

Introduction

Gary Dover – Assistant Chief Officer, Primary Care and Early Intervention

Welcome to the new edition of the Primary Care Improvement Plan Bulletin.

This year the Scottish Government agreed with the British Medical Association (BMA), the Scottish General Practice Committee (SGPC) and the HSCPs a revised Memorandum of Understanding (MoU 2) that outlines the priorities for our Primary Care Improvement Plans (PCIPs).

The MOU 2 requires us to focus on three key workstreams so that responsibility for community treatment and care services, pharmacotherapy, and the vaccinations are transferred from general practice to the NHS Board/HSCP.

In Glasgow City

- All practices now have access to treatment room and phlebotomy services.
- By March 2022 we expect all practices to have pharmacotherapy input and
- Significant progress has been made in transferring vaccination delivery to the HSCP and Board.

This update includes further information about planned developments with our PCIP programme.

You will also be aware that the Scottish Government has announced sustainability funding to be paid to practices. Its aim is to enable practices to fund extra sessions, whether internally or through locums (acknowledging the difficulty currently in engaging locums), undertake PLT, pay for

additional practice administrative time or practice nurse hours. The announcement of the funding acknowledges the pressures under which practices have been working, and it is hoped that this additional funding will provide some help.

Contacting Us

A reminder that we have now set up a generic mailbox for queries about primary care issues. Wherever you are in the city, if you have a primary care query, please send it to ggc.glasgowcityprimarycare@ggc.scot.nhs.uk

The mailbox will be 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.

The housebound flu mail box (houseboundfluvaccinationprogramme@ggc.scot.nhs.uk) will continue to be your first point of contact for flu and Covid vaccination queries.

Workstream: Pharmacotherapy

Over the last four months, members of a 'Task and Finish' group have met monthly. The group includes representation from all HSCPs within the NHSGGC area.

The report from the group describes what the pharmacotherapy service will be able to provide by April 2022. The model describes at least 50% of practices will be serviced by Pharmacy hubs working to a standardised model, and providing annual leave cover for core level 1 service delivery elements. The proportion of GP practice team time spent on level 1 will be no greater than 60% with the

remaining 40% of time on level 2/3.

Level 1 includes

- Medicines reconciliation on immediate discharge letters where there are changes to medicines,
- Medicines related queries that cannot be resolved by administrative staff,
- Prescribing efficiencies
- Quality improvement support to increase serial prescribing and reduce variation in acute prescriptions.

Level 2/3 include

- Medication review to include hub or service referrals
- Triage treatment summary reviews
- Targeted medicines review for high volume/ high risk acute prescriptions (antidepressants and/or analgesics and/or DMARDs)
- Reviews for patients with moderate to high frailty and polypharmacy (including care homes).

Workstream: Vaccination Transformation Programme

Autumn Flu and Covid 19 Booster Vaccinations:

By early November, the care home teams had completed their visits to older peoples' care homes, with over 90% uptake by residents for both Covid boosters and this year's flu vaccination.

Work with adult care homes was completed in early December, and again there was high uptake - through residents attending mass vaccination clinics and vaccinators attending the homes.

Any staff missed during the care home vaccination programmes have been signposted to the mass vaccination clinics.

The programme for housebound patients continues and some 6,000 co-vaccinations (flu and Covid booster) have now been given.

Currently, we are working with mental health in-patient units and learning disability (including in the community), and the

programme for people who are homeless and those seeking asylum is underway.

In response to a Scottish Government request 50 GP practices have joined the programme for over 70s.

Over the next few months the core vaccination team will continue with the "mop up" of those people who have been missed, and we will review the lessons learned as we develop the future HSCP service model for vaccination. This will include travel vaccinations, shingles and pneumococcal for delivery in April 2022.

The recruitment process for the Glasgow City Adult vaccination team continues, with more staff appointed. Three Band 6 Clinical Coordinators are in post and are currently completing their induction programmes.

Workstream: Community Treatment and Care (CTAC) Services

We continue to see increasing numbers of patients both for phlebotomy and within the treatment rooms.

Patients can be referred to the service via SCI Gateway, or appointments for bloods booked via Single Point of Access on 0141 355 1525, either by the patient or the referring clinician. Clinicians must ensure that the required bloods are requested on "order comms" in advance of the patient appointment.

Demand for ear care remains high across all sectors. Martin Fairgrieve, Treatment Room coordinator in the North West, is completing staff competencies in ear microsuction across the city. The future direction is for dedicated ear care clinics to be rolled out across the city in the future. These clinics will provide patients with a holistic and individualised approach to ear care. An update regarding this will be sent out to GP practices in 2022.e

Anne Scott has recently been appointed as Team Lead for Treatment Rooms, and will move to operational management of Treatment Rooms shortly. We plan to recruit to Anne's former post as Team Lead for CTAC Practice.

