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Please see below a personal message from Anne Mitchell, Head of Older People and Primary Care Services (South), GCHSCP, in which she gives an update on how Older People's Services have been responding to the impact of COVID-19 and thanks staff for all their efforts in keeping the health and social care needs of the city supported.

### **COVID-19 Message from Anne Mitchell**

Hello, my name is Anne Mitchell and I am the Head of Older People and Primary Care Services. There are three of us in Glasgow HSCP, each with a locality and my locality is the South.

So I wanted to run through some of the services that I'm responsible for, the challenges that we've had, particularly during the period of COVID-19, some of the successes that I think that we've been able to achieve. and talk a little bit about the future and what that looks like.

So the services that sit under the Head of Older People and Primary Care are probably more diverse than the title would indicate. We have a range of services across the locality, the City and the Board. On a locality basis, we have NHS and Social Work services. The Social Work Neighborhood Teams, Duty [Teams], the Community OTs (Occupational Therapists) among them.

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We have a responsibility for the Community Nursing Service, the Rehab Service, the admin support to the health centres and the headquarters, Older People's Mental Health and, on a Board-wide basis, each one of the Heads of Service can have some hosted services. I have Sphere, which is the Continence Service, and the Home Enteral Feeding Service. We each have some lead responsibilities within the City as well, mine include the development of the Treatment Room Service under the Primary Care Improvement Plan.

Some of the current challenges that we've had to face during the COVID-19 period have been reduction in space available to us to run our services from, an increase in demand, an increase in the pressure on our staff and the need to be extremely flexible. But we have maintained that service user / patient focus; we've been able to adapt and adopt different delivery models where that's been appropriate; and we have also been able to support other priorities, for example, the Flu Vaccination Campaign and the COVID-19 Vaccination Campaign.

Some of the successes, I think that we've had have been based around the fact that we've continued to provide a solid and consistent level of service for those who are most in need. We have developed different ways of delivering services based upon technology and working across services to see who's the most appropriate deliverer of that particular service.

We have supported the Flu Campaign in a way that we've never done before. We've had a big part to play in the COVID-19 Vaccination Campaign as well, and we're part way through that. So I'm going to say a bit more about that now.

Previously all vaccinations were provided in General Practice, but this year, the Flu Campaign and the COVID Vaccination Campaign have been very different.

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The Flu Campaign 2020 / 2021 was different in that we had a small time window in which to deliver it. There was a different opt-in model; GPs could opt-in to some parts and not others, so we had a more mixed model. We had targets that were higher for some groups like the under-65s, and have been [higher] targets [than] in the previous year. And we were trying out a new national lettering and appointment system, which came with some teething problems.

On the COVID-19 Vaccination Programme, we are in the middle of delivering the over-80s housebound cohort, the GPs doing the mobile over-80s, and the preparation for mass vaccination clinics are well underway. And we will then start on the 70+ population and the shielding population, and that will be finished by mid-February.

Looking to the future, I think that out of times like this usually come some valuable changes. And I would say that we would certainly be looking at embracing technology, doing more virtual contacts and supporting more self-management. I think we may see changes in the type of referrals we're getting, particularly into the Rehab Teams. We are seeing people, young people post-COVID who need Rehab Services, previously we dealt mainly with the older age group.

I think on a more general note, the image of public sector workers and the public sector as a career choice has been boosted by the previous year and the positive press that we've had, and hopefully that will bring more people in to want to work in the public sector. And I'm fairly certain, I can say that our relationships have been strengthened, particularly in my case, across into the General Practice workforce as we've worked together on some of vaccination campaigns.

So in summary, I think I've been a Head of Service now for 15 years in Glasgow, and during that time, I have worked with people who embody the public sector values that bring us, most of us, to work in the public sector. However, especially over the last year,

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I have seen people be resourceful and effective, and it has been a pleasure to work with people over that period of time.

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