Glasgow City HSCP
Health and Social Care Partnership

Primary Care Improvement Plan
Bulletin

Issue 4
November 2019

Background to Briefing

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

Half yearly report on PCIP Progress

On 25th October 2019 Glasgow submitted its six monthly report on PCIP to the Scottish Government and reported to the Integrated Joint Board – Finance, Audit and Scrutiny Committee. A copy is available here

September events

Thanks to all those who came to the annual PCIP event in September at Hampden Park. The event was attended by more than 240 people from general practices and from HSCP services.

A number of the Multi-Disciplinary Team members shared their experience of working in General Practice including one GP.

There was opportunity for sharing experiences in groups and asking questions. Key themes and feedback were:

- Communication needs to be open, transparent and consistent
- We need to have increased locality working – and practices able to influence PCIP direction
- There has to be support and development for clusters and Multi-Disciplinary Teams to enable new ways of working and
- We need to understand and make connections to wider developments in health and social care in both community and acute settings.

Locality Influencing

Over the winter months you will have the opportunity to shape the next version of the PCIP. Through the Locality Primary Care Implementation Groups, the Clinical Directors and HSCP staff hope to meet with cluster and practice leads to provide updates on current models and to hear what is important to you. Your views will be used to agree locality priorities for 2020/21.

Implementation Update

Update on Activity:

Workstream: Vaccination Services

Flu vaccinations for 2 – 5 year olds
A pilot is underway for winter 2019/2020

Adult Immunisation:
The housebound winter flu programme is well underway, building on lessons learned from last year. Thanks to practice staff and managers for their ongoing support to the programme and for keeping us up to date on changes in patient status.

Workstream: Urgent Care

Know Who To Turn To banners are now in over 100 practices. If you do not yet have one and would like one, please contact your local PCDO.

Advance Nurse Practitioners are now delivering services to four HSCP care homes – 63 practices have one or more patients in at least one of these units.

Workstream: Community Link Workers

At the beginning of November 2019 we have 29 Community Link Workers (CLWs) and recruitment is underway which will see a further 9 CLWs in post by the end of 2019. A shared learning event will take place for practices with a CLW in early March 2020.

Workstream: MDT - Mental Health

Health Improvement colleagues will be attending Locality Primary Care Implementation Groups in Nov 2019 to discuss the Mental Well-being model. This will provide opportunities to explore tests of change and consider how clusters can get involved. In each locality this work will be supported by a Health Improvement Senior.

NHS Greater Glasgow and Clyde
Glasgow City Council

Cross Cutting Issues

Communication & Engagement

Practice Nurse Events
We are keen to make sure that Practice Nurses have opportunities to contribute to the implementation of the PCIP.

We are looking to plan an event in the spring of 2020 and welcome your contributions to shape the agenda and consider ways to link with Practice Nurses in the future.

Practice Manager Event – December 2019
Following local and city events Practice Managers have been keen to get more involved in the development and implementation of the PCIP.

We plan to have twice yearly events for Practice Managers in December and June. Please get in touch with Margaret.Black@ggc.scot.nhs.uk if there are items for the agenda or if you would like to help us shape these sessions.

iHub Collaboratives

Practice Admin Staff Collaborative (PASC)
Glasgow has been successful in its application to be part of the PASC. We envisage that there will be more than one cohort, with the first being planned for a Dec 2019 start date. More details on dates to follow.

As part of the collaborative, learning on workflow optimisation and signposting will support future roll out to further practices. We are also hopeful that iHub support us to develop a model for small practices for 2020.

Pharmacotherapy – Level 1 Collaborative
A small number of practices have applied for the collaborative and have been successful. The Pharmacotherapy level 1 is at a less advanced stage than PASC and practices' experiences will influential in shaping its development.

Frailty Collaborative
A small number of practices are taking part in the Living and Dying Well with Frailty Collaborative. They aim to identify Frailty using the Electronic Frailty Index (eFI) with a view to delivering more planned and co-ordinated care and reduce hospital admissions.

Collaborative Leadership and Learning
As part of the support to teams, practices and clusters, a number of programmes have been developed. The first of these, 'You as a Collaborative Leader', has been open for applications. Take up has been positive but late applications will be considered so there is still time to apply. Watch your mail boxes for future learning, development and sharing opportunities and if you have any ideas for these, please contact Josephine.Dick@ggc.scot.nhs.uk

New Roles / New Faces....

Anne Augustine is a doctoral researcher at Strathclyde University, researching collaborative leadership with a focus on changes in primary care in Glasgow. For the next few months she will shadow various groups in the HSCP.

Josephine Dick, Senior Organisational Development Advisor, will provide support to all involved in the Primary Care Improvement Plan. Jo can be contacted by email at Josephine.Dick@ggc.scot.nhs.uk

Please do say hello if you come across Anne or Jo at an event or meeting.

..... and a goodbye

Farewell to Dr John Nugent who has retired after many years in Glasgow as a GP and in Clinical Director roles as well as a time at Scottish Government. He is to be thanked for his huge contribution to primary care and will be sorely missed.

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.

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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