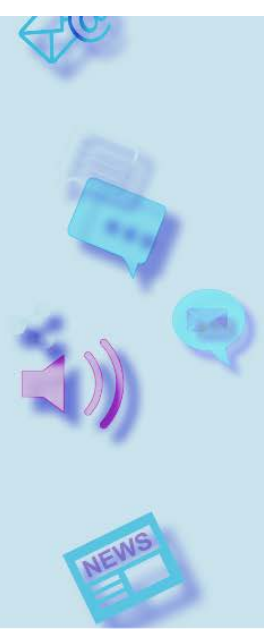


# partnership matters briefing



Susanne Millar, Chief Officer

## November / December 2021

Welcome to Glasgow City HSCP's 'Partnership Matters' briefing, to keep you more up to date with some of what's happening across our HSCP with partners. [Current and past briefings](#) continue to be available on our HSCP's website, and they can be accessed from work and personal ICT devices. We hope that you find our briefing useful. Any comments or suggestions for future topics are welcome, and they can be shared by contacting us at [GCHSCP\\_Communications@glasgow.gov.uk](mailto:GCHSCP_Communications@glasgow.gov.uk).

### Message from Susanne Millar, Chief Officer

We've been celebrating here in the Health and Social Care Partnership (HSCP) with our Homeless Health and Asylum Service (now called Complex Needs and Asylum Health Services) winning this year's People's Choice Award at the Scottish Health Awards 2021 on 4 November. We kick off the November / December issue of our Partnership Matters Briefing featuring their win. The service was one of six finalists with the winner decided by a public vote.

The service provides health and social care assessment and treatment to some of the most vulnerable and complex patient / service user groups in Glasgow. At the start of the COVID-19 pandemic, the service changed its model of delivery away from clinics to outreach and more face-to-face contact.

During the pandemic, Glasgow accommodated over 600 newly homeless people in hotels while dealing with ongoing pressures in finding homes for asylum seekers.

The team established a daily health care clinic including a response to complex wound care and a new patient clinic offering same day access to assessment and treatment. The team delivered over 200 flu vaccinations in 2020, over 300 Naloxone supplies and 300 pay as you go mobile phones to service users.

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### Keep Up to Date

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A COVID-19 vaccination programme was also delivered, in conjunction with commissioned services, across 50 Homelessness and Asylum accommodation sites. This resulted in over 550 first dose vaccinations with a further schedule of over 370 second doses vaccinations administered equating to over 70% second doses captured.

I would like to express a huge congratulations to the team for taking home the People's Choice Award. This is not only a big win for the team and our Partnership but has been a big win for Glasgow in that it reflects all of our continued efforts to support the health and social care needs of some of the most vulnerable people in our city during these challenging times. Job well done to the team in winning the very well-deserved award!

We also feature in our briefing how integrated working within our HSCP is improving the outcomes of some of our city's most vulnerable with work between NHS Greater Glasgow and Clyde's (NHSGGC) Sandyford Sexual Health Services (hosted within our HSCP) and our Homelessness and Addiction Services. They were recently featured in the national HIV journal *HIV Medicine* as an example of good practice for their integrated working in delivering a tailored outreach Pre-Exposure Prophylaxis (PrEP) service for people who inject drugs – to increase their uptake of the new PrEP medication and reduce HIV transmission, where prior to the outreach service the uptake was negligible.

This month we also feature how we'll be further supporting patients and their health and wellbeing in some the most deprived areas of our city with the expansion of the Community Link Worker (CLW) Programme. Forty more GP Practices in Glasgow will now get a CLW to help patients with a wide range of non-medical issues that may be affecting their health and wellbeing.

Our HSCP's website is one of the main ways in which we communicate and keep people up to date, and we're always making additions to it. The Integration Joint Board's (IJB) Audited Annual Accounts for 2020 – 21 were approved at its September 2021 meeting, and they're now published on our HSCP's website. As in previous briefings, we also continue to include recent news articles and upcoming events and meetings, and both are on our website. You can read them by selecting their relevant link.

An update on how we continue to respond to and manage the impact of the COVID-19 pandemic on our health and social care services is also provided, and Dr. John O'Dowd, our Clinical Director, features in our regular Senior Management Team (SMT) video.

