Glasgow City HSCP
Health and Social Care Partnership

Primary Care Improvement Plan
Bulletin
Issue 3
July 2019

Background to Briefing

The purpose of this Bulletin is to keep you updated on the progress of our Primary Care Improvement Plan (PCIP).

New Roles / New Faces

Following the retirement of David Walker, Gary Dover has been appointed as Assistant Chief Officer for Primary Care and Early Intervention. Gary will have a key role in leading the implementation of the PCIP.

Ann Forsyth has taken up the post of Programme Manager for the Primary Care Improvement Plan. Ann would be happy to come to any cluster / practice meetings – if you would like to invite her, contact her at Ann.Forsyth@ggc.scot.nhs.uk

Cluster Guidance

National Guidance for GP Clusters has been published and will be discussed at the Locality Primary Care Implementation Groups. A copy is available at https://www.sehd.scot.nhs.uk/pca/PCA2019(M)08.pdf

Support for Clusters

There will again be funding of £5,000 available to support cluster quality improvement work. As previously, applications for this funding should be made through your CD – please contact your local PCDO for details

Implementation Update

The updated PCIP has now been submitted to the Scottish Government. In 2019 - 20, we anticipate recruiting 160 staff to support its implementation.

Update on Activity:

Workstream: Vaccination Services

There are five programmes of vaccination for which responsibility will be transferred to the HSCP. The NHSGGC Vaccination Transformation Programme (VTP) reports variable progress on these programmes with ongoing work to address the challenges of IT systems for call and recall, and of data sharing arrangements between practices and the wider system.

Pre 5 Routine Immunisations Programme has now been implemented.

Flu vaccinations for 2 – 5 year olds
Delivery of these vaccinations as part of the routine immunisation programme will be tested out in part of the South locality in 2019, with the aim of being able to deliver this service across Glasgow from 2020.

School age immunisations continue to be delivered by HSCP staff. They will also cover flu vaccination for school age children.

Adult Immunisation:

- Immunisation of pregnant women for pertussis and flu will be delivered by Maternity Services in 2019/20.
- A local model for under 65s 'at risk' of flu will be developed.
- The housebound flu vaccination for people aged 18 – and over will again be delivered by the HSCP district nursing team in 2019 - 20. Information about this year's programme has been sent to all practices.

Travel vaccines and health advice are dependent on a national option appraisal exercise that is being led by Health Protection Scotland.

Workstream: Pharmacotherapy Services

In 2018 - 19, 17.9 wte staff were recruited to reach 36.5 wte covering 43 practices and 18 clusters in the city.
Short supply of skilled qualified staff remains an obstacle to implementation. However, we are exploring how delivery of the contract can be achieved by 2021 – 22, for example by:

- Adjusting skill mix by increasing the proportion of technicians in the pharmacy workforce, and
- Greater use of the wider pharmacy workforce such as the involvement of community pharmacists.

All practices will have some pharmacotherapy support by spring 2020 – 21.

Workstream: Community Treatment and Care Services

A Board-wide community treatment and care service development group is working on the provision

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of treatment and care services to all practices by April 2021, as required by the GP contract. We are giving priority to providing phlebotomy services to release capacity within the existing treatment room service. A team leader and 11 wte phlebotomists are in post, and tests of change are underway in the NE and NW. We forecast that a total workforce of some 90 wte staff will be required for full delivery of the service.

Our aim is that community treatment and care services in the city will double in size with the recruitment of 30 - 35 wte treatment room staff.

Workstream: Urgent Care

During 2018 - 19 we recruited advanced nurse practitioners to work alongside the existing district nursing service to reduce the need for unscheduled GP visits to patients in local authority residential care units. Two ANPs (1.6 wte) are working with Riverside, Orchard Grove and Hawthorn House homes; we plan to recruit a further two wte ANPs this year.

Two associated areas of activity are:

- Raising awareness of the 'Knowing Who to Turn To' publicity materials, including banners for display in practices – these will be available by early September for those who have ordered them.
- Supporting practices to improve the management of unscheduled care through adopting work flow efficiency and care navigation approaches.

Workstream: Community Link Workers

A Health Improvement Lead, Kathy Owens has been appointed to support the development of the model, including monitoring and evaluation. The number of CLWs in the city will increase to 41 this year, including thematic roles in youth health, and in asylum seeker communities. So far, 21 practices have been allocated a CLW.

We are seeking additional funding from the Scottish Government to increase the number of CLWs above the 41, given the high level of health inequalities experienced by Glasgow's residents. We will update you on progress with these discussions.

Workstream: MDT - Physiotherapy

We now have 8 Advanced Practice Physiotherapists (APPs) working across 13 practices, with plans to recruit a further 5 APPs this year.

APPs function as an alternative first point of contact for patients presenting with MSK (muscle and joint) conditions, currently based in medium or large practices. Later this year we are looking to test the feasibility of delivering a service across a number of small practices.

Data for those practices with an APP are showing reduction in prescription medication, referrals for imaging, onward referral to secondary care service and over 70% supported to self manage their condition.

MDT - Mental Health

A mental health briefing paper is being drafted for use by GPs, HSCP staff and other stakeholders in each locality. The brief will support the identification of resources currently available in the local area, including those supplied by third sector and community-based organisations; and will help to determine what further resources would bolster and extend local mental health services. This approach will underpin the selection of areas for tests of change in each locality in 2019 - 20.

Cross Cutting Issues

To enable the delivery of the PCIP there are a number of cross cutting workstreams, including Collaborative Leadership and Learning; Infrastructure (including premises and IT); evaluation; and communication and engagement. In each of these there is both local and national activity.

Getting involved

If you would be interested in becoming involved in any of these workstreams, please contact your local PCDO or Lynsey McSorley at Lynsey.Mcsorley@ggc.scot.nhs.uk in the first instance.

There will be an opportunity to attend a city-wide event on 24th (evening) and 25th September (afternoon); both will be held at Hampden. Invitations will be coming out soon.

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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