

## Introduction

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

We are now reaching the end of Phase 1 of the implementation of the programme. The focus of the Memorandum of Understanding (MoU2) remains the transfer of the provision of services from General Practice to HSCP/Health Boards.

With the recent change in COVID-19 restrictions, we have seen face to face patient numbers return to near pre-pandemic levels in services including Phlebotomy and Physiotherapy. However the current increase in COVID-19 cases is still causing significant impact on staffing and patient flow. Although we are optimistic about progress, we remain cautious given the fluctuating impact of COVID-19.

This bulletin sees the return of the popular segment “A day in the life of...” which can be found at the end of this edition. We are looking to feature staff who could improve our knowledge and awareness of their or their teams’ role and importance. If you feel any particular member of staff should feature in this article, please let us know.

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

## Workstream: Pharmacotherapy

Following the additional winter monies provided by the Scottish Government we are now recruiting additional pharmacy staff. The positions to be filled are: 10 pharmacy support workers, 11 pharmacy technicians and 3 pharmacists. The additional technical resource will reduce work required from practices by transferring more acute prescriptions to repeat/serial scripts.

This will continue to accelerate achievement of full delivery of Pharmacotherapy to the commitment outlined in MoU2.

## Pharmacy Technician Apprenticeship scheme

Scottish Government funding has enabled the NHS Apprenticeship Scheme to recruit 30 pre-registration technicians, 10 will join primary care teams in Glasgow City HSCP and we will welcome our first cohort in April.

## Workstream: Vaccination Transformation Programme

We have created a new Vaccine mailbox to replace the need for two separate vaccination mailboxes. This will be monitored in the same manner and the two current mailboxes will close. However, for a time they will feed into the new account to ensure no information is missed.

The new e-mail account for Vaccination queries is:

[GCHSCPvaccinationimmunisation@ggc.scot.nhs.uk](mailto:GCHSCPvaccinationimmunisation@ggc.scot.nhs.uk)

## **Travel Health**

During the spring General Practitioners will stop delivering travel vaccinations, local HSCPs will run a new travel health service which includes providing information and relevant vaccinations currently available for free on the NHS. Following an evaluation of bids, the Travel Health Contract has been awarded and plans are moving forward. This will include development of a pathway to allow people to contact the Fit for Travel website or telephone number to identify what they require for their upcoming travel. They will then be signposted to a local service provider to receive advice and vaccinations.

## **Kelsius Remote Fridges**

Following a successful pilot in 2021, involving Glasgow City, the implementation of Kelsius Remote Fridge checking is complete. The 24/7 remote monitoring system removes the need for staff to record temperatures twice daily and will alert staff to any temperature deviations outside tolerable limits. This will allow rapid action to be taken to maintain the safety of drugs/vaccines stored within the fridges and reduce wastage.

## **Workstream: Community Link Workers (CLW)**

The three month period from October to December 2021 saw record levels of referrals across the CLW programme. Our commissioned providers continue to support CLWs in their roles, this includes support to manage caseloads. We conducted a survey with 41 practices and CLWs who have been part of the programme for over one year. The feedback has been overwhelmingly positive and areas for further exploration and service development have been identified. You can view the [report](#).

Please contact [Melanie Mcintosh](#) (for the North West (NW) and South (S)) or [Chris Flynn](#) (for the North East (E)) if you would like further information about the CLW programme.

## **Health Improvement:**

Significant progress has been made by the Health Improvement team during 2020-2021 in improving health and reducing health inequalities. The [annual report](#) highlights the positive work progressed in response to the COVID-19 Pandemic. More information can be found in the [news article](#) or our [short film](#)

## **Workstream: Advanced Practice Physiotherapy (APP)**

More patients are now being signposted to APPs. A recent patient survey illustrated patients' positive experience of the service. The large majority of patients were satisfied with the service with only 8% disappointed at not seeing a GP. Ninety two percent of respondents would recommend seeing an APP within their GP practice to their friends and family. Thirty six GP practices within Glasgow City benefit from Advanced Practice Physiotherapists. You can view the summary [report](#) for the NW, summary [report](#) for NE and summary [report](#) for S.

## **Workstream: Premises**

The first phase of improvement work to upgrade some of our health and care centres within the three HSCP localities (NE, NW and South S) began in March 2022.

