

Improvement Support for MAT Standards Implementation Programme

The MAT Standards Improvement Support programme will, in collaboration with Public Health Scotland’s MAT Implementation support team (MIST), support the implementation of MAT standards across Scotland. The standards aim to reduce drug-related harm by providing a framework to ensure that MAT is sufficiently safe, acceptable, accessible, and person-centred, enabling people to have timely access to effective care and treatment, with a focus on quality of life and recovery. Our role will be to create a digital learning resource library and embed a national learning system alongside the design of an improvement programme that explores the role of community pharmacy and the next steps for successful implementation.

16 April 2024

Situation	Inputs	Activities		Outcomes		
<i>What’s driving the change</i>	<i>What we need</i>	<i>What we do</i>	<i>Who we influence</i>	<i>What they gain</i>	<i>What they do differently</i>	<i>The difference this makes</i>
Scottish Government’s (SG) National Drugs Mission (2020) SG MAT Standards for Scotland: Access, Choice, Support (2021) Residential Rehabilitation Working Group: Recommendations on drug and Alcohol Residential Treatment Services (2020) – Scot Gov. Hard Edges Scotland (2019) Rights, Respect and Recovery: Alcohol and Drug Treatment Strategy (2018) SG Alcohol Framework (2018) SG/COSLA Care services - Planning with People Guidance (2021) HIS Strategic Priorities to: - Help health and social care organisations to redesign and continuously improve services. - Provide evidence and share knowledge that enables people to get the best out of the services they use and helps services to improve. Re-mobilise, Recover, Re-design: the framework for NHS Scotland and local remobilisation plans in response to COVID-19 National Health and Wellbeing Outcomes (2015) Designing and Improving Residential Rehabilitation Pathways programme (HIS) Mental Health and Substance Use Pathfinder Programme (HIS) SG Mental Health Strategy: A 10-year vision (2017-2027) Alcohol and Drug Partnerships and Homeless Programme; Reducing Harm, Improving Care (HIS) Alliance Scotland National Collaborative: Charter for Human Rights in Substance Use services SG Drugs Death Taskforce Recommendations/Changing Lives (2022) PHS MAT Implementation Support Programme <i>Potential future drivers</i> <i>Proposed National Care Service Bill</i> <i>Proposed Human Rights Bill</i> <i>Proposed Right to Addiction Recovery (Scotland) Bill</i> <i>Proposed Alcohol Standards</i>	Multidisciplinary team: - Senior Improvement Advisor - Improvement Advisor - Pharmacy Clinical Lead - Programme Manager - Project Officer - Improvement Implementation Facilitator - Improvement Advisor for Involvement Wider HIS input/support as required relating to: - Data and measurement - Evidence and evaluation guidance - Strategic planning - Mental health and substance use programme. - Communications team - Community Engagement directorate - Quality Assurance directorate Effective partnership working with: - Public Health Scotland’s (PHS) MAT Implementation Support Team (MIST) - Scottish Government - NHS Education for Scotland - Police Scotland - Stakeholders across health, social care, local authorities, justice, third sector and voluntary organisations - People with lived and living experience - Carers Access to, and the skills and capability to use, online engagement platforms to facilitate virtual engagement. Effective care and clinical governance	Establish, plan, and deliver a national learning system for MAT standards, which will include: - A series of webinars show casing examples of good practice and providing a space to raise, reflect and collaboratively problem solve challenges faced during the implementation of the standards. - An online library to host examples of good practice resources, insights, case studies and webinar recordings. - In person events with particular focus on a key issue or where a quality improvement support need has been identified. Undertake an Impact and Implications assessment on Pharmacy services (with specific focus on Community Pharmacy (CP), with the aim of understanding: - Range and scope of substance use services currently available through CP. - Existing capacity within CP services to deliver services which support MAT. - Type of training, support and infrastructure developments required to enable CP services to effectively deliver services which support MAT. - Examples and areas of good practice driving successful MAT service delivery within CP settings. - Understand the ongoing engagement requirements to embed changes to practice across CP. Produce and publish a suitability of spread report, working with the MIST team to understand from work undertaken to date: - Gaps in QI capacity and capability within local alcohol and drug partnerships (ADPs). - Priorities for ADPs where using spread methodology would support acceleration of innovation in service models. Design a national improvement programme for MAT standards implementation, to include: - Identifying appropriate range of tools and methods, stakeholders and evaluation mechanisms which can be adapted dependent upon the improvement opportunity - An involvement plan outlining the engagement methodology and ethical considerations required to meaningfully engage those with lived and living experience.	