

Primary Care Improvement Plan Bulletin: February 2026



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

Ann Forsyth, Programme Manager



Welcome to Caroline Sinclair, Assistant Chief Officer, Older People and Primary Care, Glasgow City HSCP

Glasgow City HSCP are delighted to welcome Caroline Sinclair as their new Assistant Chief Officer (ACO) for Older People and Primary Care. Caroline states: "I'm delighted to have joined Glasgow City HSCP in the role of ACO, Older People and Primary Care. Despite this being my hometown, I have never worked in the Glasgow City HSCP before and am getting to know the systems and processes. I do however have over 30 years of experience in

health, social work and social care services.

I began this journey working in the third sector, in justice services, before qualifying as a social worker and moving into the statutory sector, in Local Authorities. Over time, this evolved into working in increasingly more integrated services, which eventually became Health and Social Care Partnerships, as we know them today.

"Over my time, I have worked in a wide range of roles, and in many different service areas, from front line to senior management, including a significant number of years as Chief Officer of some smaller partnerships in Scotland. I have also worked in a number of settings, from the north isles, in Orkney, where I spent many years working to integrate services in a very unique context, to the central belt of Scotland with the much broader range of cross organisation working opportunities that this offers.

Taken together, I believe this give me a range of really diverse and interesting experiences to draw on, and a real understanding of how different communities and contexts can require, and offer opportunities for, different and innovative responses.

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“On a personal level I like to work in a collaborative way with colleagues and look forward to working with you all. I would really welcome an opportunity, over time, to visit you and your services, and can be tempted to go most anywhere with the offer of a cup of tea and a biscuit, a good quality one though I'm not that easily bought!”

Community Treatment and Care Service

Treatment Rooms

Pathways for leg ulcers and shared care wound management

Our team has continued to enhance patient care by developing visual pathways for leg ulcer management and shared care wound management, with a particular focus on shared care for venous leg ulcers. This approach will improve continuity of care and reduce healing times, leading to better patient outcomes and experience. This work will be progressed in 2026.

B12 self administration and Sayana Press

We have also built on the success of shared care for B12 administration and supported women transitioning to Sayana Press, in line with the Women's Health Plan, ensuring improved access and choice for contraceptive care.

Combined Care Assurance Audit Tool (CCAAT).

In addition, a CCAAT has been completed to maintain quality of care and compliance across treatment rooms with all audited Treatment Rooms achieving high scores.

Despite some accommodation challenges, the team has shown exceptional resilience, continuing to deliver high standards of care and service improvements. We remain committed to patient-centred care and innovation, ensuring our services adapt to meet the needs of our community.

If you wish to find out more, please contact: anne.scott3@nhs.scot

Phlebotomy

The Glasgow phlebotomy service continues to demonstrate the team's dedication and their commitment to delivering high quality care, with the team taking 57,499 blood samples in the last quarter.

Chronic Disease Measurements.

We are continuing to offer Chronic Disease Measurement as part of a Pilot within the South and North West localities. This pilot enables GP practices to refer patients to the Glasgow Phlebotomy Service in addition to blood sampling. It will allow the service to further identify and address any gaps in data collection, while also supporting service planning and process improvement.

Blood pressure measurements.

In addition, the service now offers blood pressure measurement for patients attending phlebotomy appointments within clinics. This development builds on the existing provision of blood pressure monitoring for domiciliary patients within their own homes.

These service developments continue to support GP practices, enhance patient care, and improve access to chronic disease monitoring across Glasgow.

Contact email: elizabeth.millar4@nhs.scot

Single Point of Access (SPoA) for Phlebotomy Service (Admin)

The Phlebotomy SPoA Admin team have now relocated to Commonwealth House. They continue to support and collaborate with the Phlebotomy clinical team on their Pilot for Chronic Disease Measurements, ensuring all patients are scheduled for appropriate appointment time slots.

Contact email: marion.martin2@nhs.scot

Pharmacotherapy

Polypharmacy reviews remain a cornerstone of both our pharmacotherapy service and our prescribing initiatives, helping to reduce avoidable harm, cut medicines waste and lower costs across the system. By ensuring people only take medicines that are safe, effective and truly needed, the reviews support better outcomes and more sustainable care. Our team is on track to deliver 12,000 polypharmacy reviews this financial year - double last year's total - highlighting both the growing value of this work and the commitment of staff across the service. Polypharmacy reviews are available to all patients registered within Glasgow City and can be requested via their general practice.