The health and care facilities included in the first phase are:

Baillieston (NE)  
Bridgeton (NE)  
Shettleston (NE)

Govanhill (S)  
Govan/Elderpark Clinic (S)  
Thornliebank (S)

Woodside (NW)

The improved accommodation will help us to achieve our aim in providing high quality care and support to patients and service users. We will also be able to provide improved staff facilities for agile working and make the best use of available space.

If you have any questions then please contact the relevant Head of Service for Planning and Strategy within the locality or NHS Staff Side representative:

North East Locality – Dominique Harvey, [Dominique.Harvey@glasgow.gov.uk](mailto:Dominique.Harvey@glasgow.gov.uk)

North West Locality – Janet Hayes, [Janet.Hayes@sw.glasgow.gov.uk](mailto:Janet.Hayes@sw.glasgow.gov.uk)

South Locality – Alan Gilmour, [Alan.Gilmour@ggc.scot.nhs.uk](mailto:Alan.Gilmour@ggc.scot.nhs.uk)

Margaret McCarthy, NHS Staff Side, [Margaret.McCarthy@ggc.scot.nhs.uk](mailto:Margaret.McCarthy@ggc.scot.nhs.uk)

### **Workstream: Welfare Advice Health Partnerships (WAHP)**

Scottish Government funding has allowed us to provide a Welfare Rights service in 84 GP practices across Glasgow City, serving our most deprived communities. The service will help address growing mental health concerns caused by money and housing insecurity. This will build on the success of Glasgow's [Deep End Money Advice Project](#) which is currently delivered in 30 practices in Glasgow and will continue due to via the national funding

Each practice will receive one day per week of Welfare Rights Advisor time. This includes half a day to directly engage with patients and half a day to process resulting tasks. A dedicated Advisor is aligned to each practice providing continuity of care. The procurement process for advice providers to deliver WAHP within GP practices has been completed. An implementation plan commenced on 1 February with participating practices.

Please contact [Carol McGurin](#) if you would like further information about Welfare Advice Health Partnerships.

### **Collaborative Learning and Leadership**

The Collaborative Leadership and Learning group in PCIP is delighted to introduce the Coaching Conversations Online Programme, The programme supports managers and collaborators to develop their ability to have better conversations with their staff and stakeholders.

Feedback shows that coaching conversations can help in areas of influencing and engaging others in change and improvement, wellbeing conversations, conflict situations and more, where you may feel less confident about these conversations. The online programmes are also open to GPs and Practice Managers.

The emphasis will be on practical tools to enable you to implement your learning and will focus on:

- Introduction to coaching virtually and in the workplace
- The principles of coaching and having an effective compassionate dialogue
- The coaching manager's skills and qualities
- Raising your curiosity, awareness and building your questioning skills
- Empathetic, active listening and cultivating trust and safety

Some of the content will include:

- Delivering & receiving effective feedback
- Coaching for Influencing change and Quality Improvement
- Coaching for Performance and Resilience
- Sustaining your coaching

Two programmes are due to start at the end of April 2022 via MS Teams. If you are interested or would like more information, please contact [Josephine Dick](#).

## **Communication & Engagement**

### **Primary Care Listening & Learning Drop In Sessions**

Once again we have been running listening and learning sessions, and these have been well attended, however we would always welcome more HSCP and practice staff.

The next event will be a talk from the HSCP's Assistant Chief Officer, Margaret Hogg which will discuss, 'The HSCP's Finances for 2022/23.' This will cover future budget and the developments to be taken forward. The event will take place on 19 April from 1.00 pm to 2.00pm. Join with the [link](#).

### **Local Engagement Forum (LEF)**

Our annual LEF is aiming to take place in April 2022 on Microsoft Teams. The session will cover topics including General Practice, Mental Health and Pharmacotherapy. Registration information will be circulated at the end of March and we hope to obtain more participants than ever before to increase awareness of the work carried out by PCIP.

### **GP Engagement Event**

In addition to our LEF event, we will be running two GP Engagement Events via MS Teams in May 2022. Dates to be confirmed. Registration information will be circulated to GP practices and PCIP workforce in April.

