Glasgow City HSCP
Health and Social Care Partnership

Primary Care Improvement Plan Bulletin: May 2026

Primary Care Improvement Team**.** Left to right: Marion Martin: Business Support Manager, Lara Calder: Primary Care Improvement and Development Manager, Audrey McPetrie: Project Manager, Carolyn MacInnes: Primary Care Improvement and Development Manager, Ann Forsyth, Programme Manager.

Caroline Sinclair, Assistant Chief Officer, Older People and Primary Care, Glasgow City HSCP.

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Community Treatment and Care Service

Treatment Rooms

Work has progressed on a proposed patient self-referral pathway for Treatment Rooms, focusing on patients requiring wound care; including suture and staple removal. Initial pathway development has been informed by Quality Improvement work and shared at Clinical Advisory Group level. This aims to improve patient access while reducing unnecessary GP referral steps.

A review of Directions to Administer (DTAs) and injection timings has been progressed to support greater consistency across Treatment Rooms. This work aims to provide clarity and standardisation for referrers, supporting predictable access and reducing variation across localities.

Three Band 4 Assistant Practitioners are now fully embedded within the Treatment Room service, supporting delivery of core interventions and enhancing team capacity. This has strengthened skill-mix within Treatment Rooms and supports effective use of registered nursing time.

In addition, seven Treatment Room nurses are nearing completion of independent prescribing training, which will further enhance shared-care delivery and support timely patient management within Treatment Rooms.

Phlebotomy

The Glasgow City Phlebotomy Service continues to respond to sustained and growing demand while supporting key system priorities across primary care. As part of ongoing service development, elements of chronic disease measurement are now being delivered within a defined number of GP practices for patients attending phlebotomy appointments. These additional interventions include blood sampling, blood pressure measurement, pulse checks and urine specimen collection for laboratory processing. Integrating these activities into a single patient contact supports more efficient use of appointments, improves patient flow, and reduces avoidable duplication within primary care services. This approach has been informed by learning from a six-month pilot, with outcomes now being used to inform the scoping of a broader model for the delivery of chronic disease measurements across Glasgow City HSCP. However, operational constraints remain. Limited capacity within existing accommodation continues to restrict the ability to scale up delivery of a full chronic disease measurement model. Despite these challenges, activity levels continue to increase.

The service delivered over 60,000 blood tests in the most recent quarter, demonstrating both rising demand and sustained productivity. The service remains focused on maximising existing capacity, supporting system efficiency, and identifying opportunities for incremental improvement within current resource parameters.

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Pharmacotherapy

2025 to 2026 Prescribing Efficiency Programme

During the 2025 to 2026 financial year, pharmacy teams and and general practice teams have engaged in delivering our prescribing efficiency programme with projected savings in excess of £6million. The programme combined regular drug switch programmes and ongoing review of medicines of low or limited clinical value alongside doubling the number of polypharmacy reviews undertaken year on year. Polypharmacy reviews were delivered to around 12,000 patients, prioritising those who take more than 10 medications or who reported difficulties with, or side effects from their medications.

2026 to 2027 Prescribing Efficiency Programme

This year's Prescribing Initiative and Repeat Prescribing Local Enhanced Service (RPLES) were launched during April 2026. The initiative seeks to deliver a further £5m in savings through further switch programmes, prioritised polypharmacy reviews and re-engagement where prescribing of medicines of low or limited clinical value continues. The RPLES seeks to encourage a quality approach to medicines management, through incentivising improvement activities and workload optimisation through mechanisms such as serial prescriptions ongoing reviews of medication lists.

South Primary Care Pharmacy Team Relocation Update

Following a City Property assessment at the Adelphi Centre in March 2026, South Primary Care Pharmacy hub services were temporarily relocated to Commonwealth House as a precautionary and interim measure. These arrangements are in place while plans progress towards the longer-term move to Rowan Park. The Rowan Park development has been delayed, with building works now expected to complete later than planned. The revised anticipated move-in date is end of May / early June, subject to handover, installation and commissioning. Staff have been fantastic throughout this change, adapting quickly and positively. Importantly, GP services have reported no change to service provision, reflecting the professionalism and commitment of the South team. Contact emails:

jennifer.allardyce3@nhs.scot (HSCP Lead Pharmacist - South Glasgow)

andrew.beattie4@nhs.scot (HSCP Lead Pharmacist - Northeast Glasgow)

andrew.christopherson@nhs.scot (HSCP Lead Pharmacist - Northwest Glasgow)

kirsty.thomson20@nhs.scot (HSCP Lead Pharmacy Technician- Citywide)

Advanced Nurse Practitioners (ANP) - Urgent Care

Over the last quarter the Care Home ANP team have expanded service provision to our fifth HSCP care home, with Victoria Gardens added in March 2026. This development marks a positive step in supporting care homes to manage urgent care presentations for residents, ensuring timely interventions and reducing unnecessary hospital admissions.

