Primary Care Performance

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Key Performance Indicator Summary

KPI	Target	Period	Actual	RAG Status	Direction of Travel in last 12 months
1. Prescribing Costs: Compliance with Formulary Preferred List	78%	Q4	72.76%		▲
2. Prescribing Costs: Annualised cost per weighted registered patient	At/Below NHSGGC average	Mar 26	£177.4		▲

Latest supplied KPIs: Updated figures remain pending.

Performance – Achievements

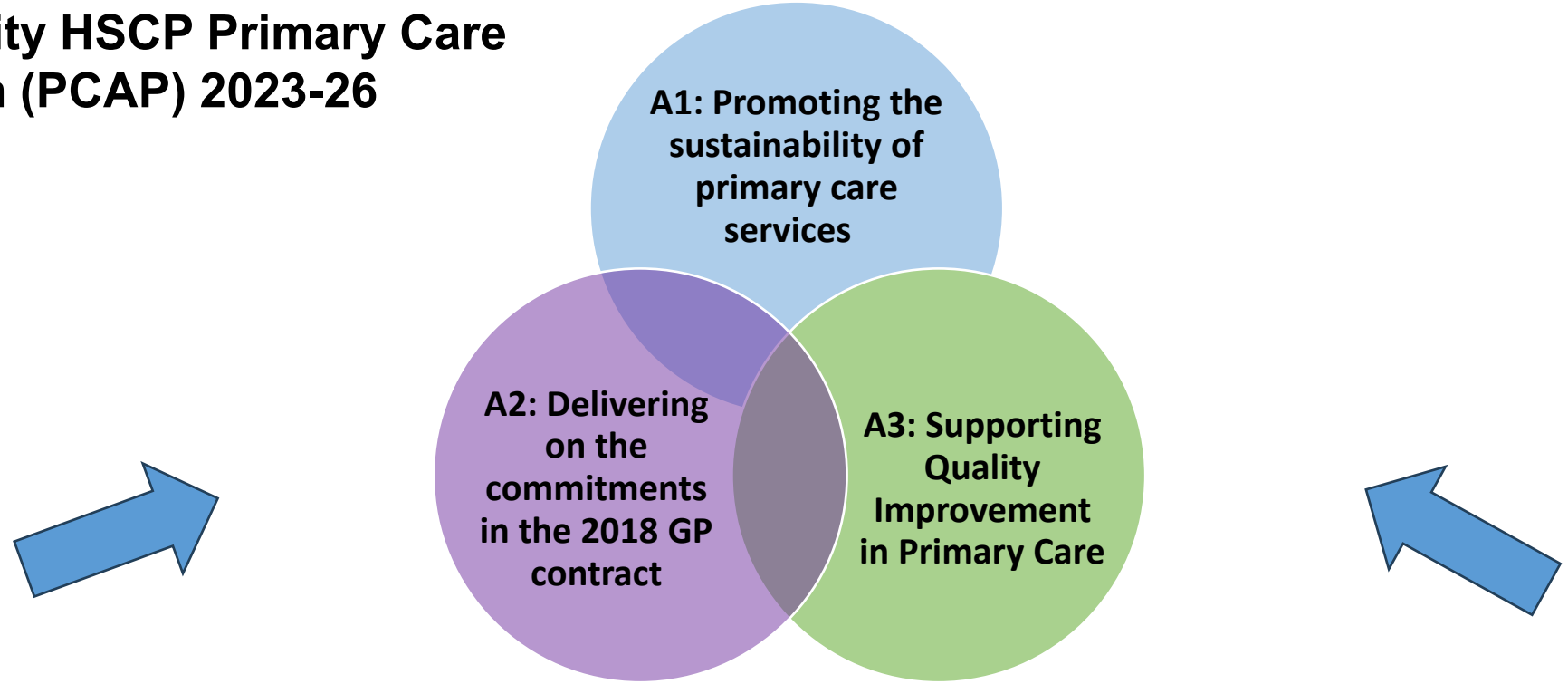
- 2025/2026 central savings programme delivered >£7m of savings, with over-achievement related to switching to generic dapagliflozin.
- 2026/2027 programme in progress. Estimated Year To Date savings of £2.6m (3m paid data, 2m estimated)
- 11,921 polypharmacy reviews undertaken during 2025/2026
- 2,930 polypharmacy reviews undertaken during in Q1 2026/2027
- Triannual Prescribing discussions now established vs previous annual visit.

