

Locality Engagement Forum Session

Update on Primary Care Improvement Plan and What it Means to You



**Locality Engagement Forum Session on
Changes in Primary Care Services
Thursday 28th April 2022**

Making the most of Today



Involvement – Questions are encouraged and time will be available after each speaker

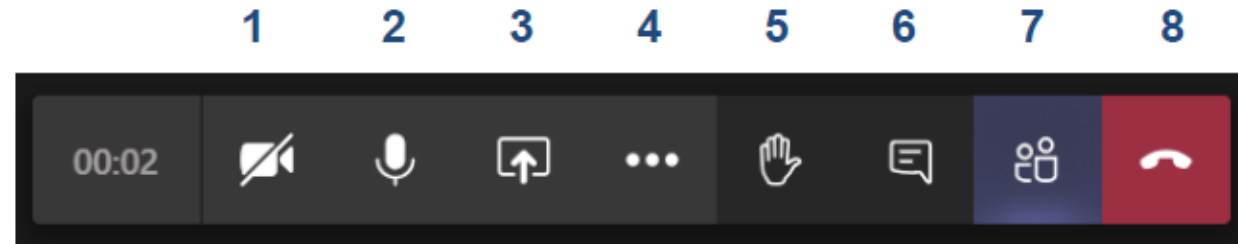
Respect – Everybody is aiming to know more about their Primary Care

Questions – Please use the text box to ask any questions which will be addressed at an appropriate time

Mindfulness – This is not the space to share personal details. However the topics discussed may be emotive and if you feel you need any further support afterwards let us know or:

- call FREE helpline Breathing Space on 0800 83 85 87
- call Patient Advice Support Service 0800 917 2127
- Visit www.careopinion.org.uk

Online Meeting Etiquette Tools



1. Turn your camera on and off
2. Mute and unmute your audio
3. Share your desktop, or a presentation
4. Access more in-meeting options
5. Raise your hand
6. Open and close the chat panel
7. Open and close the participant panel
8. Leave the meeting

Please Mute your Microphone and Turn off your Camera until invited to ask any questions.

Primary Care

- Primary Care - General Practice, Optometry, Dental and Pharmacy Services
- Can be widened out to include other community services such as district nursing
- First point of contact for most health concerns and issues
- Est. 90% of health care episodes start and finish in primary & community care
- Provides appropriate level of care with the appropriate trained member of Staff – expanding multi-disciplinary teams
- Delivery of Primary Care directed by national and local guidance
- Significant needs from patients for Mental Health and Wellbeing support

Key Issues In Glasgow City

- Making sure we can sustain our primary care services
- Increasing health inequalities and an aging population
- Services have changed in response to Covid-19 Service Recovery Plans changing the way Primary Care is used
- Focus on Vaccinations (Childhood, Travel Vaccine, Flu/Covid-19 Vaccinations)
- General Practice premises improvement due to expanding services
- Prescribing budget, pharmacotherapy and repeat medication prescriptions
- Implementation of Primary Care Improvement Plan (PCIP)

General Practice in 2022

John O'Dowd

Clinical Director – Glasgow City Health and Social Care Partnerships

28 April 2022

Current activity

- Each day in NHSGGC there are around 120,000 appointments with a GP or practice nurse
- Around 35% are face to face
- National data suggests a 70%+ rise in demand for GP appointments compared with 2019 levels
- The remainder are a blend of telephone or online – secure messaging or video
- Around 15% of GP practice staff are on sick leave at the moment (normal levels 2%)
- There is a very low level of locum doctor or other staff availability, meaning that staff are having to triage those with the greatest need – this is the main reason for ‘telephone first’ as it means those who need a face to face appointment can get this despite the shortages
- A recent survey has shown that 75% of GPs have experienced a rise in verbal abuse
- 51% of GPs are considering taking early retirement or leaving the profession due to workload, mental wellbeing, and staff shortages