The events will cover distance travelled by PCIP over the last year, including a discussion around a pressing topic within PCIP and a Consultation event on the IJB Report. We will run breakout rooms with facilitators from the PCIP programme. This will provide GPs the opportunity to be involved in the discussion and ask questions about the topics discussed.

### **Awards News**

In November 2020, our own Prescribing Support Pharmacist, Tracy Brown set up a pharmacy led pain clinic in Govanhill Health Centre utilising funding from the Modernising Patient Pathways Programme. Due to the incredible work by Tracy and her team, they were acknowledged for their work by winning a national award for the 'Addressing Overprescribing' category and an overall Silver Award at the PrescQIPP Annual Awards 2021.

Tracy has recently featured on the [Aural Apothecary Podcast](#) discussing the pain clinic in Govanhill Health Centre. We would like to congratulate Tracy and her team for their fantastic work and for highlighting the fantastic work carried out by the Pharmacy Team within Glasgow City HSCP. You can read a [news article](#).

## Vaccination Team Award

We would like to thank all staff involved in the Covid Vaccination Programme who have been commended by winning the NHS GGC's 2021 Better Health Excellence Award. The incredible work and dedication by everyone involved has made it such a success and helped hugely in the fight against Covid. You can view the award [video](#).

## A day in the life of ....

### Working as a Treatment Room Coordinator and Ear Care Specialist.

Hello, my name is Martin Fairgrieve, I am the Treatment Room Coordinator for the NW Locality. I co-manage the six Treatment Rooms in the locality, and I am based at Possilpark Health and Care Centre. The Treatment Rooms offer a myriad of interventions for GP patients ranging from Injections to wound care and everything in between. Glasgow is currently the only NHS Board to be offering a full ear care service for patients, and I am overseeing the roll-out of this provision.

I was trained at Rotherham Community Health Centre and obtained The National Diploma in Primary Ear Care for Practitioners issued by the University of Sheffield. This training allows me to sign off the competencies of staff who have undergone the appropriate training. This process is complete for the NW and I am currently working with colleagues in the South and in the NE. I will be passing on the baton when I retire in the spring.

On the days that I am doing a learner's competencies we spend some time setting up the clinic and checking all the machinery is working and that all the required instruments are present for the day's treatments. We have an irrigation machine with which we can wash a patient's ear out, removing the wax. Unfortunately there are quite a few contraindications for this procedure. We have several instruments that we can use to remove wax (or foreign bodies! You'd be amazed what folks manage to get into their ears! The most unusual thing I've ever removed was a plastic dinosaur!)

Finally there is the Microsuction apparatus (mainly consisting of a suction machine and a metal end catheter). The other two main pieces of equipment we need to use are the otoscope & the loupes. The otoscopes enable us to look into the ear canal. They have a light inside to illuminate the ear canal and a magnifier to allow you see what is in the patient's ear. This, along with a comprehensive assessment sheet, allows the practitioner to make an informed decision about which of the three tools they are going to begin the procedure with. This does not mean that once they start with one choice they cannot change to another – this is dictated by the way the wax (or the foreign body) is in the patient's ear.



The item of equipment that most staff are initially wary of is the loupes. These are the binocular microscopes worn on your head (as you can see me doing in the picture). This allows you to see into the canal in real time as you use the fine probe to enter the ear canal and suck out the wax that you find there.

There are very few contraindications to the use of ear microsuction (only that you can keep your head & body still during the intervention).

I have enjoyed passing on what I have learned about ears to the staff that I have helped gain their competencies.

## Getting involved

If you would be interested in becoming involved in any of these work streams, please contact our generic mailbox at [ggc.glasgowcityprimarycare@ggc.scot.nhs.uk](mailto:ggc.glasgowcityprimarycare@ggc.scot.nhs.uk)

## Contacting us

The mailbox continues to 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. More services are now using this mailbox as a central means of sharing and receiving information which ensures responses to queries are dealt with in a swift manner

## Do you need further information?

If you have any queries about Primary Care issues, please send them to [ggc.glasgowcityprimarycare@ggc.scot.nhs.uk](mailto:ggc.glasgowcityprimarycare@ggc.scot.nhs.uk)

You can also find information on the Glasgow City HSCP website [glasgowcity.hscp.scot/primary-care](http://glasgowcity.hscp.scot/primary-care)