



# Primary Care Improvement Plan Bulletin

July 2024

## Community Treatment and Care Service

### Treatment Room Service

1. A number of service developments have been achieved:

- Standards (SOPs)

- Workforce (Recruitment)

- Learning and Education

- Ear Care

- Leg Ulcer Clinics

- SCI referrals to Vascular

- Patient leaflets

- Patient information video

2. Quality / Service Improvement Projects:

- Vitamin B12 Quality Improvement Project

- Sayana Press

- Lower Limb Clinics Referral Pathways

- GP10 – PECOS

- Transforming Nursing Roles

### Phlebotomy Service

1. Ongoing review of GP in reach pilot in south Glasgow
2. Review and recommendations from weekend pilot
3. Ongoing review of accommodation and clinic space across the three localities to address current service gaps and associated waiting times and touch down space for staff

### **Single Point of Access (SPOA) for booking Phlebotomy Appointments**

The SPOA team recently carried out a 9-week trial of the use of a QR code for booking a Phlebotomy appointment. The QR code enables patients to submit their details and a member of the SPOA team called them back to make an appointment. This provided an additional, cost-free way to access the service. This was piloted in ten GP Practices within the Northwest locality and is currently being evaluated. To date, positive feedback has been received as well as some useful suggestions for improvement. We plan to roll this additional means of accessing the service out to the remainder of the Northwest locality and to the other areas thereafter. Staff can still refer into the service via SCI Gateway, which is the team's preferred method of referral, or by issuing the patient a central tel. no. for booking their appointment: 0141 355 1525

## **Vaccinations**

Glasgow City vaccination team have completed the Spring Covid programme vaccinating 6696 people. We have also vaccinated 1178 people with Pneumococcal and 590 people with their 1st and 2nd doses of Shingles. These programmes will continue over the summer.

We have supported Public Health with a potential Hepatitis A outbreak and will support with a Measles Elimination programme for 2 days in July. We begin vaccinating those aged 75years and over on the 12th of August with RSV. The winter and spring Flu and Covid programme will commence in late September.

For any questions, queries or referrals, please email [Ggc.CovidVaccination@ggc.scot.nhs.uk](mailto:Ggc.CovidVaccination@ggc.scot.nhs.uk)

## **Pharmacotherapy**

Primary Care Pharmacy Teams will begin undertaking a project to pilot the use of Zendesk software to better manage and coordinate medication queries into the service from GP practices and community pharmacies. Zendesk is a customer service software platform that users connect to through email or a front page. It offers a single point of access. It is currently used in NHS GGC by Pharmacy PDC and Procurement teams and can create an improved service and a more efficient use of resource. The initial trial will be carried out for 6 months in the North West of the city. It will initially focus on medication queries from community pharmacies with scope to expand if evaluation is positive.

## **MSK Physiotherapy**

With the launch of a new data dashboard we are able to more closely monitor the uptake and efficiency of the GP APP service within practices. There will now be a concerted focus on supporting practices to increase signposting of patients to the GP APP from reception to ensure use of the current resource is maximised, duplication of care is avoided and patients get the advice and

guidance from an MSK expert at first contact. The majority of patients with undifferentiated MSK complaints can, and should be managed by the GP APP team member in practice without need to see a GP.

An impact analysis of the GP APPs secondary care referrals has demonstrated that where practices have a GP APP, there is a reduction in referrals to MSK physiotherapy by 30% and orthopaedics by 19% with 79% of patients seen by a GP APP being supported to self manage their condition.

The GP APP Annual Report for 23/24 is available under the following links:

Glasgow City – North West

<https://create.piktochart.com/output/61152038-glasgow-city-hscp-north-west-apr22-mar23>

Glasgow City – North East

<https://create.piktochart.com/output/61152361-glasgow-city-hscp-north-east-apr22-mar23>

Glasgow City – South

<https://create.piktochart.com/output/61152188-glasgow-city-hscp-south-apr22-mar23>

## Mental Health and Wellbeing



*1 - Lifelink*

In 2023/24, Lifelink received 7068 referrals. Direct GP referrals increased by 21.5% from 2022/23 and have doubled since 2019/20. GP referrals equate to 9.6% of referrals (58.5% self; 10% CLW; 7% PCMHT) and 64.4% of those self-referrals report they have been signposted by their GP. In total, 74.4% of people access the service either through signposting or referral from their GP. 4818 people were supported through counselling and 18,136 appointments were delivered. 193 wellbeing groups were delivered to 1645 participants.

