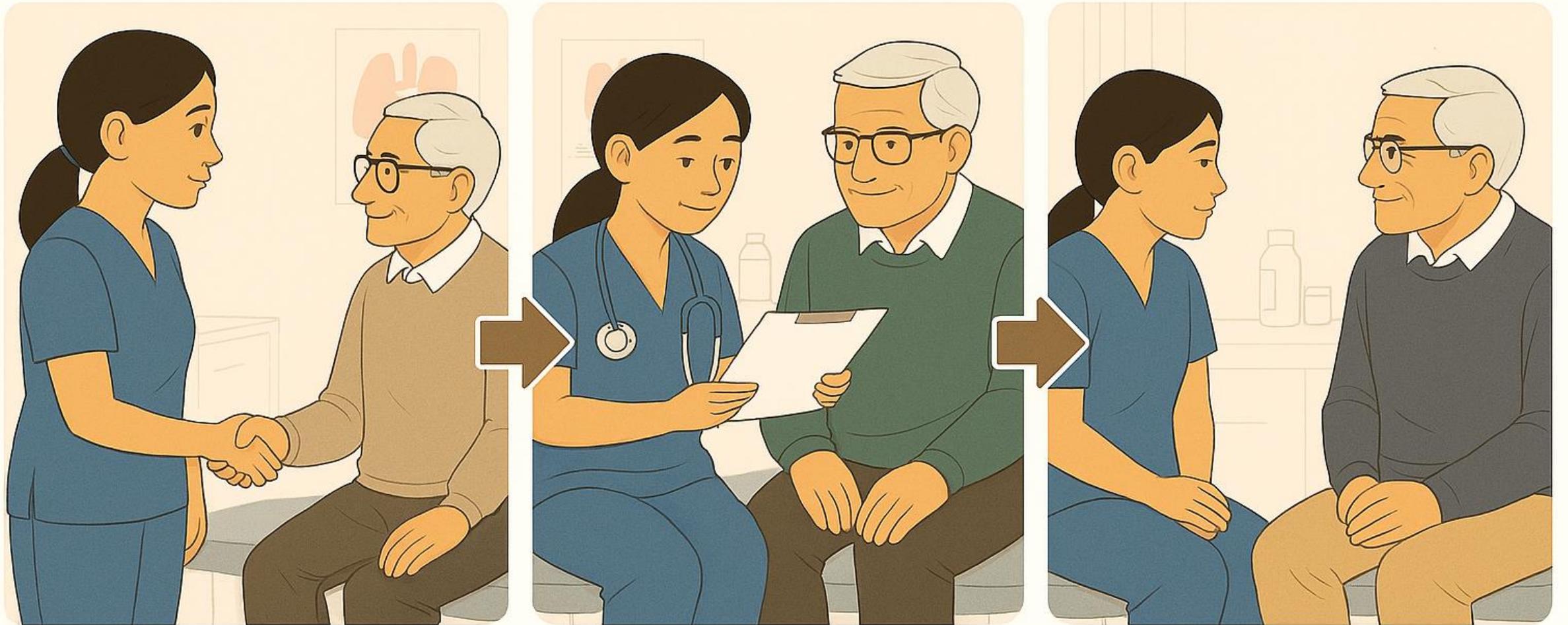
**3. Coordination**  
(overseeing care from range  
of service providers)