Although the situation for COVID-19 has greatly improved since August and our situation is appearing to stabilise, we must remain cautious as we head into the winter months. Case numbers have fallen and are broadly stable just now, which I'm sure you'll agree is welcome news, but over the past weeks there have been reported increases and currently infection rates and patients in hospital within COVID-19 remain high. We're not experiencing a surge in new cases of anything like late August, but as we know from experience, numbers can easily creep up again and new variants of the virus can emerge. We're also seeing how there's been recent a significant increase in COVID-19 cases and deaths in some other countries around us.



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COVID-19 is still very much with us, and significant pressures continue across our health and social care system as a result. This is alongside other patient and service user care being delivered, whilst also preparing for wider winter pressures as we approach the flu season.

Given that the situation remains fragile and challenging, it's so important that we don't become complacent and let down our guard. We must continue to do all that we can do to suppress the virus, both individually and collectively. It's important that we take opportunities to get vaccinated, participate in testing, self-isolate when required, continue to wear face coverings as appropriate and follow other Government and Public Health measures. More information about the COVID-19 Vaccination Booster Programme, which is being delivered alongside the flu vaccination, is available on the [NHS Inform website](#).

As we approach the end of the year, roughly 20 months into the pandemic, I'd like to express my immense thanks and deep gratitude to our HSCP staff – for what they do and who they are. Their unequivocal dedication and commitment have been a constant throughout these hugely complex and challenging times since the pandemic began to really impact all of us at the end of March 2020. We simply couldn't have supported our most vulnerable and at-risk citizens and the wider health and social care needs of our city, and continue to do so, if it wasn't for their person-centred professionalism and tremendous resilience. And of course, we couldn't do this alone. I'd like to extend my thanks to our partners in third and independent sectors for supporting the city's health and social care response.

And with the festive period soon to begin later this month, I'd like to wish you a peaceful and festive one, and hope that you get a chance to have a rest at some point over the period or in the new year.

Susanne

## **Glasgow City HSCP's Homeless Health and Asylum Service is People's Choice Winner at Scottish Health Awards**

Huge congratulations to Glasgow City Health and Social Care Partnership's (HSCP) Homeless Health and Asylum Service who were announced as the winner of the People's Choice Award at the Scottish Health Awards 2021 on Thursday, 4 November. The service was one of six finalists with the winner decided by a public vote.

The Scottish Health Awards is the most prestigious and recognised awards for those working across NHS Scotland and its partners to deliver high quality health and social care services to the people of Scotland. Run by the Daily Record in partnership with NHS Scotland and the Scottish Government, the awards recognise those who go that extra mile to improve the health and wellbeing of others.

The Homeless Health and Asylum Service provides health and social care assessment and treatment to some of the most vulnerable and complex patient groups in Glasgow. At the start of the COVID-19 pandemic, the service changed its model of delivery away from clinics to outreach and more face-to-face contact.



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Every element of the service was reviewed in response to the rising numbers of homeless people and asylum seekers in the city. During the pandemic, Glasgow accommodated over 600 newly homeless people in hotels while dealing with ongoing pressures in finding homes for asylum seekers.

The team established a daily health care clinic including a response to complex wound care and a new patient clinic offering same day access to assessment and treatment. The team delivered over 200 flu vaccinations in 2020, over 300 Naloxone supplies and delivery of 300 pay as you go mobile phones to service users.

A COVID-19 vaccination programme was delivered, in conjunction with commissioned services, across 50 Homelessness and Asylum accommodation sites. This resulted in over 550 first dose vaccinations with a further schedule of over 370 second doses vaccinations administered equating to over 70% second doses captured. A COVID-19 vaccination clinic has now been established for all new asylum seekers on arrival to Glasgow.

Training, contact and support was provided to staff working within the city centre hotels and across multiple homeless accommodations.

Lisa Ross, Service Manager said: “We’re absolutely delighted to win the People’s Choice Award and would like to give a massive thanks to all who took the time to vote for us. I’m so proud of our team and all the finalists across all the categories. The last two years have been very challenging but the whole service completely pulled together. We wouldn’t be able to achieve what we do without the partnership model that we work in.”

Jim McBride, Head of Adult Services (Homelessness) said: “The COVID-19 pandemic highlighted a population within Glasgow with multiple and complex needs; needs that do not fit neatly into one group or that can be dealt with by a single service. The response by the team to this high-risk population achieved positive and sustainable outcomes with increased engagement, service retention and a significant decrease in risk.

“Service user feedback highlighted the positive impact of the changes and provided confirmation of the model to be maintained for the future.

