

Primary Care Improvement Plan Bulletin

November 2026



1 - Primary Care Improvement Team. Left to right: Marion Martin: Business Support Manager, Lara Calder: Primary Care Improvement and Development Manager, Audrey McPetrie: Project Manager, Carolyn MacInnes: Primary Care Improvement and Development Manager, and Ann Forsyth: Head of Primary Care, Glasgow City HSCP

Message from Assistant Chief Officer, Caroline Sinclair



Following a robust process to review the management arrangements for the Glasgow City HSCP Primary Care Team, I am pleased to advise that Ann Forsyth has been successfully appointed to the revised role of Head of Primary Care for Glasgow City HSCP. This change took effect on Monday 12th October 2026. I know you will all join me in congratulating Ann on her new role.

And finally – a farewell from me – As many of you will know I am leaving post in Glasgow City HSCP this month to take up the role of Chief Officer in West Dunbartonshire. I have very much enjoyed my time in Primary Care in Glasgow and want to thank you all for the huge amount of work you all do daily to make services as good as they can be for our population. I am sure I will cross paths with many of you again in my West Dunbartonshire role and we will let you know who my replacement will be in due course. Thank you all again – and all the best, Caroline

Thank you to our Assistant Chief Officer, Caroline Sinclair

Glasgow City HSCP would like to say a heartfelt thank you to Caroline Sinclair, our Assistant Chief Officer, for all the support, commitment and hard work she has given to Primary Care across Glasgow City HSCP during her time with us from November 2025 to October 2026. Caroline's support has been greatly appreciated, particularly her commitment to helping us develop and shape the future of Primary Care in Glasgow City. Her encouragement, insight and willingness to work alongside colleagues has made a real difference as we continue to strengthen services for our communities. Thank you, Caroline, for everything you have contributed during your time with us. Your support for Primary Care and for the teams working across Glasgow City has meant a great deal, and we wish you every success and happiness for the future.

Community Treatment and Care Service

Treatment Rooms

Improving access: Following a successful pilot, the self-referral pathway for wound care and suture or surgical clip removal will be rolled out across Glasgow City. The pathway provides quicker, more convenient access, with evaluation showing positive patient and staff feedback, improved access and no significant safety concerns.

Consistent injectable medicines care: Working with pharmacy colleagues, the team has standardised care for patients receiving injectable medicines in NHSGGC Treatment Rooms. The guidance supports safe, consistent care while reducing avoidable delays, appointments and referrals. Together, these changes improve access, patient experience and quality of care across Glasgow City.

Contact email: anne.scott3@nhs.scot — Anne Scott, Senior Nurse Manager, Citywide Treatment Rooms

Phlebotomy Service

Service improvement: The Glasgow Citywide Phlebotomy Service continually reviews its provision to deliver safe, high-quality, patient-centred care, greater efficiency and more choice.

Bloods & Go pilot: Launched at Pollok Health Centre in September 2026, the walk-in service offers convenient GP blood tests without an appointment and has received very positive feedback. A phased expansion to North-West and North-East locations is planned from November 2026, guided by ongoing evaluation and patient feedback. These developments, supported by staff commitment, continue to strengthen responsive, patient-centred phlebotomy care across Glasgow City.

Contact email: elizabeth.millar4@nhs.scot — Elizabeth Millar, Nurse Team Lead, Glasgow Citywide Phlebotomy Services

Pharmacy Team

Pharmacy Support Worker Modern Apprentices

Glasgow City HSCP Pharmacy Services has recruited four Band 2 Modern Apprentices: three in the Northeast locality and one in the South. The posts are part of a workforce redesign converting vacant Band 3 Senior Support Worker posts into accessible apprenticeship opportunities, helping develop skilled staff from within. Recruits start on 23 November 2026 and will complete the SCQF Level 6 Pharmacy Services qualification through workplace learning. The programme supports workforce sustainability and succession planning while creating local employment and pharmacy career pathways.

