

Primary Care Improvement Plan Bulletin

January 2025

Quality Improvement in Primary Care



Glasgow City HSCP's Primary Care Improvement Team, workstreams and GP clusters deliver Quality Improvement work as part of the Glasgow HSCP Primary Care Action Plan. Featured in October's Primary Care Quality Improvement Newsletter were:

- Dumbarton Cluster - Blood Pressure Monitoring Service Implementation
- Drumchapel and Yoker Cluster - Audit of referrals to colorectal, gynaecology, and urology departments
- Possilpark and Milton Cluster - Chronic pain and reducing Lidocaine Plasters
- South Sector Pharmacists - Quality Improvement Poster

You can read more about the projects here- [Primary Care Quality Improvement](#)

Community Treatment and Care Service



Treatment Rooms

Treatment rooms continue to provide accessible, high quality and effective nursing services to ambulatory patients within our local communities. Our recently opened additional clinical space at Woodside, Govan and Thornliebank is seeing a steady increase in throughput which is proving very beneficial in terms of patient access.

By working in partnership with patients and care providers, we focus on continual service improvement. Working with our colleagues in medical illustrations we are developing a video about Treatment Room Services.

Our two pilot projects around maximising independence for patients with regards to Self-Administration of Vitamin B12 (in NE Glasgow) and training to women on Sayana Press (NW Glasgow) are underway.

We have developed patient satisfaction surveys which are available in all the Treatment Rooms across the city. These can be completed on the paper based form or by scanning the QR code displayed within the clinics.

Several of our registered nurses were nominated for the Queens Nurse Long Service Award for 21 years' service in the community. They attended an event at The City Chambers in November to celebrate their achievement with colleagues.

Phlebotomy

The Phlebotomy Service continues to see an increase in demand across the three localities. This year we have gained some additional clinical space in the North West and South Areas. The waiting time for the majority of clinics has improved greatly with some clinics offering same-day appointments. We continue to focus on developing and piloting alternative service delivery models to meet demand.

From the 1st of November, any GPs referring to the Phlebotomy Service for a domiciliary visit to obtain blood can also add a blood pressure request. At present it will only be with housebound patients. We will continue to scope how we implement blood pressure monitoring within the clinical setting.

Vaccinations



Glasgow City Immunisation and Injections Team continue to vaccinate those who cannot attend a clinic against RSV, Shingles, Pneumococcal, Covid and Flu plus any non routine vaccines that are requested.

After 3 years of working out of Barr Street we moved on 2nd October to Blair Court, Borran Street and despite this move we have met the targets set for the Covid and Flu winter programme.

The Covid and Flu Winter programme commenced on 23rd September and to date we have vaccinated 8,390 people for Covid and 8,632 for Flu. This includes people who live in Older People's Care Homes ,Adult Care Homes and those who cannot leave the family home to attend a clinic. Covid will continue to be offered until 31st January 2025 and Flu until 31st March 2025.

In January we will begin to vaccinate against RSV and Shingles for those who meet the criteria. Then in March we will vaccinate those who meet the criteria for Pneumococcal vaccination. We await confirmation of the Spring Covid Campaign.

Two members of staff received the Queens Nursing Long Service Award at a ceremony in the City Chambers and we are delighted that they received this recognition of their commitment to providing quality care in the community.

MSK Physiotherapy

The GP APP team efficiently manage undifferentiated MSK conditions within practices covered by the service. Efforts are ongoing to enhance the effectiveness and efficiency of the current service. The GP APP team dashboard has provided valuable insights into the utilisation of the service at the practice level. As a result, improvement programs will be implemented in practices where usage is lower than expected or the GP APP is not being used in line with the intended model. This is aimed at increasing engagement and optimising service delivery.

Recently all members of the team used CARE Measure to obtain patient feedback on their patients' perceptions of relational empathy in the consultation. The average score for staff within the service was high at 4.8/5.

Advanced Nurse Practitioners / Urgent Care

The ANP service is experiencing rising referral numbers reflecting its vital role in supporting care home residents. The recent switch to a telephone-based referral system has improved communication and received positive feedback from care home staff.

Engagement sessions held in care homes and on Microsoft Teams have strengthened collaboration with staff and GPs, addressing challenges and enhancing care delivery. Further engagement sessions are underway with District nursing services to enhance working relationships.

