



# Primary Care Improvement Plan Bulletin

**October 2024 (part 2)**

## **Pharmacotherapy**

Quality of prescribing

- Respiratory

A Quality Improvement initiative was implemented in the North West locality to undertake a clinical review of patients' respiratory long-term needs, and transfer suitable patients from a bronchodilator metered dose inhaler (MDI) to a dry powdered inhaler (DPI), thus reducing greenhouse gas emissions.

- Antimicrobial prescribing

Nationally the number of antibiotics prescribed for respiratory infections continues to rise. It is important that we prescribe antimicrobials appropriately to improve the safety and quality of patient care and reduce antimicrobial resistance. PCIP and Pharmacy teams are supporting GP practices with prescribing audits and an educational sessional on this topic.

Prescribing processes

Following work undertaken in March 2024, PCIP and Pharmacy teams plan to support offer all GP practices across Glasgow City support to develop their processes around acute prescribing. This will improve efficiency which will have benefits for patients and practices.

Team development

PCIP and Pharmacy teams in Glasgow city have delivered the GGC Primary Care Practice Education programme, which was designed to support the development of primary care pharmacists to improve their competence and confidence to deliver clinical care. This was delivered to 21 pharmacists across the city between January and September 2024 and included weekly supervision

sessions and feedback. This work will continue into 2025 and be extended to include Pharmacy technicians.

## Community Link Workers

The Community Link Worker (CLW) Programme continues with delivery from The Health and Social Care Alliance (Alliance) supporting the GP Contract and the Asylum and Homeless Thematic Posts, whilst SAMH provides the Child and Adolescent Mental Health Services (CAMHS) post.

We held the first CLW Forums of this year in September, which was attended by the majority of CLWs across the city. The agenda included space to discuss what is going well within the CLW Programme, structured and non-structured Peer Support Sessions, discussion around what the CLWs want to see from future sessions and identifying any emerging common issues and training gaps.

Our guest speaker was Professor Hester Parr, University of Glasgow who works on the “Wintering Well SAD Programme” in conjunction with Professor Chris Williams (Living Life to The Full).

She introduced “Wintering Well”, which is a set of resources linked to the outcomes of the research project and are designed to help people who are usually depressed, suffer low mood or identify as having 'Seasonal Affective Disorder' (SAD) symptoms in Autumn and Winter seasons.

As part of these resources they have produced the “Wintering Together' Guide”, which has tips on how to run walks, or small groups around the theme of 'winter light' and helping people to notice new things about winter life, or to talk about winter depression. This is a positive psychological approach and the resources are all adapted to suit communicating these tips to all patients, including pieces of art and visual prompts. These resources have been very well received by CLWs, and they will use them through the winter months and participate in the evaluation with the research in the spring of next year.

Further collaboration has taken place with the Defence Medical Welfare Service who deliver the NHSGGC Veteran Support service. This programme has been running for some time in hospitals across the board area and they are now expanding to provide Primary Care NHSGGC Veteran Support Service.

It will deliver enhanced Veteran specialist support such as specialist Mental Health and Peer Support along with accessing Veteran linked housing and finance opportunities.

By way of a soft launch the two teams met to introduce the enhanced support the Defence Medical Welfare Service can offer to Veterans who are working with CLWs. There is now a direct referral pathway between the Veterans programme and our CLWs in the South.

## Advanced Nurse Practitioners / Urgent Care

The ANP service currently covers three HSCP care homes: Orchard Grove, Riverside, and Hawthorn House, providing urgent care services to enhance access to timely and specialised healthcare support for residents.

Over the past few months, the team has experienced a steady increase in referral numbers. This growth in patients reflects the rising demand for urgent care services, and underscores the critical role the ANP team plays in supporting the health and well-being of care home residents.

To further optimise service delivery, the team recently transitioned from an electronic referral system to a telephone-based referral process. This change was implemented to improve the triaging of urgent cases, allowing the team to respond more quickly and efficiently to residents' needs. Feedback from care home staff has been positive, highlighting that the new system has enhanced communication, reduced response times, and provided a more personalised approach to care coordination.

In addition to these operational changes, engagement sessions have been held directly within the care homes, fostering closer collaboration between the ANP team, care home staff, and GPs. These sessions have proven valuable in strengthening working relationships, addressing challenges, and sharing best practices. Further engagement sessions are planned for October, to be held on Microsoft Teams, focusing on enhancing relationships and ensuring cohesive, patient-centered care delivery across all sites.

Overall, the ANP service continues to evolve, adapting to the needs of the care homes it supports, and remains committed to delivering high-quality, responsive urgent care services to care home residents.

## Listen and Learn Sessions

Glasgow City HSCP continues to host monthly Listen and Learn sessions. These monthly 1 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 the work of the Marie Curie Hospice, Glasgow City's Alcohol and Drug Plan & Advocacy Service and Staff as Vaccine Champions. An extra programme of sessions promoting Glasgow City HSCP's Falls Strategy was held during the week of 16th – 20th September. Sessions ran each day and covered Footcare/Footwear, Polypharmacy, Live Active/Live Well, Fluid & Nutrition and Telecare. Upcoming Listen and Learn sessions include an Overview of Equalities Training & Resources and Mental Health Services for Young People. This session will include speakers from Health Improvement, Kooth, Togetherall and Glasgow Association for Mental Health Compassionate Distress Response Service for 16-25s.