

Welcome to the latest edition of the Primary Care Improvement Plan (PCIP) Bulletin. This provides an update of the key works carried out over the last three months.

Workstream: CTAC

CTAC Services (Treatment Room and Phlebotomy) continues to expand, with recruitment ongoing in both services. Additional consultation and office space is required to allow maximum capacity.

The Treatment Room service sees an average of 12,388 patients per month. Leg Ulcer Prevention Clinics are running across the city, with Gorbals Clinic piloting direct referrals to Vascular Clinics. Treatment Rooms are offering additional appointments in Gorbals Health Centre and Pollok Health Centre, to address the increase in demand following clinic closure in Mount Florida Medical Centre.

The Phlebotomy Service sees an average of 14,641 patients per month. We continue to face difficulties with recruitment and retention of staff. The preferred method of referral into the Phlebotomy Service is via SCI gateway. The option for patients to call the single point of access phone line to book an appointment remains.

Workstream: Vaccination Transformation Programme

Glasgow City HSCP started the Spring Booster Covid programme on 28 March 2023.

- **Older Peoples Care Homes:** 2,983 residents (87%) have been vaccinated. However, including those who have passed away and those who have refused, it equates to 98% of the population.
- **Adult Care Homes:** 198 residents (61%) have been vaccinated, with 14% refusing. We have currently vaccinated 75% of the population.
- **Home Visits:** started with those over 100 years old and moving down the age groups. To date, we have vaccinated 4,227 people at home (75%). However, including those who have passed away and those who have refused, this equates to 92% of the population.

We continue to build strong relationships with staff and residents in care homes. For Quality Improvement, we have developed a feedback form for the care homes, with positive feedback received to date. Those eligible will continue to be offered a vaccination until the programme end date of 30th June. The mail box for any questions, queries or referrals is

Ggc.CovidVaccination@ggc.scot.nhs.uk.

Workstream: Pharmacotherapy

Northeast Pharmacotherapy Team began moving into their new hub at Baillieston in May. The Northwest and South teams already provide a hub service, with additional space being acquired for the South team in the Adelphi Centre. The hub teams are working towards undertaking medicine management activities for all immediate discharge and outpatient clinic letters, five days per week, to all practices.

We have committed to recruiting three further Trainee Pharmacy Technicians from September. These posts are partially funded by an NHSGGC apprenticeship scheme and will train across different pharmacy sectors for two years before qualification. Additionally, we have three

Foundation Pharmacists joining the team in July. These roles aim to ensure succession plans for team members and enable expansion of our workforce within the available funding.

Inflationary pressures on the cost of medicines means that it's more important than ever for pharmacy teams and the wider MDT to support cost effective prescribing. Pharmacy teams provide advice to all prescribers and regularly work with patients to ensure they are taking medicines that continue to be of clinical benefit.

Workstream: Community Link Workers (CLW)

In 2022 to 2023, CLWs received 12,797 referrals and carried out 43,847 appointments. The majority of referrals (46%) were related to mental health and wellbeing, followed by poverty and income related support (28%). 73% of service users reported a statistically significant improvement in their Short Warwick - Edinburgh Mental Wellbeing Scales score.

Revised reporting requirements have been in place since the 1 April 2023. These provide a truer picture of referral reasons, issues addressed and onward referrals/signposts across the full programme.

Group work has continued to be a key area of development for the CLW Programme and has increased in sessions and attendees since the pandemic restrictions were put in place, mainly due to the outdoor nature of some of the groups, e.g. walking, green space and gardening groups. More recently, there has been developments of our Covid Support Groups. GPs are reporting more patients are requiring support and diagnosis for Long Covid, and in response to this the CLWs developed the Long Covid Peer Support group.

Workstream: Mental Health and Mental Health Young People

During 2022/23 service usage was as follows:

Compassionate Distress Response Service	Youth Health Service	Lifelink
<ul style="list-style-type: none">In hours service 2,815 referrals, 14,397 contacts (calls and visits)	<ul style="list-style-type: none">1,752 referrals and approx. 1,218 young people engaged	<ul style="list-style-type: none">7,783 referrals, 19,275 appointments offered, 5,798 booked for counselling, 174 wellbeing classes with 1,720 attendees.

Latest programme of Wellbeing classes from [Lifelink](#).

Workstream: Urgent Care

Pauline Ward is now in post as the Professional Nurse Lead (PNL) – Advanced Practice. Pauline will provide additional governance and oversight of qualified and trainee ANPs and lead future service development. The ANP lead post has a preferred candidate, subject to all standard checks. Further ANP / Trainee ANP recruitment will now be progressed.

Workstream: MSK Physiotherapy

The GP Advanced Physiotherapy Practitioners (APP) are working to support the issuing of Fit notes. Staff have undergone training and the work around the governance is anticipated shortly. There is ongoing work to support reducing the percentage of patients being signposted directly to GP APP from reception, thus more effectively offload the GP caseload.

The Annual Report April 2022 to March 2023 is at **Glasgow City HSCP** – [North East Locality](#), [North West Locality](#) and [South Locality](#).

Contacting us and getting involved

Please send all Primary Care Improvement Plan queries to ggc.glasgowcityprimarycare@ggc.scot.nhs.uk.