From 1 April, the new HSCP contract commenced. This sees a continuation of service delivery including 1:1 counselling and wellbeing classes. Counselling can be delivered in person, by telephone or online according to client's needs.

The latest calendar of Wellbeing Classes | Lifelink are available now. A new Sleep Well; Live Better module has been developed.

Lifelink are pleased to have commenced delivery in Gorbals Health Centre from 9 May.



## 2 - Compassionate Distress Response Service (CDRS)

**From the 1 April 2024, the new HSCP contract for Compassionate Distress Response Service (CDRS) commenced. This includes ongoing delivery of the in-hours CDRS service aligned to primary care.**

From 1st of April to 18th June 2024, CDRS has received 504 referrals via the Primary Care Pathway. This equates to around 60 referrals and 202 contacts per week, with a 90% engagement rate. The medium time to initial contact attempt has been 55mins. The majority of referrals are from GPs with a small percentage from CLWs. Anxiety, stress, low mood and sleep problems have been the main reason for distress presentation. Two thirds of the referrals are for females with only a third for males. During the last quarter there was only one escalation back to the GP.

Recent feedback has included; *“I don’t know why I feel comfortable talking to you or sharing things with you, but I do. I don’t think I would be here without the service. It’s the only service I have ever trusted enough to engage with, it has been the most useful support I have received.”*

Glasgow City  
Youth Health  
Service



## 3 - Youth Health Service



4 - YHS Team on receiving LGBT Charter Gold status



5 - YHS awarded LGBT Charter - Gold status.

In 2023-24, 1203 individual young people attended the [Youth Health Service](#) (YHS), with 78% coming from SIMD 1 or 2 postcodes. In Q1 2024-25, there has been an estimated 345 referrals, and currently an average of 80 new young people per month seen in the service. **Our GP colleagues continue to be our main referrers (at 36% of all referrals).**

As part of the [Young Person's Guarantee](#) programme, we have successfully recruited a Youth Employability Coach for young people who are already attending the YHS, and this is specifically to address additional barriers to employment and a lack of access to meaningful opportunities.

Evidence has identified LGBTQ+ young people as a population facing particular health inequalities and mental health and wellbeing challenges. The service has worked hard to create a safe, welcoming and inclusive environment and **we are now formally accredited with LGBT Charter Gold status.**

Contact email: [Julie.Gordon@ggc.scot.nhs.uk](mailto:Julie.Gordon@ggc.scot.nhs.uk) (YHS Manager).

**Young**  
**Person's**  
**Guarantee**

## Community Link Workers

The Community Link Worker Programme new contract period began on the 1st of April 2024 with The Health and Social Care Alliance (Alliance) delivering the main GP contract along with the Asylum and Homeless Thematic Posts and SAMH delivering the Child and Adolescent Mental Health Services (CAMHS) post. Some practices and thematic posts have seen changes to their allocated Community Link Worker and some have a new provider. However, on the whole patients have continued to receive support.

There has been two full inductions and a couple of individual/smaller group inductions held with new Community Link Workers along with the following tailored training in the first half of this year -

- Alcohol Brief Intervention
- Safe to Say
- Conflict Management
- ASIST
- What's the Harm

The annual data for the 2023/24 period is currently being analysed and will be reported in the Community Link Worker Annual Report which is currently being devised.

The following are a few of the comments to our Community Link Workers from patients supported in Q4 2023/24 -

*"I can trust you and you've helped me so much it's all been down to you".*

*"I don't know what I would do without the help of the link worker gave me a food voucher and just listened to me while I broke down crying. I know I can always contact the link worker directly if I need help. He goes above and beyond what he needs to do".*

*"The CLW listens very carefully and is very understanding. She helped me with my needs and is very supportive. I feel happy, comfortable and confident to reach out to her in the future. 10/10 service from her. Thanks".*

## Advanced Nurse Practitioners / Urgent Care

The ANP service expanded to a third HSCP care home in February 2024. The team now provides urgent care services to three HSCP care homes: Orchard Grove, Riverside and Hawthorn House. Over the past few months, the number of referrals has gradually increased, averaging 114 per month. The team recently switched from an electronic referral system to telephone referrals to improve triaging. This change has been well received by care home staff.

