

# Primary Care Phased Investment Programme

## National Event February 2026

On 24 February 2026, Healthcare Improvement Scotland hosted a national primary care improvement event. This in-person event brought together healthcare practitioners from across Scotland. The event had three aims:

- share key lessons from the Primary Care Phased Investment Programme (PCPIP),
- discuss how PCPIP learning can be used more widely in primary care, and
- consider priorities and next steps for improving primary care.

### Who was in the audience?

# 153

Delegates  
on the day

12 health boards represented on the day, alongside guests from national boards and other organisations.



### Plenary sessions

**Dr Paul Baughan**, GP National Clinical Lead, chaired the event. The day began with three plenary sessions.

#### PCPIP findings

The session led by **Melissa Dowdeswell**, Director of Nursing and Integrated Care and **Belinda Robertson**, Associate Director of Improvement Support, shared findings from PCPIP, highlighting how these findings will help to inform future policy.

#### PCPIP quality improvement journey

**April Masson**, Primary Care Portfolio Lead, led a panel discussion about the learnings each demonstrator site had from being a part of PCPIP. The panel members included: **Dr Deepa Shah** (NHS Shetland), **Cathy Wilson** (NHS Borders), **Karin Mathie** (NHS Ayrshire and Arran) and **Hazel Garvin** (NHS Lothian).

#### Health equity: building on PCPIP

This session led by **Dr Peter Cawston** and **Dr Marianne McCallum**, GP advisors for Health Inequalities, highlighted the importance of health equity in the primary care landscape.

### Most important takeaways

*'Everyone is in the same boat across Scotland, so it feels reassuring to know that we are not alone.'*

Delegate feedback

*'Relational continuity must be at the heart of services.'*

Delegate feedback

### Scottish Government update

**Professor Graham Ellis**, Deputy Chief Medical Officer Scottish Government, highlighted the vital role of multidisciplinary teams, relational continuity, and rigorous evaluation in strengthening primary and community care across Scotland.

## Breakout sessions

Delegates had the opportunity to attend two of the three breakout sessions held throughout the day.

### Does bigger mean better? Understanding continuity of care as MDTs expand

Dr Paul Baughan and Aimee Denver-Wason, Improvement Advisor, discussed the key characteristics of an effective multidisciplinary team (MDT) in general practice. They explained why continuity of care is critical for patient outcomes and service quality.

### CTAC unlocked: What is key and what does the future hold?

Joanne Anderson, National Clinical Lead for Primary Care Nursing led panel discussions on the essentials of transitioning into community treatment and care (CTAC) and what is needed to support the future of CTAC. Owain Wilson, Senior Project Manager, presented on the importance of engaging with people to deliver an equitable CTAC service.

### Exploring skill mix in pharmacotherapy hubs and the impact on the pharmacy teams in practice

Lois Gault, National Clinical Lead for Pharmacy, led a discussion around effective hub implementation. A panel discussion explored the impact of hubs in different regions of Scotland and considered the future of pharmacotherapy.



## Future of primary care

This session led by April Masson involved an interactive activity to capture the feedback and thoughts from the delegates about how HIS could add more value in:

Supporting work around prevention and early intervention?

**57%**

Answered:

'Targeting patients with greater needs'

Supporting improvements in access to primary care?

**54%**

Answered:

'Health equity'

A word cloud captured the audience's views on emerging challenges in primary care that are not receiving enough attention.



## Feedback

**91%**

Strongly agreed or agreed that the opportunities for networking or shared learning were valuable.

*'What I enjoyed today was the workshop on continuity of care. It was really good to see, for the first time, some of the quotes from patients and the main thing was how important continuity of care was for them.'*

**(Lead pharmacist, Edinburgh HSCP)**

*'I think the discussion around health inequalities and co-designing with patients at the centre is a real take home message for us that will say how can we incorporate that into the services that we're delivering locally.'*

**(Improvement advisor, NHS Lanarkshire)**

## Feedback

**59%**

Strongly agreed or agreed that the event helped them to consider how PCPIP learning can be applied more widely across primary care.

The final PCPIP findings report will be published on the [Healthcare Improvement Scotland](#) website. For more information about this event and PCPIP, [click here](#).