

Introduction

Welcome to the latest edition of the Primary Care Improvement Plan (PCIP) Bulletin. We are currently hosting some staff and patient engagement sessions to ask for feedback on our [draft Glasgow City Primary Care Improvement Plan for 2022-25](#). HSCP and primary care staff wishing to tell us their views are welcome to join us in one of three upcoming Listen and Learning sessions. Please use the links below to join a session.

[23 August 2022 from 2pm to 3pm](#)

[1 September 2022 from 1pm to 2pm](#)

[5 September 2022 from 2pm to 3pm](#)

Workstream: Community Link Workers

In 2021/22 Community Link Workers (CLW) in GP practices across Glasgow City delivered 42,265 appointments, making 9,429 onward referrals to services and resources in the community. The Community Link Worker programme quarterly / annual report will be available later in the year.

One of Glasgow's CLW, Phil Donnelly, based at Midlock Medical Centre in South Glasgow, won the 'Social Prescribing Link Worker of the Year' award at the National Association of Link Workers UK Awards on 19 May. Lorna Robertson, CLW, based at Drs Duffy and Morgan, Drumchapel Health Centre, was also a finalist. Keppoch Medical Practice in Possilpark Health and Care Centre was a finalist in the category 'Social Prescribing Partnership of the Year'. The awards celebrate the impact of Social Prescribing Link Workers and recognise those who have made outstanding contributions to 'Transform Healthcare for All' through social prescribing.

Please contact [Melanie Mcintosh](#) (for the North West and South) or [Chris Flynn](#) (for the North East) if you would like further information about the CLW programme.

Workstream: Vaccination Transformation Programme

Glasgow City HSCP's vaccination team have completed the Covid 19 spring booster programme for people aged over 75 years who were housebound, people living in care homes and anyone who required a fifth dose of vaccine. In total 7589 people were vaccinated from 17th March until 29th July.

From the start of August we began vaccinating people who are eligible for the Pneumococcal Vaccine (over 65 years) and those people eligible for the Shingles vaccines (70 to 79 Years). This includes Shingrix and Zostavax. Preparations are underway to begin the Autumn/Winter programme for Covid 19 and Flu in early September. The housebound flu mail box (houseboundfluvaccinationprogramme@ggc.scot.nhs.uk) will continue to be your first point of contact for flu and Covid-19 vaccination queries.

Workstream: Advanced Practice Physiotherapy (APP)

Quarter 4 reports have now been released for APP and this is proving extremely valuable with 82% on patients using supported self-management successfully. This has

resulted in only 17% of patients requiring onward referral within Glasgow City. Click on these links for local reports: [North West](#); [North East](#); [South](#)

Workstream: Mental Health

The HSCP is funding the web based [Togetherall](#) service for another year. This allows everyone aged 16 to 24 in Glasgow to access free mental health support. The service helps young people receive quick, anonymous web based and free mental health resources and peer support. Please advise staff to inform patients of this service. Read more about [Togetherall](#).

Connect and Flourish - A Socially Connected Glasgow Strategy

The [Socially Connected Glasgow Strategy](#), commissioned by Glasgow City HSCP and co-produced by Impact Funding Partners (IFP) and the people of Glasgow was launched in June 2022. The development of the strategy focuses on the importance of mental well-being in our recovery from the pandemic as a city and in the HSCP's Maximising Independence programme.

Collaborative Learning and Leadership (CLL)

Between April and June, 5 modules of the Coaching Conversations development programme were facilitated by the CLL group. Four cohorts of 50 participants experienced the interactive programme which aimed to develop on the job skills in order to have influential, engaging and positive conversations with peers and colleagues. This results in actions and reflections to provide a collaborative and supportive outcome.

Initial evaluation interviews with 20 participants have indicated that 90% of participants were satisfied with the programme. More cohorts will be available in the Autumn/Winter 2022. If you feel you would benefit from confidential coaching, this can be provided to you virtually for all GP Practices and HSCP employees by completing this short [survey](#) or find more [information](#).

Support for GP Practices and MDT team working

In collaboration with Glasgow City HSCP, Agnes Hendry at Positive People Development can now provide support to GP practices to help improve systems and processes. These include areas of Quality Improvement, process improvement tools and techniques, change management, workflow navigation, telephone triage, culture, stakeholder relationships, ways of working, team structure, inter-team working / team development, including multi-disciplinary team working.

Facilitation Skills development programme

This programme is currently in development in collaboration with Kinharive Institute to help support with Quality Improvement, Decision making and Change, please look out for our communications. If you want to find out more, please contact Josephine Dick, Senior Organisational Development Advisor Mobile: 07771 120701, email:

Josephine.Dick@ggc.scot.nhs.uk

Contacting us and getting involved

A reminder that we have now set up a generic mailbox for queries about primary care issues. Wherever you are in the city, if you have a primary care query or you would like to become involved in these workstreams, please send it to ggc.glasgowcityprimarycare@ggc.scot.nhs.uk .

The mailbox will be monitored daily, and if your query cannot be dealt with immediately, you will receive an acknowledgement and confirmation that it has been passed to someone who will be able to advise you. We will also be using this address to send information and updates to your inboxes.