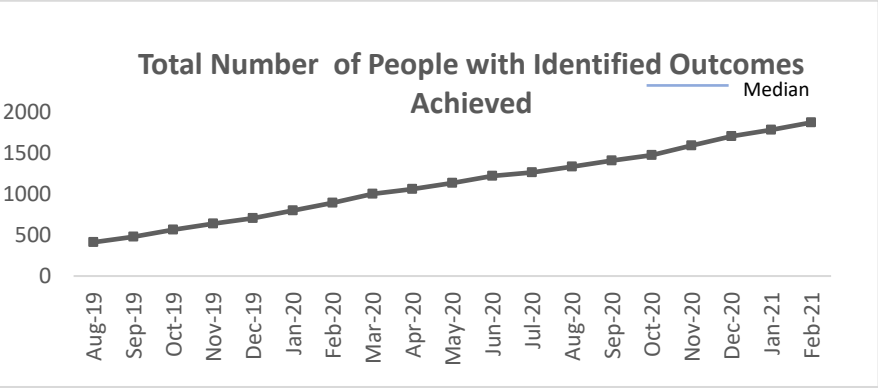
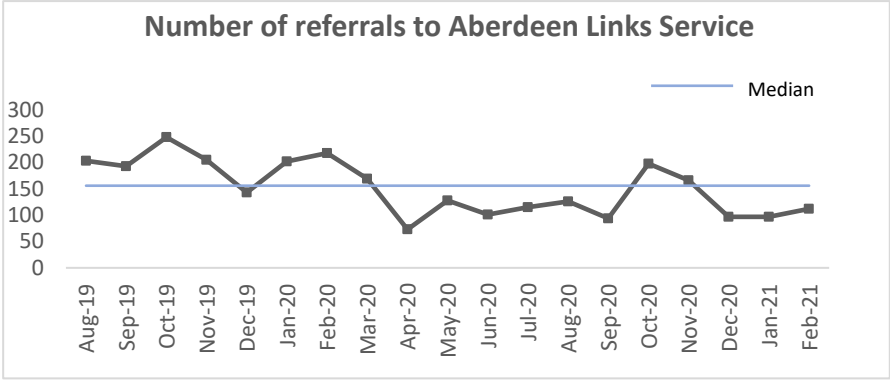
11.2 Aberdeen Link Services

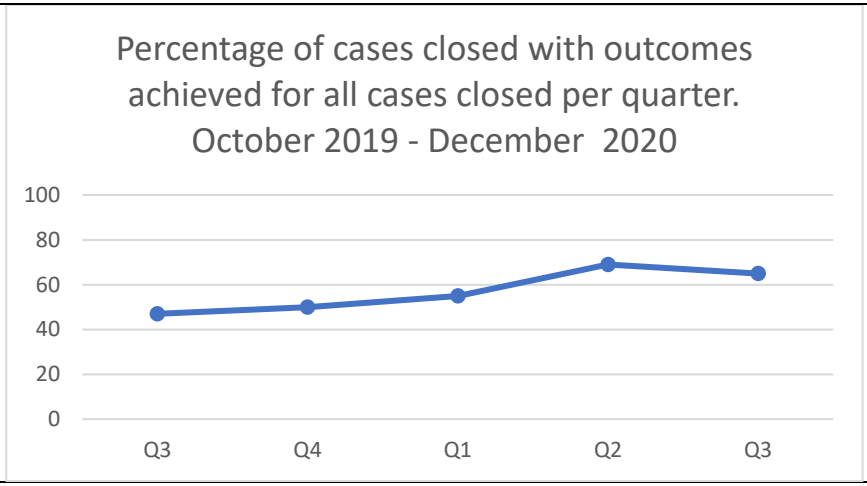
Project Aim	Start Date	Testing End Date	Progress Scale
Extend the link working approach across primary care to support 3,000 people attain their own identified outcomes by January 2022. **Project Manager:** Chris Smillie, HSCP Project Charter Approved Sep 2019	Sep 2019	May 21	9

Changes Being Tested (Specify location/ test group)	Are our changes resulting in improvement?
1. Test Peer Support sessions with Link Practitioner Team on a monthly basis using PDSA over a 3-month period – *implemented and continuing* 2. Information sessions to develop the knowledge and understanding about the Links Approach and its benefits among of referrers. – *implemented and continuing* Currently reviewing new Tests of change to achieve aim of 3000. These will most likely involve tests around expanding the referral pathways, use of digital to support embedding of the approach and uncompleted patient outcomes.	1. Data shows a continued number of people achieving their personal outcomes and this has been sustained over the testing period and until December 2020. 1982 people have achieved their personal outcomes to date. Given the steady monthly increase, it is evident that our change ideas are showing improvement and whilst we continue to monitor to ensure figures to ensure this improvement continues we are now 1. spreading the change ideas by testing wider referral and 2. Investigating new change ideas focused on uncompleted outcomes in order to achieve the aim of 3000.

Improvement Data






Percentage of cases closed with outcomes achieved for all cases closed per quarter. October 2019 - December 2020
100
80
60
40
20
0
Q3
Q4
Q1
Q2
Q3