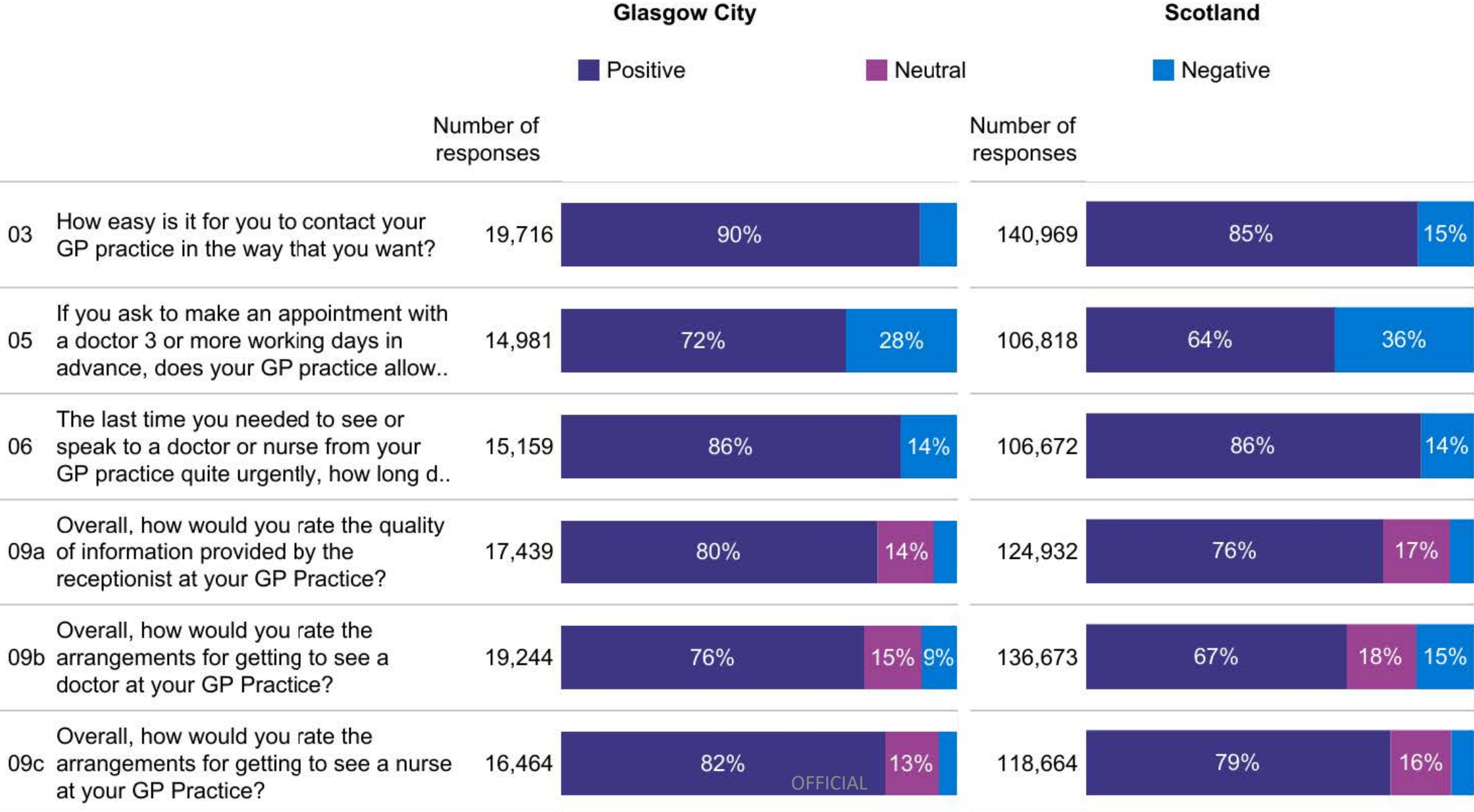
Covid associated issues

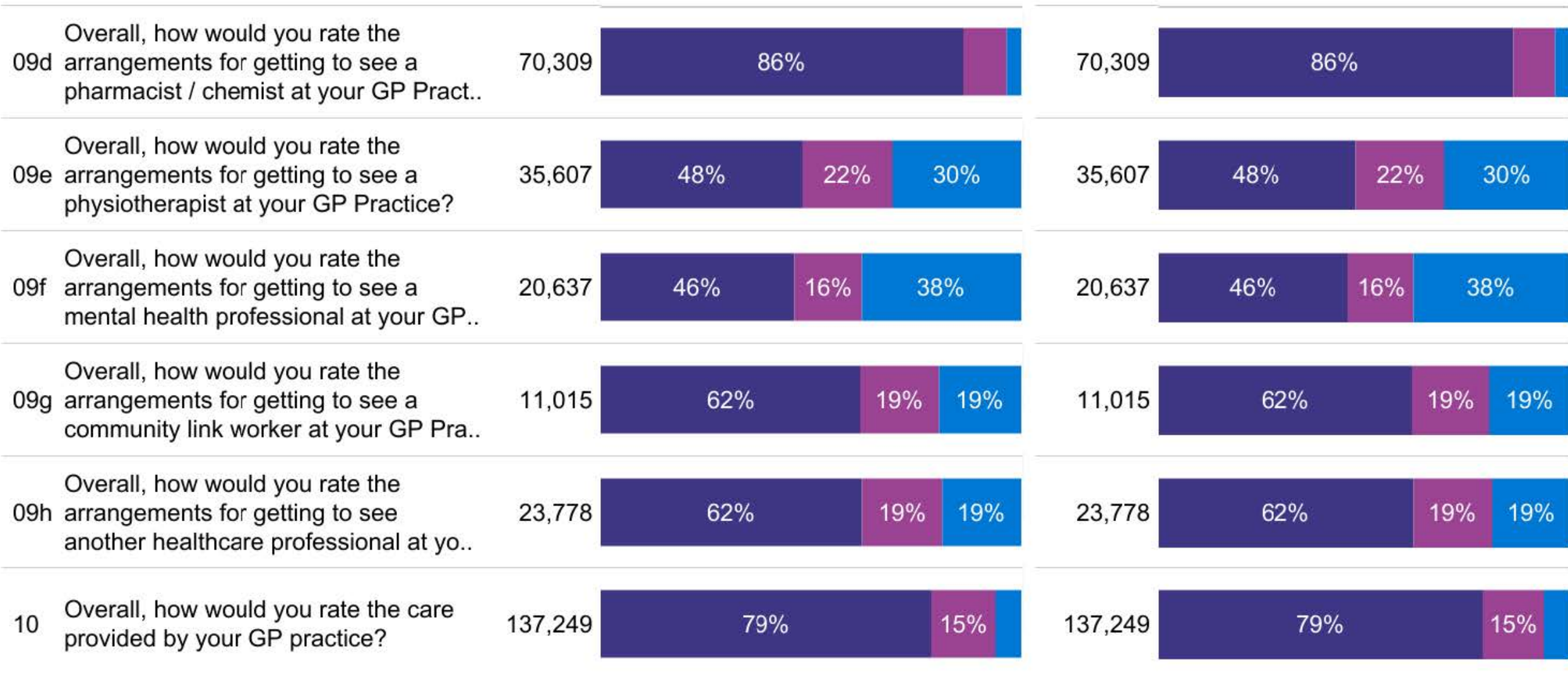
- Covid is still a problem
 - 3,194 cases known yesterday (limited testing)
 - 1,529 people with covid in hospital
 - 123 admissions with covid yesterday
 - 27 deaths yesterday
 - High levels of staff absence associated with covid
- Cases falling we think, but it is still very infectious
- Limited ongoing vaccination makes further rises likely
- NHS is trying to reduce the likelihood of people getting covid when accessing our services, and limiting the risk of staff getting covid when working in our premises

Satisfaction

- Some patients like the new forms of consultation, but many are distressed and want face to face contact
- Health and Care Experience Survey
- No results in 2021, and 2022 expected in October of this year
- Results from October 2020 available, covering period of new working under 'telephone first'
- [Introduction - Health and Care Experience survey - 2020 - Health and Care Experience survey - Publications - Public Health Scotland](#)