PRESIDE represents a true “triple helix” collaboration, bringing together NHS, academia, and industry to drive innovation and deliver the best possible care for patients. The project aims to identify high-risk type 2 diabetes patients across NHS GG&C and optimise their medication to prevent heart and kidney disease. Locally, several Glasgow City HSCP pharmacists are actively involved in delivering this initiative, ensuring that innovation and practical application go hand in hand. Practices interested in engaging, can do so by contacting hartesh.battu@glasgow.ac.uk and/or mark.young2@nhs.scot

Contact emails:

jennifer.allardyce3@nhs.scot (HSCP Lead Pharmacist - South Glasgow)

andrew.beattie4@nhs.scot (HSCP Lead Pharmacist - Northeast Glasgow)

andrew.christopherson@nhs.scot (HSCP Lead Pharmacist - Northwest Glasgow)

kirsty.thomson20@nhs.scot (HSCP Lead Pharmacy Technician- Citywide)

Advanced Nurse Practitioners (ANP) - Urgent Care

Service Expansion Plans

We are pleased to share that plans are now underway to expand the service to Victoria Gardens in early 2026. This development marks another significant step in broadening access to urgent and emergency care for residents, ensuring timely interventions and reducing unnecessary hospital admissions.

Building on Success

Following the success of the Care Home ANP Kit Bags Initiative and the recognition received at the ACAP Scotland Conference earlier this year, the team remains committed to innovation and improvement. The expansion to Victoria Gardens will incorporate lessons learned from previous rollouts, ensuring a smooth and effective integration. A huge thank you to the whole team for your hard work and commitment, you're the driving force behind these improvements.

Contact email: pauline.ward4@nhs.scot

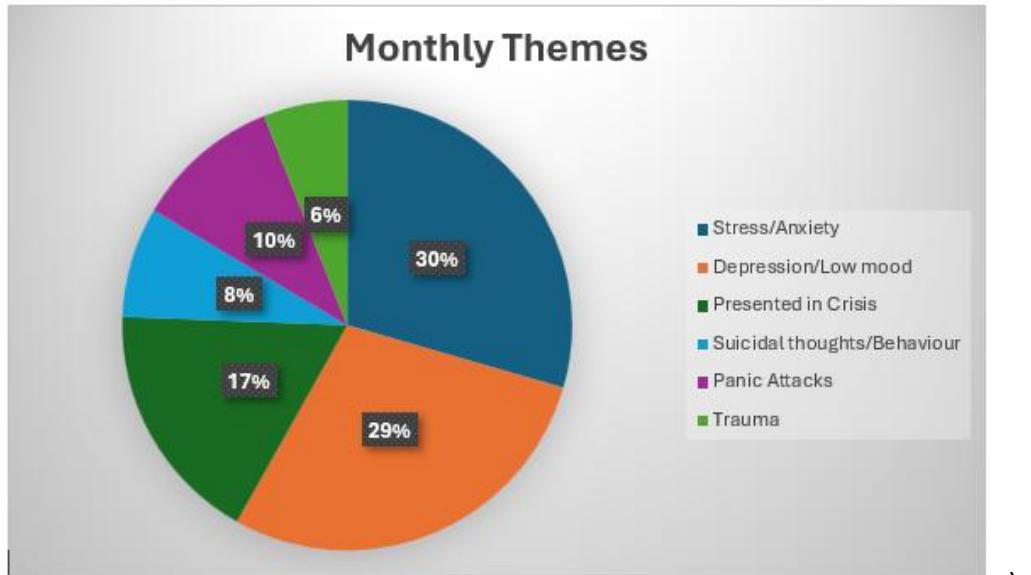
Mental Health and Wellbeing

Compassionate Distress Response Team (CDRS)

CDRS continues to provide an immediate distress response for those who present in distress across Glasgow City with positive working relationships with GP's and Community Link workers. The service offers a compassionate, trauma informed listening service which allows individuals to share their story without fear of judgement. Individuals are provided with space and time to discuss current stressors. CDRS work with individuals to implement coping strategies/self-help resources that are tailored for each person. The service has a vast knowledge of various services within Glasgow which individuals can be signposted to for longer term support should they require this.