“The team has achieved hugely positive results and ultimately, due to all of their efforts, have contributed to the development of a service that is far more patient-centred and responsive to need, and positive in relation to collaborative and partnership working. They totally deserve this award.”

## **Tailored Outreach PrEP Service for People Who Inject Drugs Featured in National HIV Journal**

A programme to distribute and prescribe a revolutionary medicine to reduce HIV transmissions in Glasgow for people who inject drugs has been featured as an example of good practice in integrated working in a national HIV Journal, *HIV Medicine*.



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Pre-Exposure Prophylaxis, PrEP for short, is a medication that can be taken by anyone who is HIV negative to lower their risk of acquiring HIV infection. PrEP can be taken by HIV negative people before having sex (pre exposure) to prevent infection (prophylaxis). PrEP is for anyone irrespective of their gender and sexuality.

Oral PrEP is currently available for individuals at sexual risk of HIV through NHS Greater Glasgow and Clyde's (NHSGGC) Sandyford Sexual Health Services hosted within Glasgow City Health and Social Care Partnership (HSCP). However, uptake by people who inject drugs (PWID) has been negligible.

Aiming to increase the uptake of the medication with PWID in Glasgow, Sandyford staff worked with our HSCP's Homelessness and Addictions Services to provide a tailored outreach PrEP service based in Glasgow's Homeless Health Centre. This adapted model allows this group of people with complex needs to get information about HIV prevention methods, education on HIV and equitable access to PrEP medication.

Becky Metcalfe, Consultant in Sexual Health and HIV and Clinical Director at the Sandyford Sexual Health Service said: "A few years ago, in the midst of an HIV outbreak in Glasgow, Sandyford staff started to work with Homelessness and Addictions Services to achieve equitable PrEP access for people who inject drugs as one part of our many interventions and harm reduction measures.

"In this evaluation, we reviewed the case records of all PWID identified by the outreach team as being at higher risk of sexual acquisition for whom PrEP was considered between November 2018 and November 2020. Evaluation focused on PrEP uptake, adherence and monitoring. We conducted a descriptive statistical analysis. Results showed that the service was feasible to run, but it relied on outreach provision and liaison with other services.

"We used active case finding, flexibility of assessment location, supervised community daily dispensing and active follow-up to optimise uptake and adherence. A two-year service evaluation showed that tailored PrEP services can reach PWID effectively. Uptake and adherence were high but the model was resource-intensive. Appropriately tailored PrEP delivery may be required to meet the needs of this and other key populations who experience barriers to accessing mainstream services."

The service assessed 47 PWID who were at risk of HIV via sexual exposure, of which 78% started taking PrEP. Taking the medication every day (adherence) is crucial and the team worked with community pharmacies to give PrEP alongside Opiate Substitution Therapy (OST). Information on adherence to the medication showed that PrEP was taken on 97.6% of days it was prescribed.

Rhoda MacLeod, our HSCP's Head of Adult Services (Sexual Health and Police Custody and Prison Health Care) said: "This is a really good example of integrated working between our Sexual Health, Homelessness and Addictions Services and shows how by working together we can make a real difference to health and wellbeing of our most vulnerable people."



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## Glasgow's Community Link Worker Programme Expands

Forty more GP Practices in Glasgow will now get a Community Link Worker / Practitioner to help patients improve their health and wellbeing.

A Community Link Worker (CLW) is part of the GP practice team and supports patients with a wide range of non-medical issues that may be affecting their health and wellbeing. This includes things like: money worries; housing; mental health and wellbeing and loneliness and isolation. CLWs connect people to a diverse range of supports and services across Glasgow.

Glasgow's CLW Programme is a component of Glasgow City Health and Social care Partnership's (HSCP) Primary Care Improvement Plan. The service aims to tackle health inequalities and CLWs work in practices in areas of high deprivation. The CLW programme is a commissioned service delivered by the Health and Social Care Alliance Scotland and We Are With You.

Gary Dover, our Assistant Chief Officer for Primary Care and Early Intervention in the HSCP, said: "I'm delighted to share that following a recent large scale expansion, funded by the Scottish Government and our HSCP, the programme will cover a total 81 GP practices by the end of this year – an increase of 40 practices. An additional three thematic CLWs with expertise in Asylum Seekers, Youth Health Service and Homelessness / Housing Insecurity will also work across the City."