Contact emails:

- **South Glasgow:** jennifer.allardyce3@nhs.scot — HSCP Lead Pharmacist
- **North-East Glasgow:** andrew.beattie4@nhs.scot — HSCP Lead Pharmacist
- **North-West Glasgow:** andrew.christopherson@nhs.scot — HSCP Lead Pharmacist
- **Citywide:** kirsty.thomson20@nhs.scot — HSCP Lead Pharmacy Technician

Vaccination Service

Pre-School Immunisation Team

The team runs 65–70 clinics and delivers more than 1,000 childhood vaccinations each week. Eligible children are also offered flu vaccination during appointments to maximise uptake across Greater Glasgow and Clyde.

- **2026/27 Flu Programme:** 27,640 preschool children invited; programme runs from 14 September to 6 December 2026, with mop-up and routine-clinic vaccinations continuing to year-end.
- **Clinical risk groups:** All 1,000 identified children aged 6 months to 2 years have been offered a first flu vaccination appointment.
- **COVID-19 vaccination:** A further 63 eligible children aged 6 months to 4 years will be offered vaccination through routine clinics in November and December.

School Immunisation Team

The seasonal flu programme and catch-up clinics are underway in schools across Greater Glasgow and Clyde to support vaccine uptake.

Care Home and Housebound Team

Staff Flu Fortnight: The team delivered 1,509 vaccinations across Glasgow City. Future clinic locations will be shared through NHS Core Briefs, and staff are encouraged to participate again next year.

Housebound and care home programme: Following an initial focus on care homes, including the five largest HSCP homes, housebound vaccinations begin on 19 October 2026. All care homes are expected to receive a first visit by 4 December 2026.

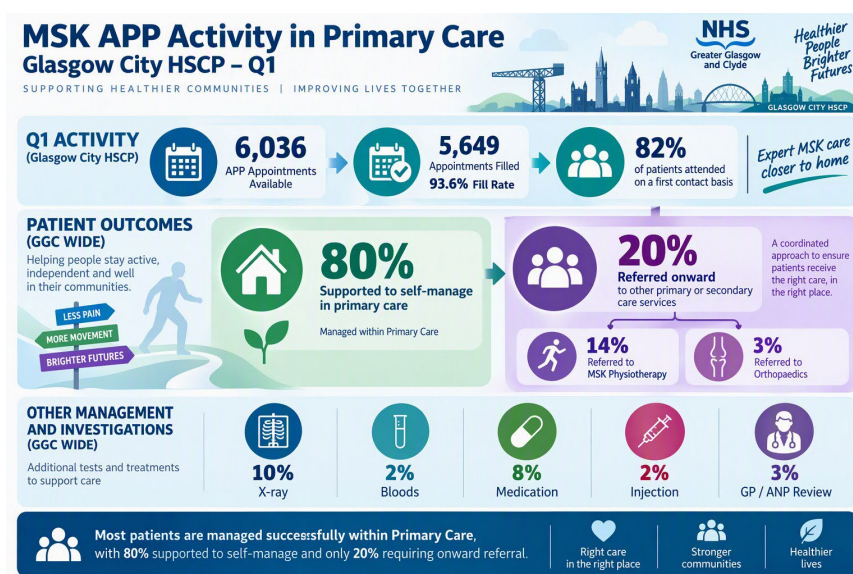
Contact email: hollie.parrilla-royle@nhs.scot

MSK Physiotherapy in General Practice



Review of the impact on community and secondary care services of Advanced Physiotherapy Practitioners (APP) 2025-26 demonstrated a 16%-23% reduction in referrals to MSK where a GP APP is present in practice in Glasgow City and a 4%-15% reduction in secondary care referrals to Orthopaedics compared to practices without a GP APP.

All staff within the APP in Primary Care team collected 25 Patient Reported Experience Measures using the Consultation and Relational Empathy Measure. The team's average score was 4.9/5, demonstrating extremely high levels of satisfaction. Further patient feedback work is underway looking to deepen insight of the patient experience.



Contact emails: Fiona.rough2@nhs.scot and Lindsay.Wheeler@nhs.scot

Community Link Workers

National recognition for the Community Link Worker team

Team of the Year

The Glasgow City HSCP Community Link Worker (CLW) team, delivered by the Health & Social Care Alliance, was named **Community Link Worker Team of the Year** at the Scottish CLW Network Conference & Awards in Edinburgh in October 2026. The award recognises the team's dedication, innovation and positive impact on the people and communities it supports.

