



Primary Care Improvement Plan Bulletin - April 2024

Community Treatment and Care Service

Treatment Room Service

Treatment rooms continue to provide accessible, high quality and effective nursing services to ambulatory patients within our local communities.

Our recently opened clinics at the Shields Centre, are seeing a steady increase in referrals and throughput which is proving very beneficial in terms of waiting times within the south-east of Glasgow. Plean Street Clinic, which was previously dedicated to ear care, now sees patients for a wide range of interventions. This has increased accessibility for patients residing within the Yoker / Scotstoun area of the city. By working in partnership with patients and care providers, we continue to look to develop our service with a focus on service improvement.

Working with our secondary care colleagues in vascular, and with support from eHealth, the nursing team can now refer patients with leg ulcers direct to vascular specialists. This new referral pathway will roll out incrementally over the coming months to our remaining treatment room sites.

Phlebotomy Service

We continue to look at ways to support service improvement within phlebotomy. In the past three months, this has included a four-week weekend pilot of phlebotomy clinics at Plean Street Clinic in the north and Pollokshaws Clinic in the south of Glasgow. These clinics were very well attended and initial feedback from patients and staff has been really positive. A more detailed evaluation of the pilot with recommendations for future planning is to follow.

Our second development will be a test of change within three GP practices in the Greater Shawlands area, where we will offer sessional phlebotomy in-reach clinics. The service specification and Service Level Agreement have been discussed and agreed with the three practices involved in the pilot and we hope to implement mid April 2024 for an initial 12-week period. The pilot will be evaluated to inform future activity.

Vaccinations

Glasgow City HSCP's Adult Vaccination Team have successfully completed the Winter Flu and Covid programme for people who live in a care home or who cannot leave their home to attend a clinic. This positive programme saw **10,295** people vaccinated against Covid and **10,526** vaccinated against Flu.

Since January 2024, as well as continuing to offer Covid and Flu vaccines to those who were unwell or in hospital, we began the Shingles programme. This is for people aged 65 years, as well as those over 70 years old. It also included people with a Weakened Immune System aged 18-49 years, people who have had a stem cell transplant and those 50 years plus who are immunosuppressed. There is a specific age criteria for this programme and a calculator can be found on NHS Inform for those who wish to find out if they will be eligible. To date we have vaccinated **765** people with the Shingles vaccines.

In February 2024, we began the Pneumococcal vaccine programme for people aged 65 years and over, plus those aged 16 years onwards who are considered at risk. To date we have vaccinated **906** people and plan to continue this programme in the care homes for **765** residents during the Spring Covid campaign.

We will begin the Spring Covid vaccination campaign on 2nd April 2024 until 30th June 2024 for those 75 years and over or those between 16 and 75 with a weakened immune system.

For any questions, queries or referrals, please email Ggc.CovidVaccination@ggc.scot.nhs.uk

Pharmacotherapy Services

New HSCP Lead Pharmacist- Northwest Glasgow

Andrew Christopherson started in post on the 18th of March 2024, replacing Sheila Tennant, who recently retired. Andrew previously held the role of HSCP Lead Pharmacist in East Dunbartonshire, having been part of the pharmacy team in Northeast Glasgow for a number of years before this.

Trainee Pharmacy Technician Cohort 2

Pharmacy services continue to utilise Scottish Government and NHS GG&C modern apprentice funding to recruit pre-registration trainee pharmacy technicians. April 2024 marks the end of the two year training period for our current cohort of trainees. Glasgow City hosted six trainees, as well as supporting placements for those based at hospital sites. We are delighted that we have been able to retain six of these individuals who will be registered as Pharmacy Technicians this month. Where funding allows, we aim to continue to support this key development pathway.

Acute Prescribing Workshop

Glasgow City HSCP Primary Care Improvement Team and Glasgow City HSCP Pharmacy Team ran a session on acute prescribing improvement work on Thursday the 28th of March 2024 at the Carlton Heritage and Learning Centre. Discussion was had around how acutes and reauthorisations work in individual practices, with the barriers and enablers of using counts on repeat prescriptions explored.

