



## Primary Care Improvement Plan Bulletin

### **April 2025**

## Quality Improvement in Primary Care



### **NHSGGC Quality Improvement (QI) Network Virtual Event**

On the 13th of March 2025, the NHSGGC QI Network hosted the official launch of NHSGGC's new Quality Strategy 'Quality Everyone Everywhere' NHSGGC Quality Strategy 2024-2029 - NHSGGC<sup>1</sup>. With an overall theme of 'Kindness at Work', the event shared about the implementation of the strategy, providing insight into how NHSGGC QI Network will support the five Key Priorities.

### **Rapid QI Model First Test in a Glasgow City General Practice**

GCHSCP's Primary Care Improvement Team, workstreams and GP clusters deliver Quality Improvement work as part of the Glasgow HSCP Primary Care Action Plan. If you would like to find out more about the rapid QI pilot or discuss your primary care area of QI work or project, please contact [ggc.glasgowcityprimarycare@nhs.scot](mailto:ggc.glasgowcityprimarycare@nhs.scot)<sup>2</sup>

### **NHSGGC Primary Care QI Resources**

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<sup>1</sup><https://www.nhsggc.scot/your-health/nhsggc-quality-strategy-2024-2029/>

<sup>2</sup><mailto:ggc.glasgowcityprimarycare@nhs.scot>

NHSGGC Public Health and Health Improvement Team has created a Primary Care Resource Bundle<sup>3</sup> to support patient access to high quality health information.

For further QI training resources & information, please see :

NHSGGC Quality Improvement Resources<sup>4</sup>

NHSGGC QI Network Hub<sup>5</sup>

## Community Treatment and Care Service



### Treatment Rooms

The Treatment Rooms team have been leading two Quality Improvement (QI) initiatives aimed at maximising independence in the self-administration of the Sayana Press contraceptive and Vitamin B12 injections. These pilots are now nearing completion, and early evaluations indicate a positive impact on patient self-management, greater independence, enhancing choice, and promoting a sense of ownership.

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<sup>3</sup><https://sway.cloud.microsoft/BdmDdlw1RBI0JUIk?ref=email>

<sup>4</sup><https://www.nhsggc.scot/staff-recruitment/staff-resources/allied-health-professions-ahps-professionals-section/quality-improvement-learning-and-education/>

<sup>5</sup><https://scottish.sharepoint.com/sites/GGC-Staffnet/SitePages/QI-Network-Hub-now-live-on-sharepoint.aspx>

The team was shortlisted at Glasgow City HSCP's Staff Awards for Excellence 2025 for Team of the Year. While we didn't win, being recognised among such dedicated teams was an honour. Attending the awards and celebrating the achievements of all colleagues across HSCP was a great experience. It provided an opportunity to reflect on the dedication and hard work that goes into delivering high-quality care and services. We are incredibly proud of the work our team continues to do, and this recognition motivates us to strive for even greater excellence in the future.

*Contact email: [anne.scott3@nhs.scot](mailto:anne.scott3@nhs.scot)<sup>6</sup> (Nurse Team Lead)*

## **Phlebotomy**

The Phlebotomy Service continues to have high demand across the three localities, with approx. 50,000 patients appointed per quarter. Over the last few months we have been focusing on some Quality Improvement Projects that will enable us to scope the demand and resource requirements to offer additional interventions such as Blood Pressure Measurements. This pilot has been focused on domiciliary patients and early feedback suggests this has been well received by both patients and general practice. We will focus in the coming months on offering this service for patients attending one of our clinic based appointments.

Commencing in the next few weeks the service will also undertake a city wide pilot of urine sample collection/processing. This work is in conjunction with colleagues from both Primary Care and Acute Services and aims to increase compliance with urine testing in patients with Chronic Kidney Disease.

We continue to liaise with Business Administration colleagues across the city to secure accommodation for the service to enable us to continue expanding our clinic based provision.

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<sup>6</sup><mailto:anne.scott3@nhs.scot>

## Single Point of Access for Phlebotomy



The SPOA Admin Team for Phlebotomy have been nominated for the following awards:

- Greater Glasgow and Clyde Admin Awards 2024/2025 – '*Team of the Year*'
- Glasgow City HSCP Staff Awards for Excellence 2025 - '*Innovation of the Year*'

These nominations are a testament to the hard work, dedication, and outstanding contributions this team has made to our organisation.

## Pharmacy



*1 - The Pharmacy Technician COPD Patient Group Sessions Team receiving their Innovation of the Year award at the recent NHS GG&C Pharmacy Services Award Ceremony.*

### **Pharmacy Technician COPD Patient Group Sessions.**

The Pharmacy Technician COPD Patient Group Sessions have been recognised for their innovative approach to improving patient care and developing the clinical role of pharmacy technicians. Led by Fiona McAuley, Pharmacy Technician Team Lead in the South locality, this initiative involved delivering group educational review sessions to patients at risk of admission, working closely with multidisciplinary teams and specialist respiratory colleagues. The sessions have provided effective education and key interventions for patients with

COPD, while also serving as a vehicle for professional development for pharmacy technicians.