Kathy Owens, our HSCP's Health Improvement Lead who manages the CLW Programme, added: "CLWs are non-judgemental and spend time with patients – building a relationship, finding out what's important to them and supporting them to resolve issues and to set achievable goals. CLWs ease the pressure on GP services and help to alleviate the impact of poverty on health, in our most deprived areas."

The programme aims to bridge the gap between General Practices and communities. As well as working directly with patients, CLWs keep practice staff up to date with what's going on in the community. This helps practice staff to signpost patients to relevant resources and supports. CLWs also work with organisations within the local community to develop and promote services and supports that are available and to help identify any gaps in provision.

Some quotes from patients include:

"I felt so lost and just didn't know what to do or where to turn. Nobody was helping me. Then I got a phone call from an angel – that was you. I don't want to think about where I would be without you."

"My journey since meeting [my CLW] has evolved probably about 100% since my first phone call. It's been a great journey and I can see a very, very positive future within the next few months."

"Thank you for all the support, I feel like a dark cloud has been lifted and feel I can start to rebuild my life."

To read the CLW 2020 / 21 Annual Report go to: <https://glasgowcity.hscp.scot/publication/glasgow-city-hscp-community-link-worker-programme-annual-report-20202021>

To find out more about the programme, get in touch with [Kathy.Owens@ggc.scot.nhs.uk](mailto:Kathy.Owens@ggc.scot.nhs.uk)



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## IJB Audited Annual Accounts Now Available

Our Integration Joint Board's (IJB) [Audited Annual Accounts for 2020 – 21](#) were approved at its September 2021 meeting and are now [published on our HSCP's website](#). The Accounts offer an update on the IJB's financial planning and performance for the year and how this has supported delivery of the IJB's priorities. It also looks forward, outlining the IJB's future financial plans and the challenges and risks that our HSCP will face. The 2020 – 21 Annual Audit Report by Audit Scotland is also [available on our website](#).

## COVID-19 Update

Keep up to date on how we're managing and responding to the impact of COVID-19 across our health and social care services in Glasgow with our most recent COVID-19 briefing available on our [HSCP's COVID-19 webpage](#). Past briefings are available, as is a briefing on our main open and closed buildings. Our webpage also has useful links to national and local information relating to COVID-19.

## Senior Management Team (SMT) Video Message

Along with this month's COVID-19 briefing, Dr. John O'Dowd, our HSCP's Clinical Director, catches up with us in an [SMT video message](#). In his video, John talks more about HSCP's response to the COVID-19 pandemic with partners, and the ways in which we can play our part in reducing infection spread. He also thanks HSCP staff and partners for also their incredible efforts in supporting the health and social care needs of our city in these complex and challenging times.

## News

We also regularly publish [news articles and briefings / bulletins](#) on our HSCP's website about specific topics or work happening across our HSCP with partners – whether it be about current services, projects, service developments or achievements. If you would like to have something featured, please email [GCHSCP.Communications@glasgow.gov.uk](mailto:GCHSCP.Communications@glasgow.gov.uk). Some recent news items include:

- [Locality Engagement Forum Discusses Primary Care Services](#)
- [Green Wynd Staff Respond to Challenges Posed by COVID-19](#)
- [Sharing Experiences of Supporting Carers in Glasgow and Catalonia](#)
- [TECS Emergency Responder Service Update](#)
- [COP26 Exhibition at Gartnavel Hospitals](#)
- [Care Experienced Open Day 2021](#)
- [Knightswood Community Plant Trees for COP26](#)
- [Pioneering Prison Project to Help Reduce Drug Deaths](#)
- [Virtual Afternoon Tea for Centenarian Service Users](#)
- [Occupational Therapy continuous Improvement Briefing](#)



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## Meetings & Events

We have regular meetings and events to discuss and / or make decisions about health and social care in Glasgow. More information about them with upcoming dates is available below:

- [Glasgow City Integration Joint Board \(IJB\)](#) – 19 January
- [IJB Finance and Audit Scrutiny Committee](#) – 9 February
- [IJB Public Engagement Committee](#) – 23 February
- [North East Locality Engagement Forum](#) – TBC
- [North West Locality Engagement Forum](#) – TBC
- [South Locality Engagement Forum](#) – TBC

## Our Vision & Priorities

The City's people can flourish, with access to health and social care support when they need it. This will be done by transforming health and social care services for better lives. We believe that stronger communities make healthier lives.



Prevention, early intervention & harm reduction



Providing greater self-determination & choice



Shifting the balance of care



Enabling independent living for longer



Public protection



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