

## Primary Care Improvement Plan 3

The focus of this Bulletin is the third [Primary Care Improvement Plan \(PCIP\)](#). Much has been achieved since the first plan, and in this Bulletin you will find information about progress and future plans.

[PCIP 3](#) explains how we will invest the funding from 2021/22 onwards. We consulted with the LMC GP sub representatives and the CQL/PQLs to help us identify the priorities for expenditure from 2021/22 and beyond. Some key aspects of [PCIP 3](#) include:

- Continuing expansion in pharmacotherapy support and development of pharmacy hubs.
- All practices have access to phlebotomy and treatment room services.
- More than half of practices have patients in care homes supported by Advanced Nurse Practitioners.
- The piloting of a MSK Physiotherapy Hub.
- All practices have access to Youth Health Services.
- All practices have access to additional mental health support from Lifelink and Glasgow Association for Mental Health.
- Additional funding will be made available for the next 2 years for Community Links Workers so that another 40 practices will benefit during this time.
- Improvement Grant funding was awarded to practices who own or lease their premises and we will continue to consider further applications.
- We intend to invest in modifications to health centres to provide additional clinical, consulting and office space for the delivery of services funded by PCIP.

## Workstream: CTAC and Phlebotomy

CTAC (Community Treatment and Care) services are open to all GP practices and there has been a gradual reopening of clinic space. Treatment room clinics are available in most Health Centres across the city and bookable through reception desks.

Phlebotomy Services are operating clinic and domiciliary appointments. Up to 3,000 bloods are taken every week and these are booked via Single Point of Access – 0141 355 1525 or via SCI Gateway.

Phlebotomy Services are about to trial a mobile printing solution with a view to minimising time spent returning to bases. To aid the reliability of bloods being taken timeously, the Phlebotomy Service would like to ask that all GPs ensure the bloods requests are added to GP Order Comms.

Ear micro suction clinics are being established with the first in Pleas Street now available as well as implementing elements of the Treatment Room Interventions which have had to be put on hold due to Covid restrictions, such as Depo-Provera injections.

The Service is sad to see the departure of Lesley Rooney (Nurse Team Lead for Treatment Room Services) as she moves onto a new post and we wish her well in this new chapter of her career.

## Workstream: Community Link Workers

During the first three quarters of 2020/21, CLWs supported over 4,800 individuals with social issues that were affecting their health and wellbeing.

The main issues CLWs supported patients with related to mental health and wellbeing, poverty and income related problems, although a broad range of other social issues were addressed. Some CLWs provided help for patients who were shielding.

Providing onward support for those experiencing isolation and loneliness was challenging given the impact of the pandemic, however many CLWs were able to overcome these barriers by, for example, accessing digital devices for patients through the Connecting Scotland programme.

CLWs have continued to develop innovative approaches, such as online group activity to support patients experiencing grief, loss & change; isolation; anxiety; and sleep issues. They have supported groups to continue to meet online, including the Young Adults Project in Drumchapel.

If you have any questions please contact [Kathy.Owens@ggc.scot.nhs.uk](mailto:Kathy.Owens@ggc.scot.nhs.uk)

## Workstream: Vaccination Transformation Programme

The transfer of vaccination delivery from GP practices to the HSCP has

been completed for children's immunisations. In 2020/21 the HSCP and GP practices collaborated to deliver the adult programme using a mixed model, with vaccinations being delivered by both HSCP and GP staff. The programme will be further developed during 2021.

The learning from last year's Adult Flu programme have been critical to the delivery of the Covid19 vaccination programme, and one of the key challenges will be to complete the VTP programme at the same time as manage possible future COVID 19 vaccinations.

## Workstream: Mental Health

**Lifelink** delivers our adult stress service in the city for anyone aged 16+ who has low mood, anxiety, depression, or stress. Throughout the last year the service operated via telephones and online. Plans are underway for the reintroduction of face to face appointments for a limited number of patients, who are unable to engage via other means and who need to be seen. 52 wellbeing classes were delivered for 749 people between April and December 2020. Between April 2020 and February 2021, there were 12,535 appointments with 3,311 individuals. [www.lifelink.org](http://www.lifelink.org)

**Compassionate Distress Response Service (CDRS)** GAMH have been delivering CDRS since May 2020. The initial "out of hours service" (referrals via first responders) was extended to in-hours referrals from primary care in autumn 2020. To date there have been 846 referrals for the "in-hours" service. GAMH provide an immediate response to people experiencing emotional distress. Demand for the service has been high and we are looking at how we can extend the service to people aged 16+ and the feasibility of patient self-referral.

**Bereavement Training & Resources** – 23 webinars were delivered for 114 primary care staff between August 2020 and February 2021. A grief and bereavement guide and posters were distributed to all practices. The poster is available to download in 10 languages and guide is available at: <https://www.nhsggc.org.uk/about-us/professional-support-sites/healthy-minds/resources/loss-and-bereavement/> A recorded version of the webinar is available.

**Employability** - Primary Care is likely to see a significant increase in employment and employability related presentations in the coming weeks and months ahead due to the pandemic and economic downturn. Discussions are ongoing with GCHSCP and primary care representatives about the development of an Employability Triage Service for GPs and other Primary Care staff. For further information, please contact Bobby Smith, GCHSCP Employability Lead – [bobby.smith@ggc.scot.nhs.uk](mailto:bobby.smith@ggc.scot.nhs.uk)

**Work with practices/clusters** – A small number of practices have requested support from the three Health Improvement staff aligned to this programme. Work is underway on areas such as trauma informed training, community involvement, information/communication on local resources.