Judges' comments

Judges highlighted the programme's focus on areas of greatest deprivation and its contribution to reducing health inequalities.

Partnership recognition

Team members Sharon Irvine and Janette Cunningham (pictured), Colin Jones and Olly Shields were also shortlisted for CLW Partnership of the Year. Congratulations to everyone involved on this well-deserved recognition.

Service impact

CLWs work across 80 GP practices and supported more than 17,500 people last year through one-to-one support, community groups and local projects that improve health, wellbeing and quality of life.

Contact email: nicola.bisset2@nhs.scot CLW Programme Health Improvement Lead



2 - Accepting the award – on behalf of the team pictured from left: Stuart Miller (the Alliance), Colette Mason (the Alliance), Maree Aldam (Amma Birth Companions, presenting the award).



3 - Team of the Year – Community Link Workers in attendance at the event, representing the team.



4 - Partnership of the Year runners up

Compassionate Distress Response Team (CDRS)

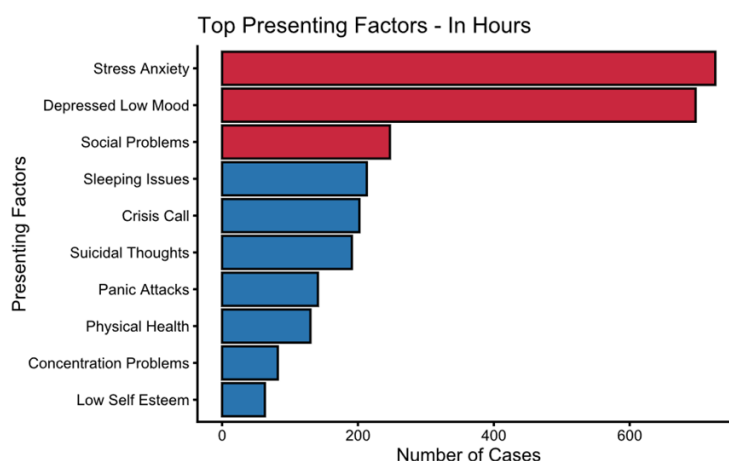
Service overview

CDRS provides short-term, early support for people aged over 25 experiencing emotional distress, including those awaiting longer-term help. The team will attend GP cluster meetings to explain the service and available support.

Monthly in-hours referrals

- **July 2026:** 280 referrals
- **August 2026:** 280 referrals
- **September 2026:** 244 referrals

Contact email: Janice.Mitchell@nhs.scot



Youth Health Service (YHS)



Activity and referrals

From July to September 2026, YHS received 347 referrals and supported an average of 78 new young people each month across nine Glasgow venues. GP practices remained the main referral source, accounting for around 40% of referrals.

Needs and support available

The main presenting issues are mental health and wellbeing, bullying, self-esteem, family and relationships, and sleep, which can be linked to neurodivergence. YHS provides tiered mental health support through:

- Online wellbeing modules
- Listening Ear and single-session appointments
- One-to-one counselling
- The Multiple Risk programme

Referral screening and service development

The **YHS-led Referral Screening Group** reviews referrals and agrees appropriate care pathways. Its interim report will be shared through city governance and operational structures, and the pilot has been extended to 31 March 2027. A final report will assess the findings and recommend sustainable future arrangements.

The 2025–26 YHS Annual Report is available on the NHS GG&C “Stòr” website; *scan the QR code*.

Weigh To Go

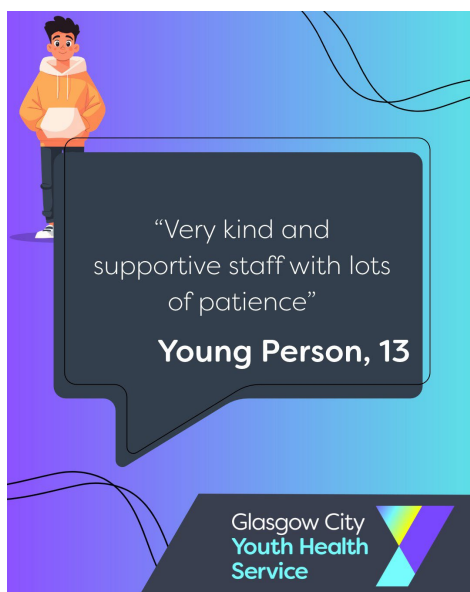
GPs can refer young people aged 12–18 with a BMI over 25 via SCI Gateway. Appointments are available at Glasgow YHS venues; scan the QR code for further information and the service leaflet.

