



Primary Care Improvement Plan Bulletin July 2025

A black and white photograph of a road sign. The sign is rectangular with rounded corners, a white border, and a dark background. It features the word "Improvement" in a large, white, sans-serif font. The sign is tilted upwards and to the right, mounted on a metal pole. The background shows a cloudy sky.



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Community Treatment and Care Service



Phlebotomy

Glasgow City HSCP Phlebotomy service is now welcoming referrals from GPs to take patients' blood pressures within their homes. Overall, the service is pleased to report a positive patient experience, as reflected in the regular complimentary feedback received.

The service plans to commence a four month pilot of two chronic disease measurement clinics. This initiative will enable GPs to refer their patients with long-term conditions that require a blood test, blood pressure measurement, urinalysis and / or height and weight measurement. The clinics will be piloted in the South and North West sectors within the next few months.

The team pride themselves in delivering essential venepuncture training sessions to all acute and community staff in the new state-of-the-art facilities within the QEUH to both acute and community staff across Greater Glasgow and the City.

Finally, the team have developed a two minute video for staff and patients, a seven minute briefing for staff and a patient information leaflet about the phlebotomy service. This was emailed to practices on 11/6/25 and will be added to the new Glasgow City HSCP 'Your Support Your Way' website that will be launched in the summer.

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Pharmacy



Medicines Waste

There is an increased focus within NHS GGC on reducing problematic polypharmacy (use of multiple medications) and overprescribing. The aim of this is to improve medicines safety for patients and reduce unnecessary waste. Use of medicines contributes significantly to the environmental impact of delivering healthcare services so reducing unnecessary prescribing can also contribute to the sustainability of the service.

This work will include the delivery of facilitated sessions to healthcare professionals to increase their awareness of polypharmacy and deprescribing, as well as highlighting patients who would be suitable for medication review. Patients are also being encouraged to request a review of their medicines if they feel this is required.



2 - Kirsty Thomson and Lisa Smith (Lead Pharmacy Technicians) accepting the Gold Award for Better Value at the 2025 NHS GGC Excellence Awards



NHS GG&C Excellence Awards 2025

The North-West Primary Care Pharmacy Team took home the Gold Award for Better Value at the recent NHS GGC Excellence Awards for the Zendesk Project. The project aims to use digital solutions to enhance communication between Community Pharmacies, GP practices and the Primary Care Pharmacy Teams allowing for quicker and more streamlined handling of queries and resolving issues with medication shortages, ultimately improving patient care and access to medicines.

MSK Physiotherapy

The MSK GP APP team continues to support GP practices with autonomous management of patients with MSK conditions. The NHS GGC wide annual report for the GP APP service is now available for review. The service has developed a seven minute briefing for staff and a patient information leaflet about the role of GP APP's in practice. This was emailed to practices and will be added to the new Glasgow City HSCP 'Your Support Your Way' website that will be launched in the summer.

Urgent Care: Advanced Nurse Practitioners

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

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

In the last bulletin, we shared the exciting news that the Professional Nurse Lead had been shortlisted for *Leader of the Year* category at the Glasgow City Health and Social Care Partnership's Staff Awards for Excellence 2025. We are now delighted to announce that she has won the award. This achievement highlights the team's dedication and commitment to delivering high-quality care and driving service development.

On 12th May, the team held a small celebration to mark International Nurses Day, taking the opportunity to recognise the dedication and contributions of nursing staff across the service.

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

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Mental Health and Wellbeing

Glasgow CDRS continues to be busy with the in-hours service working successfully across the city. For the period April 2024-March 2025, there were 2,481 referrals and 15,805 calls made to individuals. 93% of referrals came from GPs & 7% from Community Link Workers. Those using the service were: 66.8% Female, 32.6% Male, 0.6 % Transgender. 100% of the patients were called within 24hrs of receiving their referral with 90.4% successfully contacted. 138 practices in Glasgow City are referring. The majority of the referrals were for distress, stress, anxiety, depression, social problems, low mood and sleeping problems.