There was an opportunity to discuss any quality improvement work which had been undertaken around acute prescribing which had been carried out in practice, including utilising the HIS acute prescribing toolkit or access programme and the results of this. The impact of addressing processes for acute prescribing were discussed with regards to sustainability and the impact on practice workload.

An action plan for each practice present was undertaken to allow practices to take back learning to their individual practice with the Pharmacy team sharing the learning discussed with all, as well as HIS resources to support putting this learning into practice.

Mental Health and Wellbeing



Lifeline

The service continues to be very busy. From Oct - Dec 23, 1,684 referrals were received and 44 wellbeing classes delivered to 124 participants. There are ongoing challenges in securing interpreters for some clients and there are continued discussions to raise these issues with the Interpreting service.

Lifelink continue to develop further wellbeing classes with Gratitude and Self-Compassion being the latest addition. The wellbeing classes can be found here: [Wellbeing Classes | Lifelink](#). These are free and open to anyone within Glasgow. Participants do not need to be referred to access these.

Participant Feedback on Improving Motivation wellbeing class: *“The class has been a great guide and educational on how to move forward and work on my goals. All the tips and techniques have been simplified. I have already taken action by writing out my goals, and taking control by taking small steps towards a better achievement for my own mental wellbeing. Thank you.”*

Participant Feedback on Counselling: *“I know I have a bit of a way to go before I am where I would like to be with things, but I can tell you without doubt that I am double that distance from where I was, and absolutely ready for progression thanks to the guidance and direction of Lifelink.”*



Compassionate Distress Response Service (CDRS)

This service continues to be busy with 595 referrals received to the in-hours primary care service during Oct-Dec 2023. 100% of these referrals were responded to within 24 hours. 93.4% of referrals were made by GPs and the remaining 6.6% by Community Link Workers. Stress/anxiety and depression/low mood were the highest presenting factors. Emotional wellbeing (88.7%) and life coping issues (80.7%) were cited as the main contributory factors with relationships (42.4%), lack of meaning and purpose (34.1%), loneliness (33.4%) and bereavement (21.3%) also affecting a number of people.

The service was recommissioned in autumn 2023 and CDRS were successful in securing the contract from 1 April 2024 ensuring service continuity for practices and patients.

Patient feedback: *“It’s helped talking even when I don’t want to, I know someone will call me back and that’s ok”*

“It’s been so useful having no time limit on having someone to listen and hear what I want so say and offer me the encouragement to do that.”

Compassionate Distress Response Service General Practice Referral Guidelines

Referral Criteria

- Aged 16 years and above.
- Is registered in a Glasgow City GP Practice
- Patient has been assessed by GP or MDT as not in immediate risk or requiring immediate medical attention.
- Patient is not currently receiving/needing clinical intervention from PCMHT/CMHT.

In hours: Primary Care service (16+)
Mon-Fri, 9am – 5pm
0141 406 0901

Young People Service (16-25)
Mon-Fri, 9am – 5pm
0141 406 0899

Out of Hours Service: (16+)
Mon-Sun, 5pm – 2am
0141 406 0900

Referral options

Referrer completes CDRS SCI Gateway and submits, or
Referrer phones the relevant telephone number and electronic form is completed over the phone by CDRS Staff.

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Referrer phones the above telephone number and electronic form is completed over the phone by CDRS Staff, or
Referrer fills in the referral form ([link](#)) and submits to cdrshub@gamh.org.uk

CDRS will contact patient within **24 hours** if referral has come via our Primary Care or Young Peoples Pathway.

Patients will be contacted within **1 hour** if referral has come via our OOHs pathway.

CDRS responders will offer patients compassionate listening validating their experience of distress, check in calls, and support for up to **1 month**. This will include safety planning.

no

If patient is at risk, they will be deemed unsuitable for CDRS.

If a patient cannot commit to safety planning during their engagement with CDRS, a police welfare check will be arranged.

