

Primary Care Improvement Plan Bulletin

October 2024 (part 1)

Community Treatment and Care Service



Treatment Rooms

Treatment rooms continue to provide accessible, high quality and effective nursing services to ambulatory patients within our local communities. Our recently opened additional clinical space at Govanhill and Shettleston is seeing a steady increase in throughput which is proving very beneficial in

terms of patient access. We are soon to open additional clinical space within Woodside, Govan and Thornliebank.

Due to the changes in workforce, demographics, and the changing requirements of care, ongoing development of our staff is a priority. Several of our Nurses will be completing the Leg Ulcer course at Glasgow Caledonian University in September 2024 and January 2025, additionally some of our registered nurses will be completing the Non-Medical Prescribing course early next year at the University of West of Scotland. Three of our Health Care Support Workers were successful in becoming our first cohort of Trainee Assistant Practitioners and commenced their training in September 2024.

By working in partnership with patients and care providers, we continue to look to develop our service with a focus on continual service improvement. Working with our colleagues in medical illustrations we have developed a leaflet and video to support patients in self-management of impacted ear wax, the video can be accessed here:

[Problematic Ear Wax Video](#)

We have also produced patient information leaflets on “What is Treatment Rooms” and “Leg Ulcers and Doppler Scan” which are available in all Health Centre's Citywide.

We hope to continue to support patients in being independent with their care and are about to pilot two projects around maximising independence. This will be looking at Self-Administration of Vitamin B12 (in NE Glasgow) and training to women on Sayana Press Injectable Contraception (NW Glasgow).

Phlebotomy

The Phlebotomy Service continues to see an increase in demand across the three localities and the current focus is on developing and piloting alternative service delivery models to meet the demand. We have piloted extended opening over weekends (South and North West Localities), and a GP In-Reach Pilot (South Locality). Evaluations for both pilots are ongoing.

Staff development is also a main focus within the service as we aim to create a more sustainable workforce through training and development. Training will be delivered both internally and externally, and we have three staff members who have successfully applied for and commenced the HNC Healthcare Practice at colleges across the Greater Glasgow area.

Whilst accommodation remains challenging, we have gained some additional clinical space in the North West and South areas, which we hope to have fully operational in the coming weeks.

Vaccinations

Glasgow City Vaccination team are committed to providing a high standard of service to those who cannot leave their homes to attend a vaccination clinic.

We promote continual learning within the team.

We successfully completed the Spring Covid Programme at the end of June 2024, vaccinating 6645 people. Since the end of June 2024, we have continued the Shingles and Pneumococcal programmes, vaccinating 2294 people.

On 5th August 2024, a new vaccine RSV was introduced for those over 75 years of age and so far 1502 people have been vaccinated.

The service will begin the Autumn/Winter Flu and Covid programme from week commencing 23rd September 2024.

We will be moving to a new base in the next several weeks but we will continue to ensure that those who live in care homes and those who cannot leave their own home are offered a high quality service.

The Primary Care Improvement Team has produced a booklet for frontline health and social care workers this year regarding the Winter Vaccination Programme. This booklet pulls together information on how to receive your flu and Covid vaccinations, and contains Frequently Asked Questions regarding vaccinations and their safety. The booklet has been distributed to GP practices, PCIP Leads and Care Home Managers for dissemination to staff. The Care Home Vaccination Team will be taking paper copies out to the Care Homes when they visit the homes to vaccinate residents. In addition, John O'Dowd, Clinical Director, has been holding staff information sessions at the five Glasgow City Council Care Homes, where staff have had the opportunity to hear about the importance of getting vaccinated for themselves, their patients and their families and have been able to ask any questions they may have.

Learning and Education Sessions

In April 2024, we introduced on-line education 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 NHS GG&C. To join the General Practice Education Sessions Teams page, please email ggc.glasgowcityprimarycare@ggc.scot.nhs.uk to request the link.

Recent sessions (June to September):

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

Community Respiratory Team: update on services

GG&C Weight Management Service

Deprescribing and Realistic Medicine

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

Care Navigation - Reception to Active Signposting (1 session)

Upcoming sessions (October to December):

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

Weekly GP mailing lists moving the SharePoint - a demonstration

An update on hepatitis B, C and D

Glasgow City Complex Needs Service supporting our most vulnerable patients

Future Care Planning

Transgender update with associated medications from Dr Amy Beadle and Mr Josh Farrell

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

Care Navigation - Reception to Active Signposting (1 session)

Workflow optimisation (1 session)

Pipeline:

Transgender updates for GP reception, CTAC and frontline staff

Pain management service

MAPPA processes

ASSIGN/Lipid Guidelines

Practice Manager Event - Tuesday 10th September 2024

On Tuesday 10th September 2024, we hosted a second event for GP Practice Managers. The event was held in the William Quarrier Centre in Govan. Prior to the event, a survey had been sent out to Practice Managers asking them what they would like to see covered. Those who completed the survey indicated that they would like to learn about practical techniques for managing challenging patients, NHS GG&C's formal process for dealing with patients with challenging behaviour and details of the General Practice Staff Learning & Development Plan which was being developed.

At the event, they heard from John O'Dowd, Clinical Director, on managing challenging patients and from staff from the HSCP's Complex Needs Service on how the service can help practices and tips for dealing with patients with complex needs. They then heard about the General Practice Learning and Development Plan being produced by the Primary Care Improvement Team (PCIT) and about how the HSCP's Organisational Development Plan could help them. The Practice Managers worked in groups and discussed what else they would like to see from the Learning and Development Plan. We will be taking forward the discussions on the day, in conjunction with the results of an evaluation questionnaire, to support the priorities which were discussed.