Performance - Areas for Improvement/Key Challenges

- Refreshed attempts to reduce prescribing of Lidocaine plasters, as a medicine of limited clinical value.
- Space pressures in general practice limit polypharmacy capacity.
- As of 01/10/2026, NHSGGC does not yet have access to the Formulary Management Tool for the Vision GP IT system.
- West Region Formulary remains under development, although significant progress made.

Taking Forward the HSCP Strategic Priorities

Glasgow City HSCP Primary Care Action Plan (PCAP) 2023-26



Enabler 1: Making sure we have a high quality of engagement and collaboration with primary care workforce (contractors), third sector networks, our locality engagement forums & equality groups

Enabler 2: Ensuring that our primary care plan is connected to the HSCP's other transformation programmes and to the policy developments by the Health Board and Scottish Government

Enabler 3: Improving our performance management framework for those primary care functions where we have a responsibility

Taking Forward the HSCP Strategic Priorities

Primary Care Action Plan – *Action 1: Supporting sustainability of primary care services*

GENERAL PRACTICE LOCALITY SUPPORT & ENGAGEMENT

LEARNING AND EDUCATION PLAN

PROPERTY

COMMUNICATION & ENGAGEMENT

NHS GGC PRIMARY CARE STRATEGY

E HEALTH DEVELOPMENTS

3. Taking Forward the HSCP Strategic Priorities

Primary Care Action Plan – *Action 2: Delivering on the commitments in the 2018 GP contract*

Vaccination Transformation

- Ongoing service dev to support sustainable service
- Boardwide Coms Group Established to coordinate coms and support increased uptake
- Staff Vaccination Flu – out to workplace to improve uptake

Pharmacy

- Pharmacy Hubs well established
- Skill changes
- Growing our own staff
- Digital – readiness for new GP IT system
- Ongoing QI activities: Practice educator programme; COPD project; Lidocaine

Community Treatment & Care Centres

- **Phlebotomy**: Added BP to house visits & Launched Bloods & Go in south Sept 2026 with expansion planned Q2/3 to all localities
- **Treatment Room**: Est range of initiatives to support shared & self care e.g. Self referral
- **Single Point of Access**: support access across city with growing demand

Urgent Care

- Full expansion to support expansion back to all 5 GC HSCP homes
- Ongoing support to homes to improve pathway i.e. accessible coms for practices, Care homes and staff
- Digital – Attend anywhere pilot commenced to improve efficiencies and effective use of capacity
- Q1: ANPs recorded about 365 activity records and 310 consultations

MSK Advanced Practice Physios

- Demonstratable impact on reducing unnecessary referrals to orthopaedics and radiology
- Maintain service cover with current practice based model

Mental Health

- High valued services both by practice staff and patients i.e. Life Link, Compassionate Distress Response Service (CDRS) and Youth Heath Service
- Youth Health Service review

Community Link Workers (CLW)

- Planning underway for 2027/28 delivery within PCIF allocation given SG 3year funding due to end Recommissioned CLW service

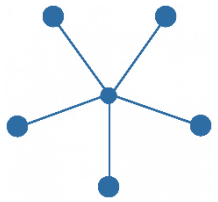
Taking Forward the HSCP Strategic Priorities

Primary Care Action Plan – *Action 3: Supporting Quality Improvement (QI) in Primary Care*

