

## Introduction

Welcome to the latest edition of the Primary Care Improvement Plan (PCIP) Bulletin which gives an update of the key works carried out over the last 3 months.

## Workstream: Community Link Workers

The Community Link Worker (CLW) Programme continues to be busy across the 81 GP practices that have support from a CLW. From April to end of June 2022, the CLWs received 3241 referrals and made 11995 appointments with 3772 patients. In early summer, a deep dive exercise (brainstorming technique) looking at mental health was undertaken. This is due to report back late autumn. The [annual report](#) for 2021/2022 is now available here.

## Workstream: Vaccination Transformation Programme

Glasgow City HSCP's vaccination team began the Autumn/Winter Flu and Covid programme on 5 September 2022. All Older People's care homes were visited by the team and the majority of residents vaccinated by 14 October. Some care homes will require a second visit to complete the programme. By the beginning of November, 2900 residents had been vaccinated for Covid 19 and/or flu.

The programme, for people who cannot leave their homes to attend the clinics, began on 18 September with vaccination for those aged over 100 years old first and moving down the age groups. By the beginning of November the team has vaccinated over 4200 people at home. We began vaccination in Adult Care Homes from early November. Any questions or referrals, please email [Ggc.CovidVaccination@ggc.scot.nhs.uk](mailto:Ggc.CovidVaccination@ggc.scot.nhs.uk)

## Workstream: Mental Health and Mental Health Young People

The Compassionate Distress Response Service (CDRS) is a quick response, compassionate listening service for people experiencing acute emotional distress, operated by GAMH on behalf of the HSCP. Now in its third year, the service recently celebrated the first anniversary of the Young People's CDRS, a specific pathway for 16-25 (26 if care-experienced) year olds which operates from 9am to 5pm, Monday to Friday. From September 2021 to September 2022, 509 young people were referred to the Young People's (YP) CDRS, with 92% of young people making contact with the service.

Almost half of the young people were referred by GPs. The most common presenting issue within the YP service was anxiety/stress. Despite the complexity of issues, less than 1% of referrals have required escalation, with the vast majority of young people having their distress managed and alleviated within the service. Positive feedback has been received from patients and families. For more information, please contact [Barbara.Adzajlic@ggc.scot.nhs.uk](mailto:Barbara.Adzajlic@ggc.scot.nhs.uk)

This summer Glasgow Council for the Voluntary Sector (GCVS) hosted a series of online events for the HSCP, to share [information](#) on some of the community-based supports and services available to support young people's mental health and wellbeing in Glasgow.

Lifeline offers free one to one counselling support alongside a programme of [wellbeing classes](#) to anyone over 16 who lives in Glasgow or is registered with a Glasgow GP. Patients can be referred or can self-refer. In the first quarter of 2022/2023, Lifeline received 2479 referrals, provided 4240 appointments with 1484 people. 27 Wellbeing classes with 370 attendees took place.

The Youth Health Service accepts referrals from GPs across the city for young people aged 12-19. The service provides both clinical and non-clinical supports including counselling and multiple risk support for young people involved in/at risk of a range of risk-taking behaviours. In the first quarter of 2022/23 there were 428 referrals (including 347 for counselling support and 57 for multiple risk support). 1388 appointments were delivered. The service operates across 9 venues in the city.

A new Parent/Carer Peer Support Group pilot programme delivered by the Glasgow City Health Improvement team offering a whole-family wellbeing approach to parents/carers with teenagers is running on Thursdays from 6pm to 7.30pm in Maryhill Health Centre.

### **Workstream: Urgent Care**

In October, Gary Dover (Assistant Chief Officer for Primary Care and Early Intervention) wrote to all practices to update them on the difficulties being faced with the recruitment and retention of the Advanced Nurse Practitioners (ANPs) for care homes. Over the past 3 years the team has been working with the HSCP's five care homes to provide care for residents and to reduce the need for GPs to visit the homes to see individual patients. Since its inception the team has been successful in reducing GP attendance at our care homes.