CDRS will attempt to support individual until they are safely handed over to appropriate service for further clinical/medical intervention. Referrer will be notified.

Individual will be discharged from CDRS.

no

The service is explained to patient. Follow up calls are arranged at a time suitable to patient. Contact is mainly over the phone but face to face can be arranged at our easily accessible CDRS premises. Outreach will also be offered in exceptional circumstances.

Patient has been provided coping stages and resources to manage distress.

Onward signposting is provided if needed.

yes

Outcomes achieved.

Patient discharged.

Glasgow City
Youth Health
Service



[Youth Health Service](#) (YHS)

This service continues to offer holistic supports to young people aged 12-19 years and is operational during the evenings, in 9 venues across Glasgow City. Demand remains high post-pandemic. Additional investment has supported the service to respond. Total referrals to YHS in 2023-24 were 1712. The main referral source continues to be GP practices. Mental health and wellbeing are the primary presenting issues. Causes often complex and not immediately visible. To complement the menu of mental health and wellbeing support, initiated last year, the service is introducing online wellbeing modules and family support sessions.

This year 127 young people have been supported through the bespoke 12-week Multiple Risk programme. As part of the HSCP's wider ambition to reduce the harm from drug and alcohol, a two-year pilot with Glasgow A&E departments established a referral pathway to the YHS, concluding March 2023. The pathway has yielded 27 referrals, 2023-24.

Recruitment of a Youth Employability Coach is underway and a Modern Apprentice was recruited to the service in February 2023 - and is currently working towards an SVQ (Level 3) in Business Administration. As a new development this year, we aspire to offer young people a volunteering opportunity within the service.

Digital Technologies have been employed to engage young people and their families on campaign themes, website updates and service information.

The service eagerly awaits the outcome of our submission to upgrade its LGBT Charter status from Bronze to Gold.

Professional feedback: *"as a Principal in General Practice I find the YHS to be an incredibly useful resource. It is highly valued by my patients particularly as it provides a community service and is not linked to hospitals".*



1 - Purple Friday YHS Facebook post

Community Link Workers

During the first few months of 2024 preparatory work has been underway to support the revised Community Link Worker (CLW) contract being delivered by The Health and Social Care Alliance (Alliance). Alliance have worked well to transfer a number of CLWs into their organisation and have begun to deliver the revised contract seamlessly from the 1st of April 2024.

There are a number of CLWs moving to different GP practices and we have now been able to recruit and fill all vacancies across the programme. Less than 10% of GP Practices are effected by staff changes or movement, however, we understand changes of staff can be difficult therefore the affected practices are being supported.

The Alliance will now be delivering both the Homeless and Asylum Seeker Thematic CLW Posts, and SAMH will continue to deliver the CAHMS Thematic CLW Post. Development of these posts are underway.

There continues to be a significant amount of work required for the management teams of the CLW programme, therefore over the next few months there will be a bedding in period. This is not expected to effect delivery to patients.

In March 2024, three GP and Practice Manager information sessions were held to explain the reasoning behind the revised contract, to outline any changes and to reassure the practice staff that any disruption would be minimum. We spoke through the training and development available for CLWs in the year ahead along with describing quarterly feedback which will be provided to delivery practices going forward.

The CLW Health Improvement Team welcomed two new team members in the last few months; Liz Hawkins, Health Improvement Senior and Zakiyah Siregar, Senior Business Support.

Despite the uncertainty and changes across the main GP Contract in 2023/24. CLWs dealt with (up to Q3 2023/24) –

- received 9044 referrals
- appointed 28,621 patients
- referred / signposted 13,809 patients

The following quotes were received from patients in Quarter 3 2023/24 reporting showing continued appreciation of the CLW Programme across Glasgow City –

“I know I can always go to the link worker with any issues I have. He has helped me with benefits and housing issues and gave me food vouchers when I have been struggling to eat. He also helped me with my forms to get assessed for ADHD. Without his support I would not have sent them in”.

