

## 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 (CLW)

The CLW Programme continues to have a high referral rate with well over 6,000 referrals for quarter 1 and quarter 2 of 2022 to 2023, covering 81 GP Practices and including our three thematic posts. These posts support particular population groups and include an Asylum Seeker CLW, Child and Adolescent Mental Health Services CLW and Homeless and Vulnerable Adult CLW.

## Workstream: Premises

### Parkhead Hub

With construction of the Parkhead Hub underway and due to open in 2024, a partnership group meets regularly to plan, implement and coordinate wide-ranging community initiatives and you can now read the [Community Benefits](#).

The new Hub will bring together a number of community health and social care services and you can read an update on the progress of the [New Parkhead Hub](#).

## Space Utilisation Project

Since the pandemic, accommodation space in Health centres has changed due to the developing nature of hybrid and blended working practices, accompanied by the ongoing challenges on space in Health Centres. Therefore, a review on accommodate use and capacity is required. This will enable us to determine our current and future requirements so we can ensure a citywide co-ordination of our estate to delivery Glasgow City HSCP services. The information collated will inform our property strategy and future use of our buildings.

The initial focus will be on key operational sites which provide public facing service delivery and staff accommodation for our Glasgow City HSCP NHS and Glasgow City Council services. A programme has been agreed and local communications will be issued to confirm when a site is due to be reviewed.

## Capital Investment in Health Centres – Phase 1 Work

The construction work throughout six Health Centres in Glasgow City is coming to an end and will be completed once work has taken place to adhere to the most recent SHTM guidance on ventilation.

The benefits of the investment in these health centres will allow:

- increase in agile working spaces / hot desks
- increase in the number of consultation and treatment rooms for those services that have been expanded to support general practice and to promote multi-disciplinary team working in primary care
- reductions / changes to some meeting room spaces to increase clinical areas and
- re-location of some rooms to free-up space to allow the re-configuration.

Feasibility work for the phase 2 works is already under way as we look to continue to improve the clinical space that can be provided within Health Centres.

## **Workstream: Mental Health and Mental Health Young People**

### **Compassionate Distress Response Service (CDRS)**

The CDRS Evaluation 'Caring, Listening, Supporting' [Report](#), completed in October 2022 is now available.

A Primary Care referrer highlighted the impact of the service: "The real benefit comes from being listened to by someone who cares. It helps them process their emotions in their time of crisis. CDRS has the time to do it so I refer to them first then I'll follow up later. I don't have time to deliver a service like that, to be a compassionate ear and de-escalate. They need time to do that."

### **Lifelink**

You can access the latest programme of [Wellbeing Classes](#) online. The counselling service is available in person at a number of venues across the city, by telephone or online, depending on an individual's preferences.

### **Youth Health Service (YHS)**

The service is trialling a tiered model of support, aiming to reduce waiting times, and increase early access to intervention by maximising the available resource. Some young people will benefit from a Listening Ear response, whilst others from a single session of counselling.

For those with more complex needs, 4 to 8 weeks of 1:1 counselling is the appropriate response. This approach provides an opportunity to highlight the counselling process, which improves engagement and in turn reduces missed appointments. Approximately 70% of young service users need further follow up by the nursing team to address the frequently complex issues causing their distress. The YHS aims to compliment the Mental Health and Wellbeing offer in the primary care setting for young people, 12 to 19 years of age. GPs continue to be the highest referral source to the YHS.

### **Workstream: Urgent Care**

We have appointed Pauline Ward to the Professional Nurse Lead (PNL) – Advanced Practice Post. This position will provide additional governance and oversight of qualified and trainee ANPs and will lead future service development. Pauline will start her post in April 2023.

## Collaborative Learning and Leadership (CLL)

The PCIP Collaborative Learning and Leadership workstream is reviewing its future activities to support Glasgow City Primary Care for the next few years. Looking back, a highlight of some of the work of the PCIP in the last 3 years has delivered interventions to over 270 people.

- Three programmes of 'You as a Collaborative Leader'
- Three programmes of 'Strategic Impact and Influencing Programme'
- Four programmes of 'Coaching Skills Conversations'
- Three programmes of 'Facilitation for Collaboration Programme'
- Executive Coaching for our Senior Leaders
- Virtual Coaching for all staff
- Team Development Interventions for Pharmacy/Prescribing Teams in three localities
- Glasgow City Practice Manager Network

This is an excellent achievement considering the constraints on CLL activities due to COVID - 19. If you have any ideas, comments, views on what we need for the next few years please contact Senior OD Advisor, Josephine Dick, [Josephine.Dick@ggc.scot.nhs.uk](mailto:Josephine.Dick@ggc.scot.nhs.uk).

## Health Improvement:

The latest annual report highlighting the work of our HSCP's Health Improvement Team is now available. The report provides an insight into the progress made by Health Improvement around improving health and wellbeing and reducing health inequalities during 2021 to 2022. You can read [more](#).

## 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.