The Care Home ANP Medicines Administration initiative, introduced to reduce delays in treatment by enabling first-dose antibiotic administration at the point of assessment for common presentations, has also had further recognition. The initiative was shortlisted for the Glasgow City HSCP Staff Awards in the Innovation category, with members of the team attending on behalf of the service.

A big thank you to the team for the ongoing hard work and commitment that continues to make a real difference for care home residents. Contact email: pauline.ward4@nhs.scot

Community Link Workers (CLWs)

The CLW programme in Glasgow City is made up of provision in 80 GP Practices and 3 Thematic CLW Posts; Homeless Thematic CLW, Asylum Thematic CLW and CAMHS Thematic CLW Post. Throughout Quarters 1 to 3 of the 2026 to 2027 period the full programme has received 9,787 referrals and CLWs have held 33,425 appointments.

Mainly referrals have come from GPs, GP Practice Reception staff and Health Visitors, but we have received referrals from all members of the GP Multi-disciplinary Teams. The top reasons for referral to the CLW programme have included Housing Issues, Mental Health Issues and Wellbeing and Poverty / Income related issues.

The CLWs work with organisations and groups who support patients to gain support from the right places at the right time. They also identify where there are gaps in provision within their local areas including starting and supporting groups which include multiple walking groups across the city, the “Remember Us - Parent Bereavement Peer Support Group”, the “Under Par (golf) Men’s Mental Health Support Group” and the south area “Grief Café”. All are attended by local patients and facilitated in co-operation with other CLWs, health care staff and local community staff.

As part of the quality assurance structures CLWs give patients the opportunity to provide a quote relating to their care. The following quotes via patients in Quarter 2 of 2025 to 2026.

“I really appreciate your help and checking in with me while I was having such a hard time. Thanks to you I now have everything that I need, and I have all the info for the future too if I need further help. Thank you so much.”

“Thank you for your support and putting me in touch with all the support and groups. I am beginning to feel much more safer and more welcome in Glasgow.”

“My CLW has helped me with my mental health, he has supported me to link in with the mental health team along with finding work. I can’t thank him enough for all the support he has given me.”

“CLW phoned me within hours of seeing my doctor. You check in on me regularly, and I can reach you whenever I need some help. You’ll never know how much I appreciate that.”

"Experience of the service has been really positive. I had been waiting on rehousing for years and was starting to give up hope. The Links worker provided a support letter and spoke with the housing, highlighting the time on list and my family needs. Housing got back to me and offered me a house which I am so happy about this. This has given me hope for the future."

"My CLW really listened to me.".

If you wish to find out more please contact: Nicola Bissett, CLW Programme Health Improvement Lead nicola.bissett2@nhs.scot

Mental Health and Wellbeing

Compassionate Distress Response Team (CDRS)

These presenting issues reflect only some the challenges individuals face who use the CDRS. A single stressor or a culmination of stressors can contribute to heightened emotional distress. These challenges are addressed within 24hours of referral through compassionate listening, facilitating a safe space where individuals feel heard and understood without fear of judgement. Thus, helping reduce distress. This person-centred approach builds trust and allows people to make positive life style changes during their time with the service. Within the four-week support period of CDRS individuals report a reduced level of distress which has a positive impact. Contact email: Janice.Mitchell@nhs.scot

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Glasgow City Youth Health Service

From January to March 2026, there were 331 referrals to the Youth Health Service (YHS), with an average of 101 new young people seen per month, across our nine Glasgow venues. GP colleagues continue to be our main referrers (40% of all referrals).

The principal presenting issues for young people continue to be mental health and wellbeing, as well as significant wider issues such as bullying, trauma/abuse, self-esteem, relationships and family. In February and March, we enhanced our delivery with additional clinical sessions to address demand at several venues with some additional monies.

We have introduced a suite of letters to improve communication with General Practice regarding referrals made to the YHS. The standardised letters are delivered digitally to GP practices and aim to provide clearer, more consistent information at key points in the referral pathway.

YHS has an ongoing and successful involvement leading the Referral Screening Group, which aims to ensure young people are not on waiting lists inappropriately, and are supported by the most appropriate service at the right time. Weekly multidisciplinary team case meetings are held with CAMHS, CDRS, School Nursing and Family Wellbeing Hub.

The Glasgow City HSCP Review of the YHS aims to achieve sustainable service delivery in the current financial climate and is set to conclude soon.

At the start of 2026, we were delighted to host a further 15 Medical Students (University of Glasgow). As part of their Year 2 Health Inequalities module, they attended a shadowing opportunity at YHS venues.

