

PCIP 3

Progress on the Primary Care Improvement Plan continues and it is anticipated that by the end of the financial year, the number of staff recruited to support the programme will be nearly 290.

The following table summarises progress to date, as recently reported to the Scottish Government.

Workstream	No. GPs with no support	No. GPs with Partial Support	No. GPs with Full Support	Total GPs
Pharmacotherapy	19	124	0	143
Community Treatment and Care	0	143	0	143
Vaccination Transformation Programme - Children's	0	0	143	143
Vaccination Transformation Programme - Adult Flu	0	143	0	143
Vaccination Transformation Programme - Adult other	143	0	0	143
Vaccination Transformation Programme - pregnancy	0	0	143	143
Vaccination Transformation Programme - Travel	143	0	0	143
Urgent Care	71	0	72	143
MSK	121	22	0	143
Mental Health	0	143	0	143
Community Links Workers	102	3	38	143

Supporting work	No. GPs with no support	No. GPs with Partial Support	No. GPs with Full Support	Total GPs
Back scanning of records	31	12	100	143
OD advice offered	0	143	0	143
OD Leadership Development	96	47	0	143
Practice Admin Collaborative	95	48	0	143

Over the last months, practices and clusters have fed back to us in relation to their priorities for the use of the PCIP funding

Recently there was a meeting for CQLs and PQLs and key messages that were received included: the importance to practices of seeing evidence about "what works" and data demonstrating local impact; the importance of the pharmacotherapy element of the contract; a wish to see an increase in the number of Community Links Workers and the need for robust mental health support; the real value placed on the contribution made by the Advanced Nurse Practitioners working with care homes; the value of clusters as they continue to develop; and the need for equity between practices in how the funding from PCIP is used.

These priorities will be taken on board as we finalise the budgets for 2021/22.

Workstream: CTAC and Phlebotomy

Despite the challenges posed by the lockdown, there have been further developments in the services, which have now been opened to all. The Phlebotomy Service was able to introduce domiciliary visits earlier than had been planned, and the Treatment Room implemented domiciliary visits as a contingency measure. That service is now returning to clinics, although they continue to be stretched owing to the need to limit footfall. This in turn has impacted on telephone call volumes and General Practices are encouraged to share Health Centre contact details to reduce call waits on the booking line. A SCI referral option has been introduced in the South and North East and will be made available to the North West soon. Models for the continued development of the service are currently being explored, and Board wide, work is ongoing to increase the efficiency of the system.

Workstream: Community Link Workers

An additional three Community Link Workers (CLW) started in the North West locality in October, bringing the total number to 43 CLWs in the City. This is more than the 35 we had anticipated earlier in the programme. An event for CLW practices was held at the end of September, and the learning from this session will support the continued development of the programme.

Workstream: Vaccine Transformation Programme

We are now very close to the end of a complex programme to deliver flu vaccinations – thanks are due to all who have been involved in this task, and for their willingness to work together to maximise uptake.

Work is now underway on the Covid vaccination programme – this is fast changing and you will be kept up to date through other channels.

Workstream: Mental Health

The mental wellbeing model aims to support understanding of what can help to improve mental health and wellbeing. The components of the model are all evidence-based - some patients will be able to take action in relation to one or more components of the model themselves, some will require to be signposted to sources of support in their

local community, and others may need a referral to a specific service to provide more dedicated support. If you would like to find out more and discuss how your cluster can take action on this approach contact the Health Improvement Senior aligned to your locality.

North West: Joan.McDonald2@ggc.scot.nhs.uk

North East: Mairead.Rowan2@ggc.scot.nhs.uk

South: Edwina.Fitz-Williams@ggc.scot.nhs.uk

The in-hours compassionate distress response service (CDRS) opened in September. GPs from across the city can refer patients by telephoning 0141 406 0901 or using SCI-gateway. CDRS is provided by Glasgow Association for Mental Health and supports patients who are emotionally distressed and requiring an immediate (within the same day) response. The team of Distress Response Workers will provide compassionate listening and safety planning, and then support patients briefly to develop a plan of action.

Workstream: Pharmacotherapy

Pharmacotherapy hubs: A Pharmacy Technician led hub-based service for elements of pharmacotherapy has been tested with the Springburn cluster. A team including Pharmacy Technicians and a Prescribing Support Worker has been providing support to seven practices. Working remotely from Stobhill, the team has been undertaking medicines' reconciliations from Immediate Discharge Letters (IDLs). The team has been able to action all IDLs with support as required from the pharmacists but it is recognised that numbers are likely to be low as a result of the pandemic – recruitment is underway to increase staffing and further develop skill mix within the team.

The model provides support to practices across the working week, and helps release pharmacist time to support polypharmacy review. It is planned that it will take on further activity as the team expands. It is now being rolled out to clusters across the city over the next 18 months.

Workstream: Advanced Practice Physiotherapy

We now have 13 APPs working across the HSCP. Activity from Oct 2020 demonstrates:

- Approx 1450 APP appointments were available, with an average fill rate of 90%.
- Approx 88% of patients seen were managed within primary care, without the need for referral onwards to secondary care services!