### **Zendesk Pilot**

The Primary Care Pharmacy Team in the North-West have begun a project piloting the use of Zendesk software to better manage medication queries into the service from Community Pharmacies. Zendesk is a customer service software platform that users connect to through email or a front page. It offers a single point of access. It is currently used in NHS GG&C by Pharmacy Distribution Centre and Procurement teams and can create an improved service and a more efficient use of resource.

Over 850 queries have been submitted by Community Pharmacies since the pilot went live in November 2024, with a third of queries being related to medication shortages. Nearly 80% of queries have been completely resolved by a Pharmacy Support Worker (PSW) releasing Pharmacist capacity for patient-facing care.

The pilot was nominated for the **Glasgow City Health and Social Care Partnership's Staff Awards for Excellence 2025** in the **Innovation of the Year** category and will be rolled out to the North-East and South localities over the next couple of months.

### **Polypharmacy & Cost Efficiencies**

Over the last 12 months, NHS GG&C has faced unprecedented financial pressures. As part of a wider cost-efficiency workstream, the Primary Care Pharmacy teams in the HSCP have been working with GP practices and patients to improve the cost effectiveness of medicines and improve patient care. Through dedicated prescribing initiatives, the teams are on course to deliver over £6.5 million of savings and over 5000 face-to-face polypharmacy reviews.

Polypharmacy reviews: South Glasgow 1,896, Northeast Glasgow 2178 and Northwest Glasgow 990. This totals over 5064.

## **MSK Physiotherapy**

The core MSK physiotherapy service continues to see a rising demand with waiting times at 14 weeks for routine appointments. The service are maintaining a 4 week wait for urgent patients.

The GP APP service remains static but is continuing to divert MSK footfall away from GP's, with a wider expected impact on secondary care referrals to orthopaedics. There is ongoing effort to ensure the service in place is used as effectively and efficiently as possible and we are working with practices where there is a failure to meet targets.

A video was launched on social media to support patients to understand the GP Advanced Practice Physiotherapist<sup>7</sup> (APP) role.

Contact email: [lindsay.wheeler@nhs.scot](mailto:lindsay.wheeler@nhs.scot)

## Advanced Nurse Practitioners / Urgent Care

Pauline Ward, Professional Nurse Lead Advanced Practice – Older Peoples Service, won the Leader of the Year category at Glasgow City Health and Social Care Partnership's Staff Awards for Excellence 2025. This was awarded in recognition of her outstanding leadership and reflects the team's dedication and commitment to high-quality care and service development.

The ANP service continues to grow, with rising referral numbers reflecting its vital role in supporting care home residents. The service will be expanding provision to Meadowburn Care Home from the week commencing 31st March 2025, further extending its reach and impact.

Engagement sessions were held throughout March with GPs and staff within Meadowburn to ensure a smooth re-introduction of the urgent care service to residents. These sessions support effective collaboration and streamline the integration of the service.

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

Contact email: [pauline.ward4@nhs.scot](mailto:pauline.ward4@nhs.scot)

## Mental Health and Wellbeing



2 - YHS Modern Apprentice at Glasgow City Chambers for the HSCP Staff Awards for Excellence.

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<sup>7</sup><https://www.nhsggc.scot/your-health/right-care-right-place/nhs-heroes/lindsay-wheeler-advanced-practice-physiotherapist/>



3 - YHS Volunteers 2025

## Youth Health Service

Between December 2024 to February 2025, there were 302 referrals to the Youth Health Service<sup>8</sup> (YHS), and 62 new young people were seen on average per month, across 9 Glasgow venues. GP colleagues continue to be our main referrers (41% of all referrals).

The YHS continues to offer a range of support, with significant numbers of young people seeking assistance with their mental health. The YHS adopts a tiered approach, extending from Listening Ear, to Single Session appointments and/or 4:8 therapeutic counselling sessions. To complement this, and to address an emerging theme of conflict within the family, family counselling sessions are being trialled this year. Online Wellbeing Modules are now available for young people engaged with the YHS. In parallel with Health Improvement colleagues, parents are being supported on key mental health topics alongside the YHS at Maryhill.

To reduce waiting lists, an additional evening of delivery at the YHS in Maryhill has been implemented for a three-month period. This will offer an additional 16 counselling, 6 multiple risk and 8 clinical (GP/Nurse) appointments - with access available to any young person in the Glasgow area. To ameliorate the waiting times for the Multiple Risk intervention, additional Multiple Risk workers are on-site at Elder Park, Maryhill and Shettleston.

The YHS Modern Apprentice has successfully completed their placement and was awarded an SVQ (SCQF level 6) in Business Administration. He was also nominated and shortlisted for the Glasgow City HSCP Staff Awards for Excellence 2025 held in Glasgow City Chambers (pictured).