The YHS Volunteer Team were shortlisted at the Glasgow City HSCP Staff Awards for Excellence 2026 in category “Volunteer of the Year” (pictured). It was a fantastic achievement to be recognised for all the hard work of all our volunteers and wider team of Business Support, clinical staff and partners involved from the project's creation to conclusion.

The Weigh To Go programme is actively seeking referrals from our GP colleagues for young people aged 12 to18, with a BMI greater than 25. The service is available at ten Glasgow City venues. Referral is via SCI Gateway. Our leaflet describes a young person’s weight loss journey.

Contact email: Julie.Gordon9@nhs.scot (Service Manager YHS).

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Whole Family Wellbeing Programme in Primary Care (WFWF PC)

Update on WFWF PC

Glasgow City HSCP has secured continued funding from the Scottish Government's Whole Family Wellbeing Fund (Element 3) until March 2027. This will enable the ongoing delivery of the Whole Family Support through General Practice (WFSGP) programme across 12 Deep End GP practices in the city.

Since launching in winter 2024, WFSGP has supported over 500 families experiencing the highest levels of poverty in Glasgow. Early findings from the external evaluation show strong engagement, with most families taking up support when referred. Delivering the service within GP practices has been particularly effective for families who value a safe, familiar and discreet setting.

Reflecting the positive impact of the pilot, this funding forms part of the Scottish Government's Tackling Child Poverty Delivery Plan 2026 to 2031. The investment will support the expansion of Family Wellbeing Workers to a further 12 GP practices across Glasgow City, with plans to extend the programme to two additional areas in 2027.

Dr Elizabeth Bryden, GP at Peat Road Medical Centre, said: "Being involved in the Whole Family Support programme has made a significant difference to the families in our practice. Our Family Wellbeing Worker has used their knowledge and experience to connect families with community resources and patients place a great deal of trust in them."

If you have any questions of the programme, please contact kenna.campbell@nhs.scot Health Improvement Lead**.**

Quality Improvement in Primary Care

The Scottish Approach to Change (SATC) supports primary care and the whole health and care system to do change well. To be successful, change needs to use a clear approach. It brings together different change methods into a single approach and translates theory into a practical tool. Importantly, it uses simple accessible language. This helps people achieve high quality change.

The SATC brings together different evidence-based methods and tools for managing quality and change. It can be used as:

- a framework for managing quality and change at an organisational level
- a practical approach to delivering discrete change projects at any level

This short introductory video explains SATC further: https://vimeo.com/1123129866?fl=pl&fe=sh

The SATC has a learning community made up of the following four components:

To register with SATC scan the code or contact his.satc@nhs.scot

Learning and Education Sessions

Glasgow City HSCP continues to host monthly Listen and Learn sessions. These monthly one-hour lunchtime sessions on MS Teams are advertised to all health and social care staff as well as to primary care contractor staff.

In March 2026, Janice Blair from NHSGGC's Information and Practice Development Team spoke on health literacy and ways in which staff can ensure that their client groups are able to access and understand their care. In April, Cat Lafferty joined from Contact Scotland BSL which is Scotland's national British Sign Language video interpreting service offering free unlimited calls for all BSL users living in Scotland. In May, Melih Caner Inancli from the Health Improvement Team showcased 'We Journey Together' which is a short film and staff resource co-created with participants from the Govan Community Project. The resource was created to dispel misconceptions and show the reality and obstacles faced by those going through the asylum process in the UK. It is a resource which can be used by all HSCP and front-line staff. Further sessions will be advertised from June onwards. If you would like to hear more about any aspect of primary care work in the HSCP, please email ggc.glasgowcityprimarycare@nhs.scot

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Education sessions

Glasgow City HSCP's Primary Care Improvement Team and Clinical Directors organise a series of education sessions for all of Greater Glasgow and Clyde. These are open to General Practice staff, clinicians and administrative staff working within Primary Care.

Sessions carried out from February to June 2026

- New Scottish Referral Guidelines for Suspected Cancer 2025 & Impact on GGC Pathways
- Managing migraine in Primary Care
- Cystic Fibrosis
- Update from The Prince & Princess of Wales Hospice
- Information Governance
- An overview of Specialist Children's Services in GGC
- Conflict Management
- Adult Autism Team NHS GG&C Referral Pathway
- Rheumatology's Role in Joint Pain and the Challenges of Hypermobility / Ehlers-Danlos syndromes (EDS) in Primary Care
- National Digital Type 2 Diabetes Remission Programme
- Signposting and Workflow Optimisation
- Chest Pain and the New Onset Angina Clinic Signposting
- Head & Neck Cancer
- Improving care for people following a sudden cardiac death
- The management of physical health needs including weight in people with Profound and Multiple Learning Disabilities
- DVLA: Fitness to Drive
- Chronic Kidney Disease and Hyperkalaemia

If you would like to suggest a topic, please email ggc.glasgowcityprimarycare@nhs.scot