Primary Care Improvement Plan

Bulletin 2 (January 2019)

Background to briefing

The purpose of this - and future bulletins - is to keep stakeholders informed on the implementation of the Primary Care Improvement Plan (PCIP).

New Start

We would like to welcome Ann Forsyth to the post of Programme Manager for the Primary Care Improvement Plan. Ann is currently the Homelessness and Asylum Service Manager based in Hunter Street and will commence in post as our Programme Manager on 4th March, 2019.

Implementation update

We have given a commitment that practices and clusters of practices will have as much flexibility as possible to shape the support they receive to reduce GP workload and release GP and practice time. To support this Clinical Directors and Heads of Service will meet with you over the next few weeks to discuss how the PCIP should be implemented in your localities. In addition, a briefing for localities and cluster quality leads will be available in early February, together with more detailed information on each of the workstreams.

Update on activity

Workstream: Vaccination Services

- Housebound flu: this programme is now nearing completion - Flu Vaccination Teams are now in the process of vaccinating patients in the following groups:
  - Patients who were unwell or were not at home and unable to be vaccinated at their original appointment
  - Patients for whom Capacity Information was not originally provided, but has been now.
  - Newly 'coded' housebound patients for the period from 13th October 2018, up to and including 21st December 2018.

  Patients who fall into the categories above will be vaccinated by the end of February 2019.
- Childhood immunisations: the transition to clinic based delivery is now nearing completion.
- Adult immunisations: confirmation of the funding available for the city is awaited and information on potential options and their costs being considered, with a view to determining implementation plans and timescales.

Workstream: Pharmacotherapy Services

- A rolling programme of recruitment is ongoing.
- Approximately a third of practices are currently receiving additional support.

Workstream: Community Treatment and Care Services
Phase 1 - Phlebotomy

- 11 WTE phlebotomy staff have been recruited and are working within community nursing while we work through the practicalities of delivering a universally accessed phlebotomy service.
- Work is underway to identify and fit-out premises within the HSCP area to ensure that patients, of those practices not located within health centres, have access to a suitable local facility.

Phase 2 - Treatment Rooms

- Plans for treatment rooms are currently under development, focusing on the availability of premises and the range of services to be offered.

Workstream: Urgent care

- Three newly qualified Advanced Nurse Practitioners will be in post in early 2019. This will provide the basis for new supported care to some residential homes.
- A workshop is planned for the end of January 2019 to agree a definition for "urgent care", so that we can subsequently design services based on mutually agreed requirements.

Workstream: Additional Professionals for Multi-Disciplinary Teams
Physiotherapy

- Advanced Practice Physiotherapists (6 WTE) have now been recruited and are starting to work within practices in each locality.
- Next steps will be informed by early evaluation of the existing posts, consideration of adaptations to the current model to reflect Glasgow circumstances, and the availability of appropriately skilled / qualified staff.

Mental Health

- A workshop was held towards the end of 2018 which considered priorities for the PCIP, (including Action 15 of the national Mental Health Strategy which commits to an increase in the number of mental health workers), and these were identified as:
  - Pathways and access to mental health services
  - Community Links workers and training in mental health issues
  - Future role of the Primary Care Mental Health Teams – their interface with general practice and the third sector.

Workstream: Community Links Workers

- As part of the NHS procurement process, six third sector suppliers were successful in securing a place on the tendering "framework" meaning that they are eligible to tender for contracts to employ and manage Community Links Workers (CLWs).
- A process is underway for the provision of the 18 CLWs who are currently in post, within 10 clusters. Any one of the organisations on the framework may secure multiple clusters, or indeed none. Clusters representatives have been invited to be part of the scoring panel. GPs will be informed of the outcome as soon as is technically possible.
- Work is underway to consider how CLWs are allocated to practices in future and further information on this will be shared and discussed over the next couple of months. The CLW Steering Group is keen to convene a meeting for existing and new eligible CLW practices once the process described above is completed.

Cross cutting issues

- **Organisational Development** – Progress is being made in developing a work plan to be explored and developed in discussion with locality implementation groups.
- **Data and Evaluation –** A proposed framework for evaluation across NHS Greater Glasgow and Clyde is nearing approval by the NHSGGC Primary Care Programme Board. It is understood that there will also be some evaluation work undertaken at national level.

Other updates

Plans for the next GP event are on the agenda and we expect to be in touch soon with outline preparations for these.

Further information

If you require any further information on the content of this bulletin then please contact your locality Primary Care Development Officer:

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