Despite significant efforts to recruit, train and develop new ANPs, the service lacks appropriate clinical, managerial and professional support and oversight; we are progressing an action plan to make sure that we have the right structure in place to fill these gaps. Until these changes are put in place and in the interests of patient and staff safety, we took the decision that the ANPs should provide care for residents of Riverside and Orchard Grove care homes rather than all five homes. Depending on the future number of patient referrals to the ANPs from these two homes, the team will review and hopefully increase the number of care homes that are covered on an incremental basis, if this remains safe for patients. The HSCP is committed to achieving the original aspirations of the project and Gary gave a commitment to keep practices updated on the progress with the HSCP's plans to increase the number of care homes covered by the team.

### **Workstream: Collaborative Learning and Leadership**

#### **Improvement Support for GP Practices at no cost to you**

Agnes Hendry and her team from Positive People Development can provide support to GP practices, Multi-Disciplinary Teams (MDT) and stakeholders to help improve systems and processes, in particular in areas of Quality Improvement, change management, workflow optimisation, telephone triage and other access processes. They can also help with culture change, ways of working, team structure, inter-team working, team building, process improvement tools and techniques. Agnes can also support with:

- identifying actions which need to be taken to have productive healthy workplace relationships and an environment where team members are fully engaged and have their voice.

- developing an understanding of change management, how it impacts individuals at different stages and identify how to support each other through periods of change.

If you are interested in this offer please contact Josephine Dick, Senior Organisational Development Advisor via email: [Josephine.Dick@ggc.scot.nhs.uk](mailto:Josephine.Dick@ggc.scot.nhs.uk) or mobile: 07771120701.

### **Work Stream: Welfare Advice Health Partnerships**

An advice provider has been appointed for patients excluded from mainstream GP services. This service commenced 6 October 2022, increasing the number of Glasgow City GP practices participating in the Welfare Advice Health Partnerships to 84. The initial impact of the service has been positive with over £372,000 financial gains made for patients, £133,000 debt managed and £10,000 in Council Tax arrears negotiated.

The First Minister visited one of the participating practices (Forge Medical Practice in Parkhead Health Centre) on 22 July to see the service in operation and to receive feedback on the value of this for GPs and the wider practice team. The visit was very well received. If you would like further information about Welfare Advice Health Partnerships please contact [Carol.MGurin@ggc.scot.nhs.uk](mailto:Carol.MGurin@ggc.scot.nhs.uk)

### **Supporting Ukrainian Refugees**

MV Ambition is a cruise ship berthed at George V dock and has accommodated Ukrainian refugees since mid-September. The ship has capacity for 1500 refugees, who will be accommodated on board until suitable permanent accommodation is identified across Scotland. The ship is expected to be at capacity within 3 months.

The Asylum Bridging team staff are located on board providing Initial Health Assessments and one of our Senior Pharmacist (Primary Care), Katie Earle-Payne, is on board the ship for three mornings a week. Katie is Ukrainian and speaks Ukrainian and Russian. Her role is to provide medicine translation when people initially register with a GP practice; as we don't always have the same medicines available; Katie identifies the closest alternative. This should ease some of the workload on GP practices and benefit the people on the ship. Katie works closely with the GP practices and other Primary Care Pharmacists within the practices. Across the city as the refugees settle into more permanent accommodation our teams are supporting these patients and GPs with medicine queries.

As there are a small number of GP practices covering this postcode a Service Level Agreement has been developed in recognition of the potential additional workload for Practices within a short period of time.

### **Contacting Us and Getting Involved**

A reminder that we have now set up a generic mailbox for queries about primary care issues. If you have a primary care query or you would like to become involved in these workstreams, please send it to [ggc.glasgowcityprimarycare@ggc.scot.nhs.uk](mailto:ggc.glasgowcityprimarycare@ggc.scot.nhs.uk). The mailbox is monitored daily, and if your query cannot be dealt with immediately, you will receive an acknowledgement and confirmation that it has been passed to someone who will be able to advise you. We will also be using this address to send information and updates to your inboxes.