Glasgow City HSCP
Health and Social Care Partnership

Primary Care Improvement Plan
Bulletin
Issue 5
March 2020

Background to Briefing

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

Workstream: Urgent Care

Advance Nurse Practitioners (ANPs) are delivering services to five HSCP care homes – approximately 75 practices have one or more patients in at least one of these units. We asked one of the practices that has a number of patients in Hawthorn House about the ANP service and they said

”The ANPs based within Hawthorn House have made a massive difference to reducing the GPs’ workload. We have found them to be very helpful and that the small amount of times that they have had to speak to a GP it is appropriate. House visits to the home have reduced significantly and so have phone calls coming into the surgery, particularly on the days when the ANP is working. Overall they provide a great service and are caring and compassionate with the patients.”

We will have a workshop in May to explore potential options for further developments in Urgent Care.

Workstream: Community Link Workers

We have 38 Community Link Workers (CLWs) in post. A shared learning event will take place for practices with a CLW on 12th March 2020. We continue to press the Scottish Government for additional funding to recruit more CLWs in recognition of high level of unmet need in Glasgow. A paper modelling the cost to roll out to all Deep End practices has been submitted to the Scottish Government. We are awaiting a reply.

Workstream: Mental Health

The Mental Wellbeing Model has been shared with CQLs. Pilots in relation to ‘Antidepressants and Exercise’ and ‘Learning on Prescription’ will commence imminently. Bereavement training will be offered in the coming months, and this will be open to all practice staff. Lifelink have been re-awarded the contract to deliver the adult stress service; this will commence at the beginning of April 2020.

The HSCP has commissioned FMR Research to explore issues related to psychological distress and trauma in primary care. Many thanks to those who have participated already. We still need to reach more practices, particularly in the NE/NW and larger practices. If you would like to be involved, or to find out more, please contact Nikki Bell on nikki@researching.co.uk or 0780 350 3374 as soon as possible (discussions need to be completed by end March).

Workstream: Pharmacotherapy

All practices will have some pharmacotherapy input by early summer 2020. As with other workstreams, we face challenges in relation to the availability of premises and experienced pharmacists, and in working with small practices to find ways to make a relatively modest input meaningful. We are looking at skill mix teams (for example, increasing the number of pharmacy technicians) and at the possibility of a hub to try to address these issues, and have just held an event to explore how such a model could best be developed.

Locality Influencing

At the September 2019 events at Hampden there was a clear message from GPs that they wanted to have more influence on how the PCIP is implemented. CQLs have had an opportunity to contribute through the Locality Primary Care Implementation Groups. Clinical Directors and HSCP staff have also been meeting with clusters and practices to provide updates on current models and to hear what is important to you. This work is continuing and will be a key element in finalising locality priorities for 2020/21 and PCIP3.

Reporting back to Scottish Government on PCIP Progress

We completed a “half-way” report on progress in December 2019 for the Scottish Government that outlines where we expect to be at March 2021, including the actions we are taking to keep the programme on track. We will report on the second year of the programme in May and also present the plan for Year 3.

Practice Admin Staff Collaborative (PASC)

A total of 47 practices have attended learning sessions on either Care Navigation or Workflow Optimisation. “Bite-sized” learning sessions are being developed to allow smaller practices to benefit

NHS Greater Glasgow and Clyde
Glasgow City Council

from taking part in both initiatives.

Pharmacotherapy – Level 1 Collaborative

This work is at a very early stage and we will bring you an update in the next Bulletin.

Communication & Engagement

Practice Nurse Event

An event for Practice Nurses will be held on 14th May. The aim will be to update nurses on progress to date, seek views, and share experiences of the changes they have seen. If there is anything you would like to see covered n this event, please contact Jo Dick Josephine.dick@ggc.scot.nhs.uk or Susan Hunt susan.hunt2@ggc.scot.nhs.uk

Practice Manager Event – Dec 2019

An event was held in December for Practice Managers – nearly fifty attended and there was at least one manager from almost every cluster in the city. The event offered an opportunity for networking and discussion, and we will be in touch soon with actions arising from the feedback we received. A key area for managers was a wish to have more involvement in their clusters and we would be keen to have your thoughts on how this could be achieved.

The provisional date for a second meeting is 18th June – we will confirm as soon as we can.

Collaborative Leadership and Learning

A third group of participants are starting the 'You as a Collaborative Leader Coaching Programme' (YACL), bringing the total so far to 50. Feedback has been very positive, including for the one to one coaching sessions: one of the participants commented "The day has been thought provoking and has been successful at making me think about myself and how I influence others in my team..." Thinking about participating? Please contact Josephine.Dick@ggc.scot.nhs.uk for more information.

New Roles / New Faces ....

Dr John O'Dowd has been appointed to the post of Clinical Director for the HSCP. John is a Consultant in Public Health Medicine for NHS Greater Glasgow and Clyde and Honorary Clinical Senior Lecturer in Public Health at the Institute of Health and Wellbeing, University of Glasgow, and combines this with working as a GP in the Gorbals area. He also provides advice to the World Health Organisation. John has been a GP since 2003.



Left to right: Mairead Rowan (NE); Edwina Fitz-Williams (South); and Joan McDonald (NW)

As part of the mental health work stream we have been joined by three Health Improvement Seniors. They will be in touch with clusters and practices soon to discuss the mental wellbeing model and help them to identify cluster specific priorities. It would be helpful for them to have a slot at upcoming cluster meetings.

NE: Mairead.Rowan2@ggc.scot.nhs.uk
South: Edwina.Fitz-Williams@ggc.scot.nhs.uk
NW: Joan.McDonald2@ggc.scot.nhs.uk

..... and a Goodbye

Claire Denning – General Practice Nursing Transformation Lead with the Practice Nurse Support and Development Team – is moving on to a new role in Lanarkshire. Thanks to Claire for her help and support to the PCIP and we wish her well in her new post.

Getting Involved

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

The HSCP website now includes an area specific to Primary care and this can be found at https://glasgowcity.hscp.scot/primary-care

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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