Leadership update

YHS Service Manager Julie Gordon retired in September 2026 after helping to establish the service in 2002 and

supporting its expansion from 2019. We thank Julie for her outstanding commitment to Glasgow's young people. Lorna McDougall and Kate Dods are the Interim Service Managers.

Contact emails: Lorna.Mcdougall@nhs.scot and Kate.Dods@nhs.scot



5 - YHS Feedback (Young Person)



6 - YHS Feedback (Parent/carer)



<https://www.stor.scot.nhs.uk/handle/11289/580458>

7 - YHS Annual Report 2025-26, Stor link to PDF



<https://nhsggc.scot/weightogo>

8 - Weigh To Go Programme website link

Whole Family Support in General Practice

Service expansion

Whole Family Support has expanded to 12 additional Deep End GP practices, embedding Family Wellbeing Workers (FWWs) and Welfare Advice Health Partnership staff. Any member of staff in these practices can refer a family.

Support available

FWWs provide early, whole-family support and connect families with practical, emotional and community services, including:

- Food insecurity support
- Physical activity opportunities
- Digital inclusion
- Trauma support

Contact email: kenna.campbell@nhs.scot Health Improvement Lead

Quality Improvement in Primary Care



The Primary Care Quality Improvement (QI) Toolkit

The Primary Care QI Toolkit was developed in Glasgow City HSCP as a practical, step-by-step guide to help primary care teams undertake QI work. It follows Healthcare Improvement Scotland's eight-step Scottish Approach to Change to support change and improvement work, bringing proven QI methods & tools together into an accessible toolkit.

The toolkit is available on the **Primary Care QI SharePoint site**: <https://scottish.sharepoint.com/sites/GGC-PCClusterQualityImprovement> under Primary Care Cluster Resources.

NHSGGC Primary Care Resources

NHSGGC has various resources and support for teams working in Primary Care and information on the work that they are doing with primary care teams. These include

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

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

Contact email: ggc.glasgowcityprimarycare@nhs.scot

Learning and Education Sessions



Listen and Learn

Glasgow City HSCP hosts monthly one-hour Listen and Learn lunchtime sessions on MS Teams for health, social care and primary care contractor staff.

Recent sessions covered digital inclusion, the HSCP's new Huntington's Disease Service and pathway, and an NHSGGC Bowel Cancer project. More sessions and a new 2027 programme will be advertised.

To present a session or suggest a primary care topic, email ggc.glasgowcityprimarycare@nhs.scot.

Clinical Learning and Education sessions

Glasgow City HSCPs Primary Care Improvement Team and Clinical Directors provide board-wide education sessions for all staff in General Practice and Primary Care.

Sessions delivered: August–November 2026

- **Clinical pathways and service updates**
 - Colorectal pathways
 - New NHSGGC Primary Care COPD Guidelines
 - Outpatient Parenteral Antimicrobial Therapy: how we can support Primary Care
 - SIGN chronic pain update: key takeaways for Primary Care
 - SAS: getting the most from your ambulance service
 - Optimising the patient experience of dermatology services
 - Nausea and vomiting in pregnancy
- **Medicines and prescribing**
 - Antibiotic prescribing in Primary Care
 - Medicines and the environment

- Introduction to pharmacogenomics and clopidogrel testing (CYP2C19) following non-cardioembolic TIA or stroke
- **Mental health, inclusion and inequalities**
 - Introduction to personality disorders
 - Shared care in Glasgow City: updates, cocaine use and practical approaches for General Practice
 - What can General Practice do about health inequalities? Fairer Practice and inclusion health in action
- **Professional practice**
 - Good Medical Practice and online professionalism

If you would like to suggest a topic, please **email:** ggc.glasgowcityprimarycare@nhs.scot