People using services, their families, friends, and carers and those working in services to support them. Scottish Government (SG) – Policy leads in relevant programmes: - Alcohol and drugs - Homelessness - Population Health - Mental Health - Pharmacy and Medicines - Primary Care Services - Unscheduled care Health and social care partnerships Integrated joint boards NHS regional and satellite boards Community Pharmacy strategic infrastructure including (SPiSMs), NHS Board Community Pharmacy leads, Directors of Pharmacy, and Scottish Pharmacy Alliance Drug Harms Collaborative Primary care contractors including General Practice, Dental, Optometry and Community Pharmacies Local authorities, including housing and homelessness teams Justice services and the Scottish Prison Service PHS including the MIST team, Drug Mission Analyst teams. NHS National Education for Scotland (NES) Third sector including Scottish Families Affected by Alcohol and Drugs (SFAD), Simon Community, Scottish Recovery Consortium Lived Experience Recovery Organisations (SRC LERO) HIS executive team including the Cross-Organisational substance use group. National Collaborative	Drug and alcohol services gain - opportunities to learn together, access the expertise of others and give and receive support to accelerate improvements in services for people requiring MAT. Scottish Government will gain: - an understanding of the role community pharmacy has in delivering MAT standards, evidence of current variation and insights into current services provided by community pharmacy that support the standards. - an understanding of current challenges, areas for improvement and potential areas of good practice from the perspective of those with lived and living experience and facilitate their sustained inclusion in future service improvements. - insights and assurance into the progress being made in the implementation of MAT and any improvement activities being undertaken at local level. People using services, their families, friends, and carers gain: - Awareness of the standards and their rights relating to these. - A platform to be heard with the opportunity to influence and change, where required, the design and delivery of current and future services for substance use. Third sector and voluntary organisations gain the opportunity to: - Articulate and evidence activities that contribute to the delivery of MAT standards. - Build/strengthen relationships between themselves and statutory services, identifying areas where collaboration would have a positive impact on outcomes. HIS, PHS and NES gain - effective, collaborative working relationships, with the inclusion of lived and living experience to influence their ongoing activities that contribute to the delivery of MAT standards. HIS gain a better understanding of linked programmes across the organisation and how these links can be facilitated to increase the impact of each programme.	Drug and alcohol services will - implement areas of good practice and work with other boards and organisations to improve local delivery of MAT standards and, where appropriate, standardise services nationally to ensure equitable access and experience for those using services. Scottish Government will consider and, where appropriate, act upon - the recommendations found as part of the pharmacy report to support delivery of MAT standards through CP services. People using services, their families, friends, and carers will: - be actively engaged in developing and improving local and national delivery of MAT standards. - Have an opportunity to share their experiences and influence the improvement programme design. Third sector, voluntary and statutory services will: - be able to increase their social network and ensure systems and pathways are in place to support collaborative working with the people accessing services at the centre of this. - have a trauma informed workforce with care and treatment delivered in trauma informed environments. National bodies will - connect and actively engage in cross programme working, ensuring that improvements across health, social care and housing are visible and can be evidenced. - Utilise the national learning system to engage with the national landscape. HIS will - embed a multidisciplinary team to programme’s relating to substance use. - ensure appropriate engagement planning to actively engage with those with lived and living experience.	Drug and alcohol services can utilise engagement to support: - Performance against local benchmarking reports on the implementation of MAT standards improvements. - evidence of the inclusion of lived and living experience narrative as part of reports. People accessing services, their families, friends, and carers: - are listened to and involved in decision making around care. - are given choices of treatment. - have access to the same quality of support, care and treatment and onward referrals. - do not experience stigma or discrimination. - experience improved links and referral pathways between health, social care and third sector. - experience improved information transfers between services to reduce any risk of traumatisation. Community pharmacy - is seen as a valuable partner in the delivery of MAT standards. - there are systems and processes in place to deliver MAT standards. There is an increase in the number of people engaging with substance use services and starting on their recovery journey. There is a reduction in the number of people harmed because of substance use.
<i>External factors impacting on outcomes</i>						
Capacity at local level to engage in improvement activities due to competing priorities and demands.		Matched priorities within local system.				
Long term impact of Covid-19 on workforce across all organisations.		Availability of funding at local level.				
		Stable policy landscape to evidence impact of programme activities.				