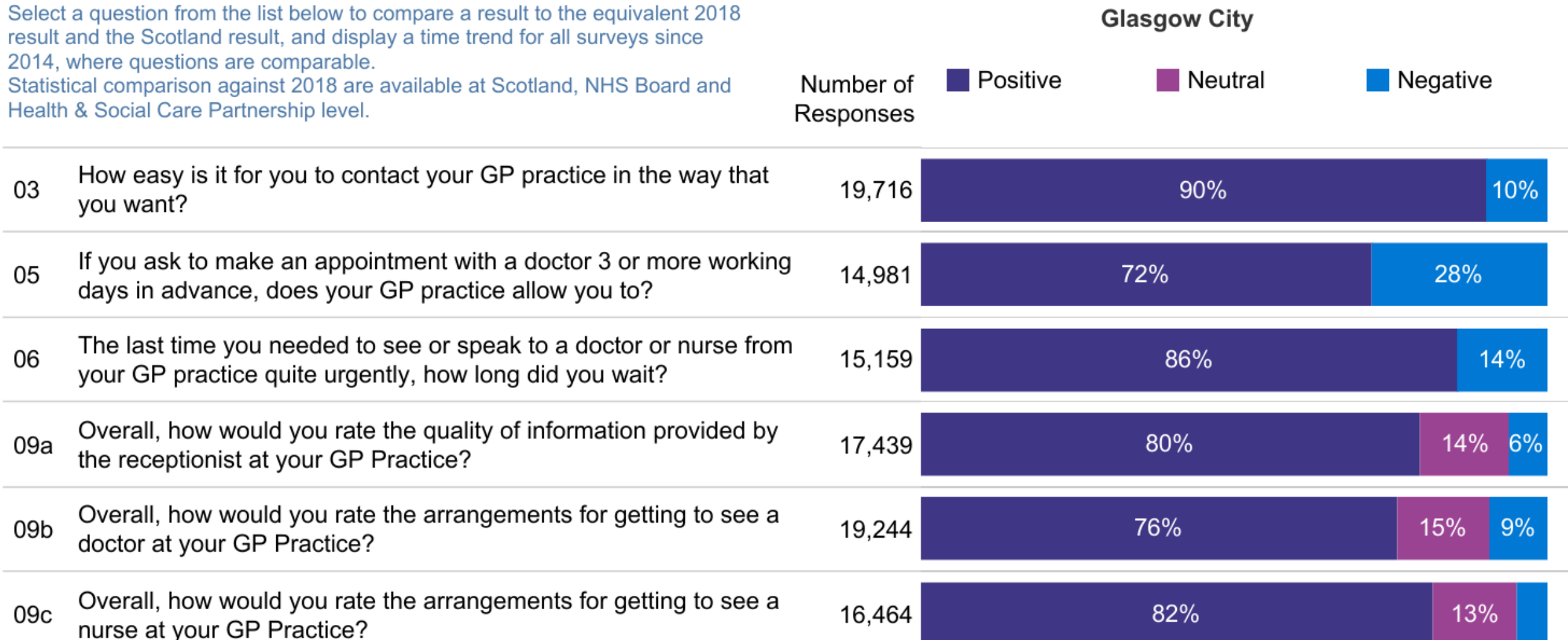
Percentage of positive, neutral and negative responses