APPs are helping to release GP capacity by offering an alternative first point of contact for patient presenting with MSK conditions. Care

Navigation is key to success and Covid-19 has brought a real opportunity to maximise this as patients are becoming more familiar with being asked questions when calling their practice.

The hub model for smaller practices is now being implemented and is supporting two practices, Peel Street Medical Centre and Scotstoun Medical Practice, in the first instance – the next bulletin will include feedback on its early days.

You may also be interested to know that there has been significant progress with remobilisation of the MSK Physiotherapy service. The MSK service is now meeting the Scottish Government AHP MSK waiting times target of all patients being seen within 4 weeks across GGC.

In addition the service has secured space within the Louisa Jordan which is helping to increase face to face capacity.

Workstream: Urgent Care

Support to Care Homes: Since last year, Advanced Nurse Practitioners have been in post to provide support to HSCP care homes. A further five Trainee ANPs have been recruited and are undertaking training, and are already providing support to additional care homes

Cross Cutting Issues

Collaborative Learning and Leadership

'You as A Collaborative Leader' is now in its third programme with over 50 candidates participating. Further cohorts are planned for next year. A new programme is also running - the Strategic Influencing Programme for Change and Engagement, in partnership with Colin Gautrey that will help participants to have effective and productive conversations to persuade and influence key internal and external stakeholders in areas of change, quality improvement, service transformation, multi-disciplinary team working and stakeholder engagement. This will be continuing into next year, so please look out for the further information and dates that will be sent out. In the meantime, please contact Josephine.Dick@ggc.scot.nhs.uk if you are interested or want to find out more about how Glasgow City HSCP can support your development.

iHub Collaboratives

As part of the Practice Administrative Staff Collaborative relaunch, additional resources have been developed which include the Care Navigation 10 step guide and the Primary Care communication Toolkit. Please see links below.

[Care Navigation 10 step guide](#) [Primary Care Communications Toolkit](#)

To support implementation of Care Navigation or review current processes the team provided a series of one hour long workshops for GP leads and practice managers.

The HIS Pharmacotherapy Collaborative has shifted its focus to serial prescribing until March 2021. 26 practices in GC are now participating.

The iHub is offering workshops to participating practices to discuss themes such as:

- communication & engagement with patient/ community pharmacy
- how to set up serial prescribing in practice
- sharing of local & national resources
- testing use of an interactive digital toolkit containing all resources for serial prescribing
- recognition that serial prescribing requires a "practice team approach" and exploring ways that this can become business as usual to manage prescribing.
- Once practices in the collaborative reach 10-15% serial prescribing for patients on repeat prescriptions the collaborative will collect qualitative data for sharing.

Communication & Engagement

A meeting was held for Practice Managers and Practice Nurses. This updated on the progress of the PCIP and in particular information about the new pharmacotherapy hubs. Time was also available for small groups for networking and to discuss the challenges that practices have faced and the actions they have taken to address these. Slides from the session have been shared.

Covid-19 Assessment Centre

Last month the centre supported the relaunch and media campaign to support the redirection of patients with Covid-19 symptoms to NHS24 and Covid-19 Assessment Centres (CACs) across NHS GG&C to reduce the presentations at emergency departments.

Bereavement Training

Are we on the brink of a grief pandemic and are we prepared? As we work through the disruption and impact of Covid-19, now more than ever it is important to be talking about death, bereavement and grief, and that staff are able to access opportunities to increase their knowledge and understanding of these issues.

On behalf of the Glasgow City HSCP, Child Bereavement UK will be running a series of free interactive webinars for staff. Places are limited so please book early. The webinar aims to:

- Increase staff awareness and knowledge of bereavement and grief
- Consider how we can support someone who is grieving
- Increase awareness of the range of supports available

The training is available to all General Practice staff and staff aligned to practices. Whilst the training is provided by Child Bereavement UK, its content is general rather than focussing on issues related to children.

Feedback on earlier sessions includes:

"Whilst most of us have supported a number of people through bereavement, it is always good to have a refresher session on the topic"

"Provided some really helpful answers too, to questions from the group about specific situations."

"Whilst they have the name "child bereavement" they can support adults too, so something else good to know."

The training is available on January 19th and 27th, and February 4th, 9th, and 18th – all sessions run from noon until 1.30 pm.

Participants can book by emailing to Joanna.Horner@ggc.scot.nhs.uk

Resources

Our [staff bereavement guide](#) provides information, resources and signposts to organisations who offer support to those struggling with grief as a result of bereavement.

Getting involved

If you would be interested in becoming involved in any of these work streams, please contact your local Primary Care Development Officer or

Lynsey McSorley at lynsey.mcsorley@ggc.scot.nhs.uk

or Ann Forsyth, Programme Manager, at ann.forsyth@ggc.scot.nhs.uk

Do you need further information?

Please contact your locality Primary Care Development Officer:

Margaret Black

Primary Care Development Officer, North West Locality

Phone 07929 766 658

Email margaret.black@ggc.scot.nhs.uk

Caroline Fee

Primary Care Development Officer, South Locality

Phone 07875 698 298

Email caroline.fee@ggc.scot.nhs.uk

Susan Middleton

Primary Care Development Officer, North East Locality

Phone 07929 847 679

Email susan.middleton@ggc.scot.nhs.uk