## Quality Improvement in Primary Care



**A Quality Improvement (QI) Workshop** was held on the 26th of March 2024 for members of the Glasgow City Primary Care Leadership Group. A follow up session will be held to discuss and progress a future model of QI delivery within the Primary Care Improvement Plan Workstreams and GP surgeries on the 18th of September 2024.

The main outcome from the workshop was the development of QI aims and outputs, with QI activity for PCIP focused under four key themes:

- *Build evidence to understand the local and national context for implementation and sustainable delivery and ensure connections to other transformation programmes and services*
- *To develop a culture of continuous improvement across primary care settings*
- *Support delivery and spread of quality improvement initiatives across Primary Care*
- *Share, scale and spread our learning and experiences*

**Introduction to Primary Care Phased Investment Programme (PCPIP) Webinar** was held on the 13th June 2024 to share the learning so far from the Primary Care Improvement Collaborative and Primary Care Demonstrator Sites. Links from the session:

- [Youtube recording](#)
- [PDF of slides](#)

**Primary Care Quality Improvement Newsletter – June Edition**

<https://sway.cloud.microsoft/YT1NzgfCAR7JsFFi?ref=Link>

## Learning and Education Sessions

In April 2024, the Primary Care Improvement Team and Clinical Directors introduced 60-90 minute on-line training sessions for General Practice staff and Primary Care Clinicians. The aim is to support

and ensure the sustainability and resilience of General Practice and PCIP workstreams within Glasgow City HSCP, and to contribute to the broader sustainability of services within NHS GG&C.

Sessions will be held once or twice a month, with the exception of our busiest months; July and December, and will be free of charge. These are advertised via the General Practice and Practice Managers mailboxes and in our newly established Microsoft Teams page. To join the General Practice Education Sessions Teams page, please email [ggc.glasgowcityprimarycare@ggc.scot.nhs.uk](mailto:ggc.glasgowcityprimarycare@ggc.scot.nhs.uk) to request the link.

#### **Recent sessions:**

Whole Family Wellbeing Fund

Primary Care Medication Assisted Treatment (MAT) standards

Trauma Informed Practice / Domestic Abuse

Update on Mental Health Assessment Units and Unscheduled Care across GG&C

#### **Upcoming sessions:**

Community Respiratory Team: update on services

GG&C Weight Management Service

CKD in general practice - what do I need to know?

New B12 guidance and interpretation and management of 'indeterminate' B12 results

NHSGGC Menopause Referral Guidance and the Post-Menopausal Bleeding on HRT pathway

Deprescribing and Realistic Medicine

## **Listen and Learn Sessions**

Glasgow City HSCP continues to host monthly Listen and Learn sessions. These monthly one hour lunchtime sessions on MS Teams are advertised to all health and social care staff as well as to primary care contractor staff. Over the last three months, sessions have been held on Future Care Planning, Power of Attorney and the HSCP's updated Falls Strategy. Future sessions have been arranged on the role of the Marie Curie Hospice and the importance of vaccinations.

## **Organisational Development in Primary Care**

**Managing and Leading Teams and Services:** Organisational Development has a team of OD practitioners to provide focused support and expertise to:

- Design, implement, monitor and evaluate leadership, individual, **team** cultural and improvement activities



- Provide OD resource to support senior managers and their teams.
- Facilitate directorate and professional teams to develop and improve how they work to deliver excellent service and patient centred care
- Provide expertise on OD approaches, tools, models and interventions (i.e. team dynamics psychometrics, 360 degree feedback, change tool kits)
- Provide access to Professional and Executive Coaching via the NHSGGC Coaching Service (contact Josephine Dick).

**PCIP OD Plan:** Additionally OD will provide activities to support the PCIP managers, leaders and teams and sustainability for this year. We will promote the Learning from Leaders programme and support short sessions on topics such as change management, retaining and maintaining high performing and motivated teams, coaching skills for managers, resilient teams, self-awareness and emotional intelligence. Also GP's and Practice Managers can access a Professional Qualified coach for x 6, 1 hour sessions.

You can also access resources for Leading others through change and OD resources and tools via the following links:

[Organisational Development \(sharepoint.com\)](#) (NHSGGC)

[Leading to change | NHS Education for Scotland](#) (NES)

Please contact OD - [Josephine Dick](#) if you wish to discuss any of the above.

## Staff Awards

Carolyn MacInnes, Primary Care Improvement and Development Manager, recently received a Queens Nursing Institute Scotland long service award for 28 years community nursing service.