13 of the 14 Youth Health Service Volunteers are now embedded in the YHS model, welcoming and offering support/signposting to young people, their families and carers. This initiative was developed in partnership with the King's Trust. Volunteers work toward the Saltire Award for youth volunteering.

For the third year running, the YHS has supported 15 Year 2 medical students from University of Glasgow (Health Inequalities module) - shadowing the GP at a YHS venue and

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<sup>8</sup><https://live.nhs.uk/scot/hospitals-services/services-a-to-z/glasgow-city-youth-health-service/>

gaining insight into the delivery of a social model of health delivered by a multidisciplinary team.

Weigh To Go programme<sup>9</sup> - a newly designed leaflet will soon be released detailing a young person's weight loss journey, with visuals showing a "before and after" weight (15st 4lbs to 9st 6lbs). More details in next bulletin.

GPs can refer young people with an unhealthy weight (BMI > 25) via SCI Gateway.

Contact email: [Julie.Gordon9@nhs.scot](mailto:Julie.Gordon9@nhs.scot)<sup>10</sup> (YHS Manager).

## Community Link Workers

Over the 2024/24 period (Quarter 1 - 3) the Community Link Worker (CLW) Programme had 9,889 new referrals with 12,469 patients seen. In total we held 31,683 appointments with these patients.

In Quarter 3 2024/25, we had 3,197 new referrals. Of these referrals patients waited on average two days to be contacted by their CLW with their first appointment taking place, on average, within 10 days.

Also in Quarter 3 we delivered 136 group sessions including 457 patients attending our Northeast Wednesday Tots Group, 132 patients attending our Under Par Men's Mental Health Support Group and 107 patients attending our Baillieston Walking Group.

To continue to support the CLW programme we delivered a range of training recently including Vicarious Trauma Training and Conflict Management. These sessions were well attended and valued by the CLWs.

The February 2025 CLW Forum was held over three sessions with all CLWs invited, these sessions provide the opportunity to share learning, share knowledge on services and identify gaps and solutions. This also allows the opportunity to feed into what works and what has not worked so well, this has resulted in programme delivery amendments across the city and provided peer learning and wellbeing support. In Februarys Forums we had a service spotlight on 'Volunteer Glasgow' along with a wellbeing activity focused on breath-work and mindfulness meditation.

Contact email: [nicola.bissett2@nhs.scot](mailto:nicola.bissett2@nhs.scot)<sup>11</sup>

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<sup>9</sup><https://www.nhsggc.scot/hospitals-services/services-a-to-z/weigh-to-go>

<sup>10</sup><mailto:Julie.Gordon9@nhs.scot>

<sup>11</sup><mailto:nicola.bissett2@nhs.scot>

## Learning and Education Sessions



Glasgow City HSCP's Primary Care Improvement Team and Clinical Directors 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 organised for April to June 2025 include:**

- Safe withdrawal of prednisolone in non-endocrine disease
- Spinal pathways revisited
- Active Bystander Training (Glasgow City HSCP general practice staff only)
- Melatonin: a summary of Melatonin uses in Specialist Children and Adult Mental Health Services, and new prescribing guidelines
- Calcium disorders
- Endometriosis in practice
- Dermatology in skin of colour
- Assign / Lipid guidelines

Contact email: [ggc.glasgowcityprimarycare@nhs.scot](mailto:ggc.glasgowcityprimarycare@nhs.scot)

## Listen and Learn 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. January's session covered British Sign Language awareness and training resources. In February, a session on community wealth building showcased the work being done in NHS GG&C and within Glasgow City to support third sector organisations and March covered the work of the Sandyford Sexual Health Service. Upcoming sessions in the first half of 2025 include women's health policy, the physical health of patients attending community mental health services and the re-launch of the Community Respiratory Team.

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](mailto:ggc.glasgowcityprimarycare@nhs.scot)<sup>12</sup>

## Practice Manager Event

The Primary Care Improvement Team (PCIT) organised a face to face event on the afternoon of Wednesday 26th February 2025 for GP Practice Managers in Glasgow City. The PCIT surveyed the Practice Managers to ask what they would like the event to cover. The programme included: updates on issues which had been raised at the previous event; updates on some key HSCP services and the opportunities for practices to become involved; Information Governance & Subject Access Requests (SARS) and Business Continuity Planning. A representative from the NHS Credit Union also spoke about the services provided by the Credit Union, and the Practice Managers had the opportunity to ask questions or sign up and become a member.

The event was well received and the feedback indicated that the Practice Managers had enjoyed the opportunity to come together with colleagues from other practices and get advice from members of the Health Board and HSCP staff on issues affecting them in their day to day roles. The PCIT will use feedback obtained on the day to inform future events.

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<sup>12</sup><mailto:ggc.glasgowcityprimarycare@nhs.scot>