Contact email: Janice.Mitchell@nhs.scot

The below chart highlights the presenting themes of distress during the festive period (December 2025).



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Whole Family Wellbeing Programme in Primary Care (WFWF PC)

Update on WFWF PC

The WFWF PC programme, which is being delivered in twelve of our Deep End GP Practices, across Glasgow City continues to be a very busy service. Referrals to Family Wellbeing Workers (FWW) can come from any member of practice staff, with most referral sources being GPs and CLWs. During Q3 (Oct – Dec 2025), 119 new referrals were received and waiting lists are now in place across many practices, due to the high demand for the service. Common reasons for referral include anxiety, stress, parenting challenges, neurodiversity, and caring responsibilities. Referral reasons can differ by practice. For example, there were particularly large numbers of families referred for support with housing issues in Bridgeton compared to support with neurodiversity in practices in Govan and Possilpark. Programme newsletters have been shared with practices and provide an overview of referrals made, by whom, and the reason. They also provide a reminder of the range of support FWWs can provide and the referral process.

Visit from Scottish Government (SG)

In October, SG colleagues from the Primary Care Division and WFWF PC managing and co-ordinating the programme visited Drs Gavin & Nimmo Practice in Drumchapel Health Centre. The purpose of the visit was to discuss how the programme is developing and allow colleagues to talk about the practice's involvement in the IHAG (Inclusion Health Action in GP Practice) programme. Dr Gavin and Practice Manager, Margaret Cassidy, expressed how crucial the FWW role was in the practice and to the community it serves.

Scottish Public Health Services Award

On the 3 December 2025, Kenna Campbell, Health Improvement Lead, attended the Scottish Public Services Awards ceremony at the Scottish Parliament, alongside Yvonne Miel (includem). The programme was one of three shortlisted for the Voluntary Sector Partnership Award category, highlighting the strength of the partnership working between includem and Glasgow City HSCP.



External Evaluation

The external evaluation is ongoing and being conducted by University of Glasgow. This involves interviewing FWWs, some MDT staff within practice, as well as interviews with families that have been supported by FWWs. Some quotes from these interviews are included below, demonstrating the significant impact of the service, in the words of the families:

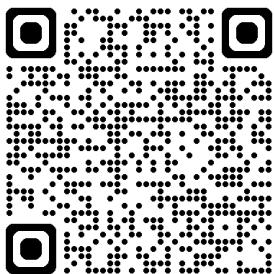
“[FWW] helped us so much more within 2-3 weeks, than anybody's helped us in about 2½ years. With the counselling for me, just asking if there was anything he could do for (son), talking to the doctor, oh, he got us into Glasgow Life as well.”

“It just feels like, right, everything's changed now because of [FWW] ... I'm actually getting listened to now.”

“Beforehand, we were all a bit weary... mentally exhausted... At the end of it we were kind of like, actually things are a lot better.”

If you have any questions of the programme, please contact kenna.campbell@nhs.scot

Quality Improvement in Primary Care



The Quality Improvement Calendar has an audio presentation explaining what the NHSGGC QI Network can offer and the benefits from joining the network. It also contains a range of QI training, webinars and events scheduled to the end of March 2026. To access, scan the QR code or cut and paste the link into your browser's address bar

<https://sway.cloud.microsoft/qiF8sRMdghdDB6Ag>

To share information or to discuss a Glasgow HSCP primary care quality improvement project or opportunity, please email: [gjc.glasgowcityprimarycare@nhs.scot](mailto:ggc.glasgowcityprimarycare@nhs.scot)

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 carried out in November and December 2025

- Trauma-Informed and Responsive Systems, Services and Workforce
- Blood Borne Viruses
- Heart Failure with Preserved Ejection Fraction (HFpEF)
- NHSGGC Transforming Together and Interface Division Update

Sessions planned for February to April 2026

- New Scottish Referral Guidelines for Suspected Cancer 2025 and Impact on GGC Pathways
- Managing Migraine in Primary Care
- Cystic Fibrosis - where we are in 2026
- Update from The Prince and Princess of Wales Hospice
- Adult Autism Team NHSGGC Referral Pathway
- Signposting, Workflow Optimisation, Information Governance and Conflict Management for General Practice staff

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