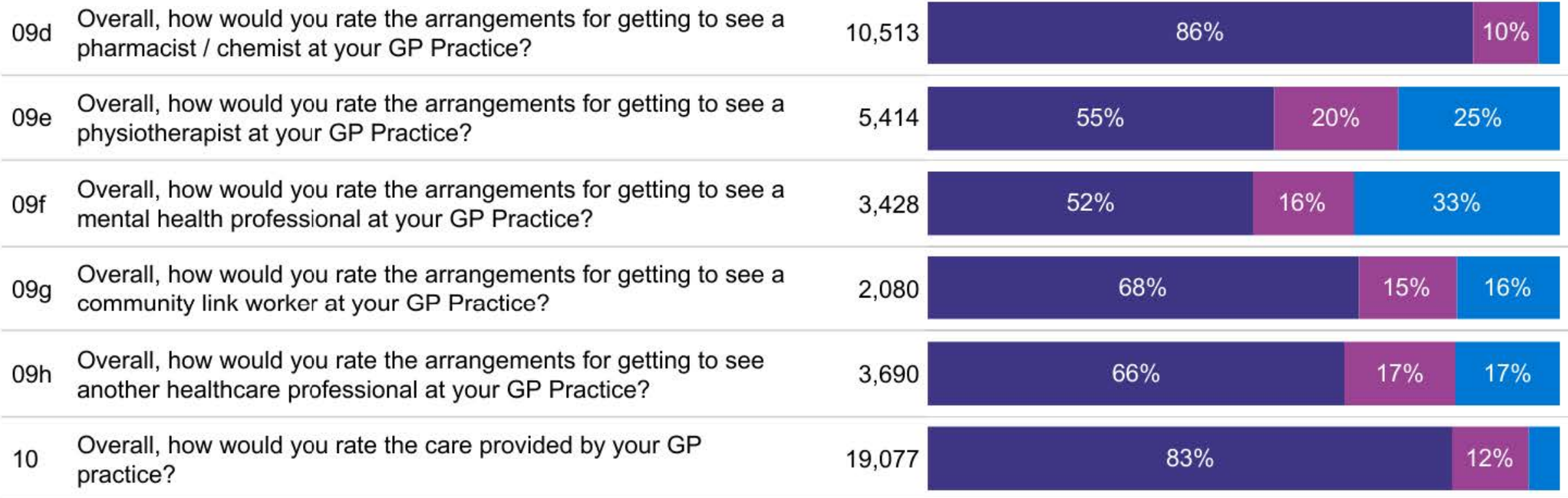




Comparison

Select a question from the list below to compare a result to the equivalent 2018 result and the Scotland result, and display a time trend for all surveys since 2014, where questions are comparable. Statistical comparison against 2018 are available at Scotland, NHS Board and Health & Social Care Partnership level.





Conclusions

- GP practices are under pressure
- GPs their staff and patients are all experiencing high levels of distress
- GP are trying to provide safe care against unprecedented demand
- Not all demands made need the same response
- Patients are often distressed by not being able to see their GP in the traditional way
- Many GPs are considering leaving the profession
- We will have a greater reliance on the wider primary care team in the future
- There is a need for investment in GPs, not just in primary care

Questions???

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Andrew Beattie

Lead Clinical Pharmacist – Glasgow City
HSCP North East Sector

- What is Pharmacotherapy?
 - 2018 GMS contract work stream
 - Aimed at reducing GP workload
 - All aspects of medicines management within a general practice setting
 - Maximising the potential of the third largest health profession

Pharmacotherapy

	Pharmacists	Pharmacy Technicians
Level One	<ul style="list-style-type: none"> • Acute Prescription Requests • Repeat Prescribing Requests • Hospital Discharge Letters • Medicines Reconciliation • Medicines Safety Reviews/Recalls • Monitoring of High Risk Medicines • “Non-clinical” medication review 	<ul style="list-style-type: none"> • Monitoring Clinics • Medication Compliance Reviews • Medication Management Advice and Reviews (care Homes) • Formulary Adherence • Prescribing Indicators and Audits
Level two	<ul style="list-style-type: none"> • Medication Review (more than 5 Medicines) • Resolving High Risk Medicine Problems 	<ul style="list-style-type: none"> • “Non-Clinical” Medication Review • Medicines Shortages • Pharmaceutical Queries
Level three	<ul style="list-style-type: none"> • Polypharmacy Reviews (to support complex care) • Specialist clinics (e.g. Chronic Pain, Heart Failure) 	<ul style="list-style-type: none"> • Medicines Reconciliation • Telephone Triage

Implementation Phases

- Baseline: Glasgow City historically employed prescribing support teams. ~30 whole time equivalent staff.
- Phase 1: Pharmacist front-loading 2018-2019
- Phase 2: Pharmacist uplift, Pharmacy technician role development 2019-20
- Covid-19 & Direction from Scottish Government to focus on level one tasks
- Phase 3: Service expansion focussing on consistent delivery of a level one service via hubs in 2020-present

Roles, Skill Mix & Standardised Roles

- Pharmacists – 71 WTE
 - Targeted Medication Review & Referrals from Patients, GP's and colleagues.
- Pharmacy Technicians- 46 WTE (+12WTE Trainee Technicians)
 - Immediate discharge letters, queries, outpatient letters & ad-hoc prescription requests etc
- Pharmacy Support workers – 20 WTE
 - New role in Primary Care: Process improvement, care home orders, vaccination support etc.