Mental Health and Wellbeing



Whole Family Wellbeing Fund in Primary Care (WFWF PC) Programme

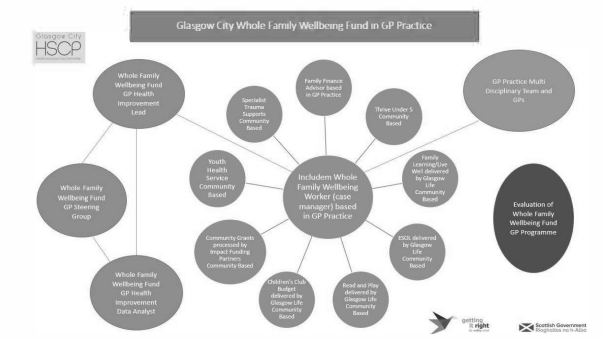
The WFWF PC programme, which is being delivered in 12 of our Deep End GP Practices, across Glasgow City, has now been running for over six months. Glasgow City HSCP is commissioning Third Sector organisations to deliver the family-based service within the GP Practices, with six Family Wellbeing Workers working part-time, across the 12 Practices.

From 20 November 2024 – 31 March 2025, 128 families were referred to the Family Wellbeing Workers. Referral rates have varied between practices, and it has taken time for the Family Wellbeing Workers to become established. There continues to be variance, and we are working to support practices to make referrals. As anticipated a high number of referrals include issues related to mental health and poverty and housing, mirroring the Community Link Worker programme.

Referral pathways have been created to support Family Wellbeing Workers to make referrals to enhanced supports as highlighted in the model, such as Glasgow Life, Thrive under 5 and Family Finance Advisors. The programme also supports outreach work with families who might benefit from further engagement with primary care services to address complex health needs.

On Monday 9th June 2025, First Minister, John Swinney, visited Oakwood Medical Practice in Easterhouse, to meet with staff involved in the programme and to hear first-hand about how the service is being embedded into GP settings.

Speaking ahead of the visit, Mr Swinney said: *“The Whole Family Support In General Practice project is exactly the sort of work I had in mind – collaborative, preventative work that will deliver clear benefits for people in Scotland.”*



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 July 2025-September 2025 include:

- 13/8/25 Medication safety when opioids are prescribed for chronic non malignant pain - latest guidance

- 28/8/25 Continuity of Care – what is it, why does it matter, and how can we do it better?
- 2/9/25 Heavy Menstrual Bleeding - an update
- 16/9/25 Update on Skin Cancer: referral guidance and referral pathway

Please note, sessions are usually not held over July and early August. More sessions will likely be added.

If you would like to suggest a topic, please email ggc.glasgowcityprimarycare@nhs.scot or speak to your Clinical Director.

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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.

April's session was on women's health policy and local work from health improvement. In May, a session on the physical health of patients attending community mental health services showcased the work being done in NHS GG&C in mental health assessment units and June covered the re-launch of the Community Respiratory Team and their new Sharepoint site. Upcoming sessions include the work of the MRC Nationwide Mentoring Programme for Young People, a session on Missingness which illustrates the large number of vulnerable people who miss GP appointments, Sexual Health and Young People and an

overview of some of the quality improvement work which has been undertaken by the Primary Care Occupational Therapy Service.

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 primary care work in the HSCP, please email ggc.glasgowcityprimarycare@nhs.scot²

Organisational Development

Organisational Development

In the past few months, the OD team have led the popular leadership and collaborative skills sessions and programmes open to Leaders in Primary Care and Contractors, such as:

- Influencing for Collaboration (Managing Conflicting Agendas) with Colin Gautrey
- SCLIP – Scottish Coaching Leadership Improvement Programme in collaboration with the NHSGGC Clinical Effectiveness Team.
- Nurturing a Growth Mindset – 90 min Leadership sessions
- Introduction to change management

Plans for 2025 /2026

Included as part of the goals and actions in the PCAP plan 2023-2026; to lead, co-ordinate and implement service change programmes and support quality improvement in primary care, to continue to work with Cluster Quality Leads and Practice Quality Leads in general practice to support cluster working on improvement and offer leadership and development opportunities that support these goals and actions as part of our organisational development plan for primary care. Our future plans include providing short online skills sessions that have been proven to support QI Leadership and collaborative working, such as:

- Leadership tools and techniques that effectively lead teams through improvement / change (7 Step Meeting Process, Zone of Discomfort, Leadership Capabilities, Team Fundamentals, Wicked Issues and Clumsy Solutions, Change Management)
- Coaching skills to support the improvement of services (Art of re-framing, Team and Group Coaching for QI and Team Facilitation for QI, Constructive Feedback in QI)
- Collaborative Behaviours and Influencing Skills
- Be-spoke team or leadership support to QI teams / groups

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