

PCIP Bulletin December 23



Primary Care Improvement Plan Bulletin

December 2023 Edition

Community Treatment and Care Service

Treatment Room Service

Glasgow City Treatment Rooms see on average 12,500 patients per month across the city. We have recently opened clinics at the Shields Centre in the south locality and continue to explore options for additional space. As part of the NHSGGC board wide agenda we continue to look to develop the service with a focus on service improvements and innovative practice. An example of this being an agreement to provide a consistent approach to the self-management of impacted ear wax, and standardisation of ear care procedures across the Board's six HSCP Treatment Room areas.

Phlebotomy Service

The Phlebotomy Service sees an average of 17,000 patients per month across the city between our Phlebotomy clinic sites and by carrying out domiciliary visits for those who require a home visit. We continue to explore options to secure additional accommodation across the HSCP to increase clinic capacity and patient throughput. We are exploring an option to provide a GP practice in-reach model, specifically for practices who do not have local access to phlebotomy clinics within their cluster area. Additionally, we plan to run a four week pilot Jan/Feb 2024 which will provide access to phlebotomy clinics at weekends in one base per locality and we will evaluate the uptake from a capacity planning and patient satisfaction perspective.

Vaccinations

Winter Flu and Covid Booster programme

Glasgow City HSCP's Adult vaccination team successfully completed the Winter Flu and Covid Booster programme by 11th December for those living in a care home or who are unable to leave their home to attend a clinic. The programme saw a positive uptake, in total 9,834 people were vaccinated against Covid and 9,799 vaccinated against Flu. Those vaccinated covered a wide age group from 9 to 104 years old. We will continue to offer mop up visits to those who were unwell or in hospital until 31st March 2024.

Shingles Programme Update for 2024

The Shingles programme is set to begin in January 2024, targeting individuals aged 65 and 70-79, as well as those aged 18 and up with a weakened immune system. There is a specific age criteria in place for the programme, if you have any questions regarding eligibility, you can use the [age eligibility calculator to check](#).

Simply enter the date of birth, and the calculator will determine if the person meets the necessary criteria. The following age ranges are eligible for the programme:

- 65 years old: 02/09/1957 - 01/09/1958 until 1st September 2023.
- 70 years old: 02/09/1952 - 01/09/1953 until 1st September 2023.
- 71 years and over: eligible if not previously received the vaccine with a birthdate of 01/09/1952 or earlier.

The mail box for any questions, queries or referrals is Ggc.CovidVaccination@ggc.scot.nhs.uk.

Pharmacy services

Primary Care pharmacy teams continue to undertake quality improvement work to improve the efficiency, quality and safety of prescribing across the city, as well as to optimise service delivery. Initiatives include audits and education sessions on the prescribing of antibiotics for respiratory infections and high dose opioids, as well as work to improve acute and serial prescribing.

The North West pharmacy hub will be moving to one site at Blair Court in January 2024. Our sites at Baillieston, Adelphi and Blair Court will be part of ongoing quality improvement work within NHS GGC around the functioning of pharmacy hubs.

World Antimicrobial Resistance (AMR) Awareness Week, 18th-23rd November 2023 is a global campaign to raise awareness and understanding of AMR and, to promote best practice to reduce the emergence and spread of drug resistant infections.

The North East of Glasgow pharmacy team took this campaign into Springburn shopping centre and the Phoenix Community Centre, Easterhouse. They engaged with members of the public, encouraged them to take part in an 'Antibiotic Guardian Quiz' and shared some key messages and materials to take away. Taking part in the quiz allowed participants to be entered into a prize draw to win £100 of One4all vouchers. The lucky winner was Stephen Duffy who was thrilled to win this prize especially at this time of year.





Mental Wellbeing Update December 2023



Lifelink – work has recently concluded to recommission our adult stress service for April 2024 onwards and we are pleased to confirm that Lifelink were successful in securing this contract. This will ensure continuity for patients and practices alike.

The service continues to be very busy. From April – September 3,522 referrals have been received and 101 wellbeing classes delivered to 891 participants. Additional funding has been secured to add extra counselling capacity to the service in coming months and into next year. This will enable more people to be supported. The latest round of wellbeing classes can be found here: [Wellbeing Classes | Lifelink](#)



The Compassionate Distress Response Service continues to be busy with 1,200 referrals to the in-hours service made between April and September 2023. During quarter 2, no cases required escalation to a GP and only 3 individuals required a police welfare check. GAMH who provide the service have recently been awarded GOLD Investors in People status. The current contract ends in March 2024 and the service is currently out to tender to enable new provision from April 2024 onwards.



The **Youth Health Service** (YHS) continues to be extremely busy with high referrals. This is impacting on waiting times for assessments and appointments. Many of the young people referred have complex life circumstances and are requiring wider support. Approximately 945 referrals have been received this year to date with over 860 young people receiving support.

The counselling element of the service has recently been recommissioned and Lifelink were successful in securing the contract enabling ongoing service continuity.

The YHS annual report 2022-23 can be found here: [Glasgow City Youth Health Service Annual Report 2022 - 2023 \(scot.nhs.uk\)](https://www.scot.nhs.uk/glasgow-city-youth-health-service-annual-report-2022-2023)

Community Link Worker Programme Update

We have concluded the recommissioning process for the Community Link Worker (CLW) contract and awarded the main contract to The Health & Social Care Alliance. The initial term of the new contract is one year commencing 1st April 2024 with extension on an annual basis.

In the first instance we were required to align the new contract to confirmed funding, our share of PCIF funding for the next financial year. The contract was designed to allow expansion and we are pleased to confirm the Scottish Government have allocated funding which will enable us to continue

to provide current year allocation for the overall CLW programme. SAMH will deliver the CAMHS Thematic Post and there will be an update on further CLW Thematic Posts in the near future.

In the coming months there is a significant amount of work to be undertaken, including our current suppliers planning implementation of the new contract. As such, it may be a few months before we are in a position to clarify which staff will be aligned to each practice. We appreciate that whilst the funding is good news, there will be a period of uncertainty for existing CLWs.

We will continue to work closely with our suppliers and GP Practices to manage the programme over the coming months and patient support will continue to be provided.

Advanced Nurse Practitioners / Urgent Care Update

The Care Home Advanced Nurse Practitioner (ANP) Team works across two HSCP Care Homes, to help manage acute on the day presentations. Activity has been restricted due to recruitment and retention issues which have constrained further development and service expansion.

A Professional Nurse Lead (PNL) for Advanced Practice commenced in post in April 2023 to provide governance and professional oversight to the team. In addition, a Lead ANP was appointed in July 2023 to support the PNL and ANP team.

We are pleased to report a new ANP started November 2023 and we have a preferred candidate for an additional ANP starting in February 2024. We are interviewing in January 2024 for a further ANP or Trainee ANP. Expansion of the service to cover a third HCSP care home (Hawthorn House) will commence from January 2024.

The joint model for training ANPs within GP Practice/HSCP partnership has been approved and should significantly improve the training experience and trainee ANP exposure to different presentations/patient groups. Regular group supervision sessions with the availability of one to one sessions has been established for all ANPs within the team. Furthermore, the PNL and Lead ANP have introduced monthly staff meetings and an ANP forum to support essential learning, education and development for the team. We hope that this will create greater staff satisfaction and aid retention of staff.

In September 2023, the ANP team moved to a centralised base in the Adelphi Centre to provide essential peer support, develop an enhanced team working environment and enabled the triage of all referrals to appropriate members of the healthcare team.

The service is currently piloting an electronic referral system.