“My CLW has helped me to cope better with my trauma and my bad life experience without [CLW] I couldn't imagine where I would be today she's very good on what she does I find it very hard to click with other people but [CLW] gets me and I feel there's a light at the end of the tunnel as before I wasn't sure if I was worth being here at my appointment I go and do homework on myself she's an amazing woman and would be lost without her”.

“[CLW] was exceptional. [CLW] was welcoming, compassionate & put me at my ease at a very difficult time in my life. She was professional, practical & I felt valued & heard. She kept her word & followed up on things we had spoken about. The support she offered & helped me access made such a difference to not only my life but also to my kids. We will be forever grateful. This is an amazing service & an outstanding staff member. Thank you”.

Advanced Nurse Practitioners / Urgent Care

Team Expansion

We have successfully recruited two Advanced Nurse Practitioners (ANPs), Laura MacDonald in February and Margaret Wallace in March 2024.

Service Expansion

This recent recruitment has facilitated the expansion of the service, to include a third HSCP care home, Hawthorn House, in February 2024.

HSCP Awards

Congratulations to the team on being shortlisted for Team of the Year. Although they did not win, being shortlisted is a remarkable achievement in itself. It truly highlights the hard work and commitment demonstrated by the team.

Quality Improvement within Primary Care Improvement Plan

NHSGG&C's Quality Strategy

This is for everyone at all levels within the organisation. Healthcare Improvement Scotland (HIS) will be working with GG&C to design and test a Quality Management System (QMS) maturity matrix tool. Glasgow City will be involved in the pilot testing, which will be undertaken in five separate focus groups which are planned for April 2024. The new strategy will be presented to the board at the end of June 2024.

The Primary Care Improvement Collaborative (PCIC)

The PCIC was launched on 18th April 2024 and conclude in December 2025. In Glasgow City, the participating teams who have joined the PCIC are the Pharmacotherapy Team, Community Treatment and Care (CTAC) services, the Primary Care Improvement Team (PCIT), nine local GP practices, GG&C Childhood Immunisations Team and Glasgow City Vaccination and Injection Team.

Participating teams will have the opportunity to use quality improvement to improve an aspect of their service, participate in a 4 or 8 week activity sprint during the term of the collaborative and receive support from the national HIS team. All participants will share learning with other collaborative teams to build evidence to understand the national context for quality improvement implementation.

Glasgow City HSCP Practice Manager Event

On Wednesday the 14th February 2024, the Primary Care Improvement Team (PCIT) in Glasgow City HSCP hosted an event for GP Practice Managers. This event was held in the William Quarrier Centre, Govan.

Prior to the event, a survey was sent to Practice Managers in Glasgow City HSCP, asking them what they would like to see covered. Around 50% of the Practice Managers completed the survey. They expressed an interest in finding out about teams they could link with in the HSCP and the Health Board, and information on training available.

At the event there were talks on the PCIT and the Primary Care Support Team and the work being undertaken by them, followed by Community Learnpro, equalities and information on personal development in leadership, change and wellbeing programmes. Following this, the Practice Managers worked in groups and identified their training priorities.

The post event evaluation indicated the delegates found the event a valuable opportunity to network and meet colleagues face to face, enabled the sharing of ideas and helped put names to the faces of HSCP and Health Board staff. They established they were facing the same pressures and had time to discuss these challenges with colleagues. The session also let the Health Board and HSCP staff hear about the main challenges for General Practice.

Quotes received in the anonymous post evaluation questionnaire included:

'Really enjoyed the networking side of the event as well as all the information in person rather than via emails!'

'During the day there were lots of opportunities to share information and experience from different practices. The whole day was open and collaborative'

'Meeting up with my colleagues and hearing what they are experiencing'

Jenny McCann, PCIP Programme Manager, who chaired the event said: *'We wanted to hold a face to face event to allow Practice Managers to network and discuss common issues but also so that we could meet more of our Practice Managers in person. It was an opportunity for them to meet us and other HSCP and Health Board staff and to find out what help and advice we can offer them. It was also an opportunity to discuss how we can work together collaboratively to help ensure the sustainability of general practice'*.