1. Build evidence to understand local and national context & ensure connection

2. To develop a culture of continuous improvement across primary care settings

3. Support delivery and spread of QI initiatives across Primary Care



4. Share, scale and spread our learning and experiences

Performance - Achievements

- **Primary Care Improvement Plan (PCIP)** – Focus on improving effectiveness and efficiency of services
- **Interface** – Reporting themes and progress through NHSGGC Interface and Integrated Group
- **Primary Care Action Plan (PCAP) 2023-26 -** Delivered and action plan on track for 2026/27
- **Lease transfers** – Cardonald Medical Centre transferred to NHSGGC and supported by GCHSCP
- **GP Walk in Centre** – Engagement and escalation to support clinical pathways
- **IT Reprovisioning** – Representation at steering group and support through Primary Care Improvement Team (PCIT) to practices for readiness for significant change
- **Care Governance** – HSCP structures and ToR updated for PC to report through OPPC CLT into HSCP CG Group as well as NHSGGC PC and Community CG Group

Performance - Areas for Improvement

- **Prescribing** - Formulary compliance & lidocaine
- **Premises** - solution to ensure maximizing use of clinical accommodation to deliver Primary Care Improvement Plan services and General Medical Services (GMS) services
- **Digital** - Migration planning, implementation and monitoring of impact to practices and GMS delivery Oct 2026 – June 2027

Taking Forward the HSCP Strategic Priorities

Priority 1: Prevention, early intervention and well-being

- Winter Vaccination programme for staff
- Winter Vaccination programme for eligible groups - communications resources to increase uptake.

Priority 2: Supporting greater self-determination & informed choice

- NHSGGC launched My Health and the primary care website hub to support information and signposting.

Priority 3: **Supporting people in their communities**

- Community Link Workers (CLW) provision covers 80 GP practices.
- General Practice investment - Workforce expansion to increase capacity
- Whole Family Welfare Fund – additional funding for expansion to further 12 practices

Taking Forward the HSCP Strategic Priorities

Priority 4: Strengthening communities to reduce harm

- The interface alert process supports escalation of safety concerns.
- The Quality Improvement toolkit with practice and Primary Care services.

Priority 5: A healthy, valued and supported workforce

- The NHSGGC Primary Care workforce strategy awaited sign-off.
- General Practice Investment - workforce returns are due 23 October, with fuller data expected around November.

Priority 6: **Building a sustainable future**

- Planning for revised model for Community Link Worker service for 2027/28 Future funding remains uncertain.

Future Service Plans, Challenges & Opportunities

Future Plan:

- **Strategic:** Continue to implement our Glasgow City Primary Care Action Plan and NHSGGC Primary Care Strategy
- **Premises:** Resolve clinical-use restrictions and prioritise space needs across PCIP services.
- **Digital:** Support practice migration readiness and monitor supplier and rollout risks.
- **Planning:** Develop the refreshed Primary Care Action Plan for 2027–30.
- **Operational:**
  - Planning for revised CLW model for 2027/28
  - Planning with NHSGGC for delivery of further Walk-in Centre
  - Ongoing review and QI work to meeting growing demand within in PCIP services with reduced capacity (RWW)
  - Evaluate Care Home Advanced Nurse Practitioner (ANP) remote triage pilot before wider rollout

Glasgow City HSCP
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Future Service Plans, Challenges & Opportunities

Challenges:

- Prescribing cost pressures and identifying efficiency savings
- The Primary Care Improvement Fund (PCIF) allocation is not sufficient to fully implement the 2018 GP contract, & annual approach to the awarding the PCIF to IJBs, restricts the ability to effectively plan and expand services.
- Models of service do not allow us to address health inequalities in a broader sense.
- Responding to demographic trends, health inequalities and increasing demands for services.
- Lack of capital investment for primary care in recent years has been a barrier to transformation
- Lack of traction with lease assignations & sustainability loans
- Primary care is a large proportion of our NHS services and key to our future strategy
- Interface with secondary care and waiting times for appointments
- Public and stakeholder expectations of what can be delivered within the res available