Workstream: Community Link Workers

Our CLW programme has been extended; 81 practices now have a CLW and new CLWs are settling in well to their practice teams. Feedback from our recent survey has been overwhelmingly positive, with one Practice Manager saying: "Having a links worker has been hugely valuable to our practice. This has reduced workload for practice staff and made a significant difference to patients."

We will share a report of the survey results in the new year. To find out more about the CLW programme please read our 20/21 annual report which highlights the role and impact of our CLWs.

<https://glasgowcity.hscp.scot/publication/glasgow-city-hscp-community-link-worker-programme-annual-report-20202021>

Please contact [Melanie McIntosh](#) (for the NW and South) or [Chris Flynn](#) (for the NE) if you would like further information about the programme.

Workstream: Advanced Practice Physiotherapy

This programme now has 11.5 whole time equivalent (wte) staff working across the city, but there have been challenges in recruiting staff - currently we have a part-time vacancy, to which we are recruiting, and a part time maternity leave vacancy.

As the recovery from COVID-19 continues, the number of patients being seen face to face is increasing – in both the North West and South, approximately 50% of patients are being seen in person.

We hope soon to begin offering patient choice on consultation types; telephone, video or face to face, in line with the new Digital Health & Care Strategy.

Across the city, approximately 90% of available appointments are allocated to patients, and of patients seen, most are supported to self-manage – in the South, for example, only about 10% were referred on to other services.

To maximise the reduction in GP workload, we are keen to see patients signposted to the service without first seeing a GP but we appreciate that there is variation across the city. In the North East, approximately half the patients who we see have been signposted from reception.

We have been undertaking a survey of patients and received 150 responses. Results are still to be fully analysed, but early indications are that the feedback is positive. We will provide more information in future bulletins. For further information, please contact [Fiona Rough](#) or [Alison Baird](#).

Workstream: Mental Health

Planning is underway for phase 1 of primary care 'Wellbeing Hubs'. The Hubs aim to enable people to get the right help at the right time. Hubs will involve a new model of care that will be designed to create, sustain and restore the mental wellbeing of residents and communities through the development of trauma informed, wellbeing-orientated services.

The design for the new model is being explored, with the intention that inter-agency, multi-specialist teams are created and including both clinical and non-clinical staff. Non-clinical roles would include community link workers, peer workers and others.

Sarah McCullough, the planning manager is now in post for this work and is linking with and building relationships with relevant colleagues. Work continues to design and agree the model which will be developed together with people living and working in the Hub communities. Phase one sites have been identified in each of the localities.

We will keep you updated on the progress of this work and if you wish to know more, please contact [Sarah McCullough](#)

Collaborative Learning and Leadership

iHub Collaboratives

Following on from the Practice Administrative Staff Collaborative, sessions focussing on support for “patient signposting” were held in October. Many thanks to Lindsay Wallace from iHub for supporting the sessions, and to our practice colleagues, Tony Gover, Susan Findlay, Carin Hamilton and Andrew Moore for sharing their experiences and tips. We were pleased that so many were able to join the events and to take part in discussion, prior to considering what actions they could take immediately.

The slides from the events have been shared with those who attended. If you would like a copy, please contact ggc.glasgowcityprimarycare@ggc.scot.nhs.uk

Communication and Engagement

Primary Care Listening & Learning Drop In Sessions

Once again we have been running listening and learning sessions, and these have been well attended, though we would always welcome more HSCP and practice staff. This time, we have included topic-based sessions, looking at mental health, financial inclusion and the PCIP. In January, the final session will be based on the Maximising Independence agenda.

Public Engagement Event: At the end of September, we held an on-line meeting for patients, partners and the third sector, focussed on Primary Care. Updates were provided on the Primary Care Improvement Plan, and on other changes and developments in general practice, optometry and community pharmacy services, and in relation to the vaccination programme. The event was well attended, with some 40 participants dialling in. The format of the meeting also enabled discussion and questions – it was positive to be able to discuss some of the current issues, including the impact of the pandemic, with service users.

Awards News

Glasgow City Quit Your Way Teams have won this year’s Uniformed Services Award at the Glasgow Times Community Champions Awards 2021. Karen McNiven, Health Improvement Manager within the HSCP’s South Locality said: “It’s wonderful that all the hard work and efforts of the Health Improvement Quit Your Way Teams across the city have been recognised in this award. The teams have worked tirelessly throughout the pandemic to support local people to quit smoking and improve their health. Importantly, the staff have been very flexible and changed how they delivered the services to ensure they met the needs of local communities and patients during this difficult time. Well done to all the staff involved, a great achievement.”

Please refer any patients for help to stop smoking via SCI gateway.

Getting involved

If you would be interested in becoming involved in any of these work streams, please contact ggc.glasgowcityprimarycare@ggc.scot.nhs.uk

Do you need further information?

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