The ANP service remains committed to providing responsive, high-quality care and adapting to meet the needs of residents and care homes.

Mental Health and Wellbeing

Youth Health Service

In July to December 2024, there were 548 referrals to the [Youth Health Service \(YHS\)](#), and an average of 76 new young people seen each month, across all 9 YHS venues in Glasgow. Our GP colleagues continue to be our main referrers (42% of all referrals).

The YHS offers a range of support, and significant numbers of young people are seeking assistance with their mental health. The YHS uses a tiered approach, extending from *Listening Ear* to *Single Session* appointments and/or *4:8* therapeutic counselling sessions. Currently, 78% of young people access this. We have been able to increase the mental health support for young people, until end of March 2025. In addition to being seen face-to-face, we have 5 counsellors offering telephone or video consultations, as this is increasingly popular with young people.

In early 2025, the YHS will be offering new family support sessions, as well as a set of online self-management videos for young people, covering Self-Esteem, Anger, Mindset and Confidence.

Additional funding has allowed the YHS to engage 2 additional *Multiple Risk* workers to target waiting times. Since July, a total 107 young people have been supported in the programme.

Our new *Youth Employability Coach*, funded by the [Young Person's Guarantee](#), is currently working with 18 young people, to address barriers to employment and access meaningful opportunities. The YHS has recruited 14 young volunteers who will commence January 2025. Also, in early 2025, we will be hosting a cohort of University of Glasgow Y2 medical students (Health Inequalities module).

The YHS host Weigh To Go on behalf of the Board. This is a weight management programme for young people aged 12 to 18. In Glasgow City, it is delivered as part of the YHS model. GPs can refer via SCI-Gateway.

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

Community Link Workers

The Q2 2024/25 delivery period for the Community Link Worker (CLW) Programme has recently concluded, with 3,214 new referrals received during Q2.

At mid-point in the year, we have been able to draw some key figures from this year's outcomes including that we have received 6,692 referrals, seen 8,204 people with a total of 21,201 appointments carried out.

Anyone based in the GP Multi-Disciplinary Team can refer to their CLW with most referrals coming from GPs (3,755 referrals). Patients can also self-refer (879 referrals) and Reception Staff have referred 568 people. The remaining 1,490 referrals have come from a wide range of people who are part of the practice team.

The top reasons for referral are Mental Health and Wellbeing Support and Housing Issues (1,259).

When we begin to work with patients the support provided covers, not only the referral reason, but a multitude of other areas. This is mainly due to the trusting relationships our CLWs develop and build with patients. Most common issues addressed with patients are Housing (2,832) and support with Long Term Conditions/Health Issues (2,894).

Over Q1 and Q2 this year CLWs have made 19,436 referrals and signposts to other organisations/ available supports. Often "holding their hand" to be able to access the right supports at the right times, and helping to ensure that the supports are accessible and sustainable.

In Q1 and Q2, CLWs across the city have held 232 group sessions with 1,991 participants overall. This includes over 16 separate health walk groups. Our peer support and issue specific groups continue to be popular, including Mental Health Support Groups, Tots Groups and Gardening Groups.

Our winter activity continues and has been highlighted by the HSCP Winter Heroes campaign and has been celebrated in a December news segment on STV Evening News -

<https://www.youtube.com/watch?v=KUYeUwCsnkl>

We have just published our Annual Report for the period 2023/24 which can be accessed here - [Glasgow City HSCP Community Link Worker Programme Annual Report 2023/2024 | Glasgow City Health and Social Care Partnership](#)

Organisational Development Leadership Support

The Organisational Development Team from GC HSCP in collaboration with the other HSCP Partnerships, GGC Acute and Corporate continue to organise Leadership and Management sessions and Interventions. Recent activity includes:

- Managing Conflicting Agendas (Influence and Debate), Colin Gautrey
- Daring to be Vulnerable, Duncan Skelton
- Co-created Relationships and the Drama Triangle, Sandra Wilson

- Self-awareness in Leadership & Introduction to Emotional Intelligence, Lisa Walsh, Josephine Dick
- Professional Executive Coaching Programme for all Leaders, TL, Managers, Senior Leaders, GP's and Clinicians, contact Coaching Service Lead, Josephine Dick.
- Be-spoke local activity to support team development, service development / change activities, contact Josephine Dick or your local OD contact.