**4. Continuity of care**

# Types of continuity of care (CoC)



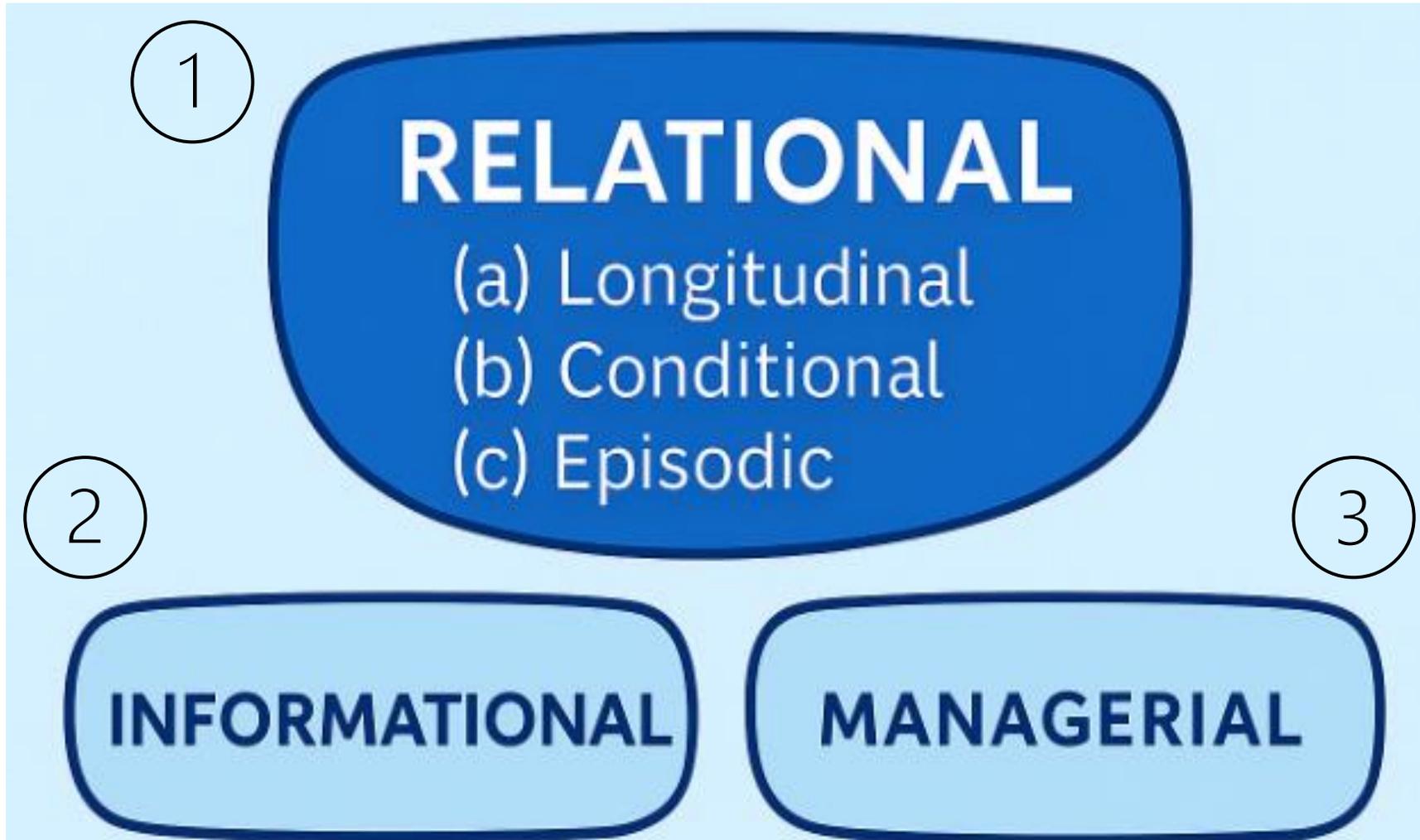
# Continuity of care – why is it important?



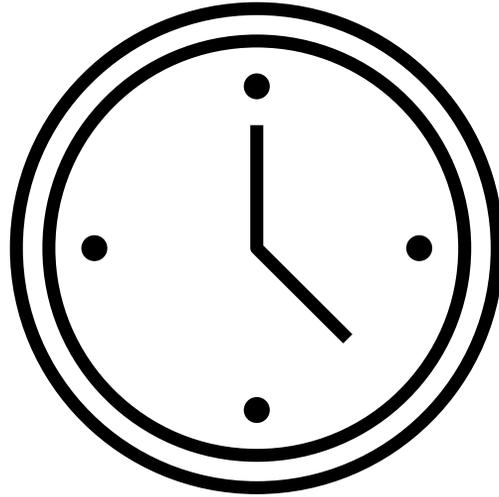
# Qualitative analysis



# MDT feedback by type of CoC



# Relational CoC – what works?



Generalist training, longer appointment times, and ability to manage multiple conditions.

# Relational CoC – what struggles?

**Task-based  
approach**

**Limited  
availability of staff**

# Informational CoC – what works?



Regular and structured MDT communication

# Informational CoC – what struggles?



Limited / inconsistent access to systems

# Managerial CoC – what works?

**Effective  
coordination**  
(practice level and across  
sector)

**Maintaining staff  
continuity**

# Managerial CoC – what struggles?

**Reduced  
administrative  
oversight**

**No consistent  
work base**

# Service user feedback

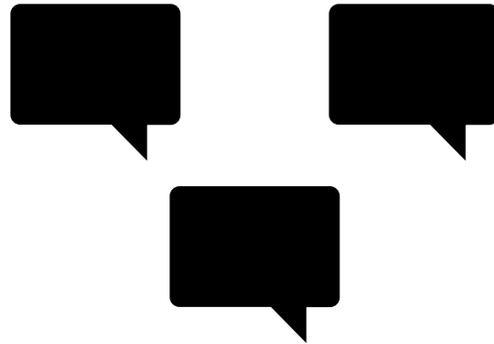
Service  
User  
Feedback



# Service user feedback - importance of continuity



Feeling known,  
understood and  
cared for



Avoids conflicting  
advice



Strengthens  
trust

# Service user feedback - importance of continuity

Conditions or situations in which continuity of care deemed:

- most important
- important, and
- less important.

# Suggested improvements by service users

Access

Experience

Continuity

Practical  
barriers

# Table discussion (20 minutes)

1. Review **service users' quotes** on coloured paper on your table. Each person choose one that either resonates with you, or that doesn't resonate with you and explain for 1-2 minutes why you chose it.
2. During the last 5-10 minutes think of a question related to continuity of care for our panel of clinical leads. To save time we have pre-populated Slido with some relevant questions, but please **add your own and vote** for the questions you would like to hear the panel answer.

