Continuity of Care and Frailty Cluster Resources

This document outlines resources that could support cluster quality leads (CQLs) and practice quality leads (PQLs) with the Continuity of Care and Frailty Directed Enhanced Service (DES) and beyond.

Resource	Description	Benefit
Toolkits/ Change Packages		
RCGP Continuity of Care toolkit	The toolkit is divided into three main sections: • **6 Steps:** The guided approach to improving continuity • **Resources:** Helpful tools and editable templates to support the steps • **GP practice stories:** Examples of what others have done	The toolkit helps GP practices improve continuity of care through a practical, step-by-step approach, supported by resources, templates and examples.
HIS Focus on Frailty change package	This change package is designed to support teams in health and social care partnerships and GP practices to improve person-led, coordinated care and access to services for older people living with frailty, using evidence-based change ideas aligned with national frailty standards. The change package includes a **driver diagram** for proactive community-based frailty services and provides **practical change ideas** that teams can test to support improvement.	The change package can provide proactive community-based frailty services practical change ideas that teams can test to support improvement.
HIS Frailty and Continuity of Care Driver Diagram	This driver diagram combines **drivers and change ideas** from frailty and continuity of care improvement work.	The driver diagram can help teams working on the DES to:

	It aims to ensure people living with frailty experience coordinated, continuous and person-led care	• visualise the relationships between causes and effects in relation to frailty and continuity of care, • Provide ideas for teams to consider testing, and • Plan and prioritise improvement activities.
Resource	**Description**	**Benefit**
Measuring Continuity of Care		
Albasoft in-hours dashboard	Website from which teams can **download the in-hours dashboard.** This dashboard provides the SLICC data on continuity of care, among others.	Access to the in-hours dashboard and therefore SLICC data.
Frailty DES and Continuity of Care – GP In Hours Activity	The webpage provides **guidance on how to utilise the In-Hours dashboard** to support those participating in the Frailty DES. The webpage includes: • a **video** providing guidance on how to use the dashboard to support those participating in the Frailty DES and, • a **step-by-step guide** on how to run the search required for the DES. For any questions about the dashboard, email NSS.GPactivity@nhs.scot	The resources on this webpage can help teams to learn: • how to use the dashboard, and • how to run the search required for the DES.
Spreadsheet to calculate continuity of care (SLICC) manually for the DES	The purpose of this **Excel workbook** is to support practices who may not be able to use the SLICC data from dashboard for the DES as they need to measure continuity of care of micro-teams allocated to patients, GP buddy system, non-GP clinicians. This spreadsheet can be used to manually calculate continuity of care.	This spreadsheet may be useful for: • practices that use micro-teams or a GP buddy system, and • practices where frailty is managed by a non-GP team member.

Resource	Description	Benefit
Understanding your patients' care experience and demographics		
Public Health Scotland – Health & Care Experience Survey	The Scottish Health and Care Experience (HACE) Survey is a survey sent to a random sample of people who were registered with a General Practice in Scotland. The interactive dashboard presents the results of the HACE survey.	This dashboard allows you to select results by: • general practice • general practice cluster • health and social care partnership (HSCP) • NHS board • Scotland level
Public Health Scotland – General practice list sizes and demographics	This presents information on the number of GP practices in Scotland and list size. It includes statistics on practice list sizes by age, sex, deprivation and urban-rural classification, as well as quarterly and annual trends.	This resource allows teams to understand the demographics of their population and their trends. The data visualisation provides quarterly and annual trends available at Scotland, NHS Board, Health and Social Care Partnership, GP Cluster and practice level, by age group and sex.
Resource	**Description**	**Benefit**
DES specific resources		
NHS Scotland - Frailty – Directed Enhanced Service (Des)– 2026 - 27	**Circular related to the Directed Enhanced Service (DES)** offered by Health Boards for provision in 2026-27 by GP contractors, for the practice Frailty Lead to develop the role through engagement with training and resources, with a specific focus on relational continuity of care (building on the concluded Frailty DES for 2025- 26).	The circular helps teams to understand: • expectations of general practices, and • payment arrangements.
Frailty Directed Enhanced Service (DES) and Continuity of Care Webinar: September 2026	On Wednesday 23 and Tuesday 29 September 2026, the Scottish Government, the Royal College of General Practitioners Scotland and Healthcare Improvement	The webinar helps/helped teams to • understand the requirements of the Frailty DES,

	Scotland hosted an **online webinar on the Frailty Directed Enhanced Service (DES) and continuity of care**. The webinar was aimed at Frailty Leads from GP practices across Scotland, as well as members of the multidisciplinary team with an interest in frailty and improving care for older people.	• understand the importance of continuity of care in supporting people living with frailty, • learn evidence-based approaches for assessing and managing frailty within general practice, • learn about the modified SLICC measurement tool and dashboard, and • learn about the resources and support available to help implement effective, person-led frailty care within practice teams. The recording could be used to disseminate the learning with other members of the practice team.
Question and answer session responses from the DES Webinar	This document compiles the **questions submitted by attendees** during the question-and-answer session. **Responses** provided during the live session can be accessed in the recording, while key themes emerging from the discussion are captured in this document.	The document can help teams to find responses to questions they may have regarding the DES and that they were not covered during the webinar.
Resource	**Description**	**Benefit**
Additional resources		
Continuity of Care Rapid Evidence Review	This review includes **international research published between 2000 and 2026 to understand relational continuity.** Thirty relevant studies were identified, mostly using routine healthcare data or patient surveys, and they used a variety of established measures to assess continuity of care.	This rapid review can help teams to raise awareness of the potentially modifiable factors that influence continuity

	The rapid review identifies **potentially modifiable factors that influence continuity** is important for informing primary care policy.	
RCGP Scotland: Implementing relational continuity of care report	This report outlines **evidence base for the positive impact of relational continuity** of GP care. It also highlights **recommendations** based on the opportunities identified by RCGP to enhance continuity through targeted interventions, policy reform, and cultural shifts.	This report can help teams to raise awareness of the benefits of relational continuity of care.
Deep end report (42) Continuity of Care for those who need it the most (2024)	This report captures the roundtable **discussion on relational continuity of GP care for vulnerable and deep end populations**, hosted in person by the Deep End GP group hosted on Tuesday 25 June 2024. The discussion reviewed the **strong evidence base** and the **challenges to implementing** this, before focusing on **possible solutions**.	This report can help teams: • raise awareness on the importance of relational continuity of care for vulnerable and deep end populations, and • be mindful of barriers, facilitators and recommendations to strengthening relational continuity of care.
Consider continuity of care webinar in primary care webinar	This **webinar** with Dr Paul Baughan, National GP Clinical Lead, and guest speakers discussing **continuity of care, why it matters and how to improve it in an increasingly multidisciplinary team (MDT) environment**. The webinar includes: • two presentations from guest speakers on the evidence base and measurement, and • a sofa session on continuity of care with a multidisciplinary team panel.	This webinar can help teams raise awareness on: • the importance of continuity of care, and • how to improve it in an increasingly MDT environment.