Below is a highlight of upcoming online live sessions and programmes, look out for more detailed comms:-

- Tuesday 17th December: **Introduction to coaching conversations for change**, 12-1.30pm, to register contact josephine.dick@nhs.scot
- Tuesday 28th January: **Understanding and Managing resistance in change**, 12.30-2pm, to register contact debbie.conlon@nhs.scot
- Tuesday 11th February: **Principles of change management**, 12.30-2pm, to register contact debbie.conlon@nhs.scot
- Tuesday 25th February: **Introduction to change management toolkit**, 12.30-2pm, to register contact debbie.conlon@nhs.scot
- Tuesday 4th March: **Influence for Collaboration (Managing Conflicting Agendas)**, 12-1.30pm Colin Gautrey, to register contact debbie.conlon@nhs.scot
- Tuesday 25th March: **Introduction to managing effective team's toolkit**, 2.30-2pm, to register contact debbie.conlon@nhs.scot
- Tuesday 21st January: **Understanding your Negative Mind**, Kate Flory, 12.30 – 2.00pm, to register contact debbie.conlon@nhs.scot
- Tuesday 4th February: **Understanding Your Personal Values and Strengths**, James Carrier, People Shift, 90 MIN LEADERSHIP, 8.30-10am, contact lisa.donnely4@nhs.scot
- Wednesday 12th February: **Fierce Compassionate Leadership**, Moon Li, 8.30-10.00am, contact debbie.conlon@nhs.scot
- Wednesday 11th March: **A Coaching Approach to Leadership**, Maria Moreno, 8.30-9.30am, contact lisa.donnely4@nhs.scot

Practical Coaching Conversations Programme (Coaching as a Leadership approach):-

This programme is run by Global Full Circle. Open to all PCIP Leaders and Managers, GP's, CQL's, PQL's, Practice Managers and Assistant Practice Managers in Glasgow City HSCP Organised by the GC OD. You must be able to attend all 4 sessions:-

- Session 1: Thursday 20th February, 2-4pm
- Session 2: Thursday 6th March, 2-4pm
- Session 3: Thursday 20th March, 2-4pm
- Session 4: Thursday 3rd April, 2-4pm

To apply for the coaching conversations programme contact debbie.conlon@nhs.scot who will email an application form.

For queries or questions regarding OD activity please contact josephine.dick@nhs.scot directly, many thanks.

Learning and Education Sessions



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

Sessions run between October and December 2024 included:

- New B12 guidance and a discussion on interpretation and management of 'indeterminate' B12 results

- An update on Hepatitis C, Hepatitis B and Hepatitis D
- Future Care Planning
- Workflow Optimisation
- Transgender update with associated medications
- NHSGGC Menopause Referral Guidance and the Post-menopausal bleeding on HRT pathway
- ANIA Digital Dermatology NHSGGC Primary Care Pre Launch Communication session

Sessions organised for January to March 2025 include:

- Care Navigation - Reception to Active Signposting
- Calcium Disorders: GP and clinician education session
- Conflict Management
- Business Continuity Planning
- Haemoglobinopathy for Primary Care
- Document Workflow Optimisation
- MAPPA Processes
- Overview of Pain Service, referrals routes and types of presentations
- Advanced Paramedic Practitioners in General Practice
- Diagnosing COPD without spirometry and its management
- Biochemical Abnormalities

Listen and Learn Sessions



Glasgow City HSCP hosts monthly Listen and Learn sessions. These 1 hour lunchtime sessions on MS Teams are advertised to all health and social care staff as well as to primary care contractor staff. Recently, a session was held on Mental Health Services for Young People which included speakers from Health Improvement, Kooth, Togetherall and Glasgow Association for Mental Health Compassionate Distress Response Service for 16-25s. Other recent sessions include an Overview of Equalities Training & Resources and the work of the Complex Needs Service (CNS). A programme of sessions is currently being compiled for 2025 and will start with Deaf Awareness and Enhancing Communication with deaf Patients in January. If you would like to speak at a Listen or Learn session on your area of work or

project or if you would like to hear more about any aspect of the work of the HSCP, please email ggc.glasgowcityprimarycare@nhs.scot