## Workstream: Pharmacotherapy

124 out of 143 practices have additional input from PCIP-funded pharmacotherapy services. The implementation so far has been developed in collaboration with individual practices to reflect their specific priorities and the scale and nature of delivery may vary between practices.

By March 2021 most practices will receive some aspects of level 1 work, the specifics of which will be agreed with the individual practice. Level 2 and 3 work is on-going in some practices. More practices will receive input from pharmacy teams during 2021/22 as recruitment, training and remodelling of the current service delivery through hubs is undertaken.

The service continues to work to revise skill mix, to develop a training programme for student pharmacy technicians; and introduce digital and remote solutions to reduce duplication and increase efficiency. We are also introducing **Hubs** in each of the localities, aimed at making the best use of limited resources and to make sure that all practices have access to the service.

All 143 GCHSCP practices have prescribing support input as part of NHSGG&C's pre-existing Prescribing Support Pharmacy service.

## Workstream: Advanced Practice Physiotherapy

By 31st December 2020, 30 practices had input from an APP. On average 1,370 patient were being seen per month with 61% of patients having been redirected from the GP reception. 86% of patients were supported to self-manage their condition and 14% were offered an onward referral (11% for MSK Physiotherapy treatment).

In response to the constraints on resources (both money and staff) and the lack of clinical space in some smaller practices, a pilot project to run an APP hub in the North West Locality was established in late 2020. The hub will be evaluated and, if it proves successful we will give consideration to how this approach could be scaled up to cover additional practices.

As part of the review of funding we have placed a halt to further recruitment and funding will be made available only to finance existing posts.

## Workstream: Urgent Care

At the moment 72 out of the 143 practices with registered patients in GCHSCP residential care homes have access to Advance Nurse Practitioners, which has reduced the time that GPs need to spend on unscheduled call outs to our five care homes as well as improving the quality of care for patients.

The ANPs made a significant contribution to the care of residents during the pandemic because of the complex and end of life needs and ANPs supported residents, families, care home staff and other health professionals.

In response to the difficulty in recruiting fully qualified ANPs we have recruited nurses who are part qualified; we anticipate a number of our newer recruits will have completed their training by the end of the year.

## Collaborative Learning and Leadership

In the coming months we will be running some more development programmes to support senior leaders, clinical leads, GPs, CQLs, PQLs, practice managers, MDT members and other practitioners involved in the PCIP. They aim to support development in the context of managing change / supporting quality improvement, leadership, team working, stakeholder engagement, leading and implementing change, and quality improvement. In addition, this year we will be starting to test out some materials to help support multi-disciplinary team working in general practice.

The HSCP has collated a range of briefings and videos to support a safe working environment during the pandemic that may be of interest and help to practices. Up-to-date versions of them continue to be made available on our HSCP's Covid 19 webpage, and they supplement staff guidance from Glasgow City Council and NHS Greater Glasgow and Clyde.

The PROMIS website <https://www.nationalwellbeinghub.scot/> includes resources to promote wellbeing for people working in health and social care.

Please contact [Josephine.Dick@ggc.scot.nhs.uk](mailto:Josephine.Dick@ggc.scot.nhs.uk) if you want to find out more about how Glasgow City HSCP can support your development.

## iHub Collaboratives

48 practices have taken part in the Practice Administrative Staff Collaborative, working on signposting and workflow optimisation. Thanks to all of these practices for sharing their learning and experiences in their final reports, which are now with Health Improvement Scotland.

## Scottish Government funding for Welfare Advice & Health Partnerships in General Practice

Since 2015, the Deep End Money Advice project has delivered an embedded money advice service in an increasing number of GP practices. Currently, 30 practices are participating, funded by Glasgow City HSCP and the Scottish Government.

The Scottish Government has announced a two year funding package to support the development and evaluation of Welfare Advice & Health Partnerships in 150 GP practices in Scotland. This will enable the delivery of regulated, accredited advice on income maximisation, welfare benefits / social security, debt resolution, housing and employability, and provide representation for patients at tribunals. GP Practices eligible to participate will have either more than 44% or 1,500 patients living in the most deprived 15% SIMD datazones.

Whilst the funding package allocated to individual Health Boards is not confirmed, we anticipate that additional GP practices in NHSGGC will be eligible to participate. Scottish Government funding will be provided to sustain the existing Deep End Money Advice project from April to September 2021 before the national programme starts.

## Covid 19 Assessment Centre

Barr St continues to support general practice through the Community Covid Pathway.

## Getting involved

If you would be interested in becoming involved, please contact your local Primary Care Development Officer or  
Lesley McCormick at [Lesley.McCormick@ggc.scot.nhs.uk](mailto:Lesley.McCormick@ggc.scot.nhs.uk)  
or Ann Forsyth, Programme Manager, at [ann.forsyth@ggc.scot.nhs.uk](mailto:ann.forsyth@ggc.scot.nhs.uk)

## Do you need further information?

Please contact your locality Primary Care Development Officer:

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