Pharmacotherapy Hubs



- Aspiration: 3 large hubs for Glasgow City. (Currently a mix of small hubs & remote support)
- Aim to process Immediate Discharge Letters and respond to pharmacy queries for all practices in Glasgow City.
- Supporting practice quality improvement around prescribing processes. (serial prescriptions and non-repeat medicines)
- Prioritising space in practices for patient-facing roles.
- Future optimisations with electronic prescriptions.

Medication Review

- Any patient can request a medication review
- Target groups: (Overarching goals- Reduce Frailty/Admissions)
 - Diabetes
 - Heart Failure
 - High falls risk (Medicines Related)
 - Chronic Pain
 - High Risk Medicines(i.e. anti-coagulants, rheumatology medicines, Lithium which require careful monitoring)

Key Future Developments

- Advanced Prescribing Practitioners
 - Advanced Clinical Examination Courses
- Hospital medication requests sent directly to Community Pharmacy
 - Discharge Project
 - Outpatient letters

Questions??

Delivering better health

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Mental Health Development in primary care

Fiona Moss

Head of Health Improvement and Inequality,
Glasgow City HSCP

- Recognised as a very important area for focus within the first and subsequent local primary care improvement plans (over 20% of all the new investment between mental health and community link workers)
- National Primary Care and Mental Health Group reported early in 2021 – what would good look like?
- National guidance to partnerships issued November'21 and we are soon to submit our initial plans.

1. Doubled the investment into community stress services open to anyone in the city and for GP referral
2. Development and establishment of a new Compassionate Distress Response Service
3. Expansion of the Youth Health Service
4. Establishment of the Community Link Worker programme based on learning from the original pilot in a handful of practices in Glasgow
5. Introduction of a financial advisor in 84 General Practices in Glasgow City one day a week from February'22 for an initial 2 year pilot period
6. Continuation of the existing Primary Care Mental Health Teams receiving clinical referrals for psychological therapies (over 9,000 referrals across the health board area per year) and the on-line Cognitive Behavioural Therapy programme

- Provides counselling, along with wellbeing classes, to people aged 16+ within Glasgow city and for patients registered with a GP in Glasgow.
- Individuals can self-refer or be referred by GPs and other services/routes.
- The service offers short-term solution-focused counselling, working to address areas the client wishes to address. The main reasons for people's referral to the service are anxiety and depression, although many report a range of additional reasons.
- Service outcomes are very positive, with clinically significant improvements to CORE scores reported. The service also reports high levels of self-reported improvement in client wellbeing across a range of indicators, including: reduced feelings of anxiety, isolation and exclusion; better awareness of the effects of stress on mental, emotional and physical health; improved confidence and self-esteem; and improved overall health and wellbeing.
- In 2020/21 the service received 6,217 referrals (down from 8,200 in 2019-20 as a result of the pandemic). Referrals in 2021/22 are back to pre-pandemic level.
- People are waiting for up to 12 weeks for a service

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Provides a same day response to alleviating acute distress, with short term follow up support. Staff are trained distress response workers, working to a non-clinical, holistic, trauma-informed model. The service includes;

- Service for GP's and primary care teams to refer in-hours from 9am to 6 pm, Monday to Friday.
- An Out of Hours (OOH) Service, is open to referrals from first responders (out of hours GPs, CPNs, social work services, EDs, Police, Scottish Ambulance and Mental Health Assessment Units) from 5pm to 2am, Monday to Sunday.
- The Young People's Service is open to referrals from anyone working with young people who are aged 16-24 (or 26 if care experienced).

To date a total of **5,950** referrals have been received (3,749 people to the Primary Care Service; 2003 to Out of Hours and 198 via the young people's pathway, which was established in September 2021).

Average referrals per month for primary care are 234, and 119 for Out of Hours. Over 80% of the GP's in Glasgow City have referred patients into the service

The external evaluation, due this summer, is expected to provide further qualitative evidence of the efficacy of the approach.

Discuss need for additional ongoing support from appropriate services; support the person to access these services. When contact with service established service withdraws.

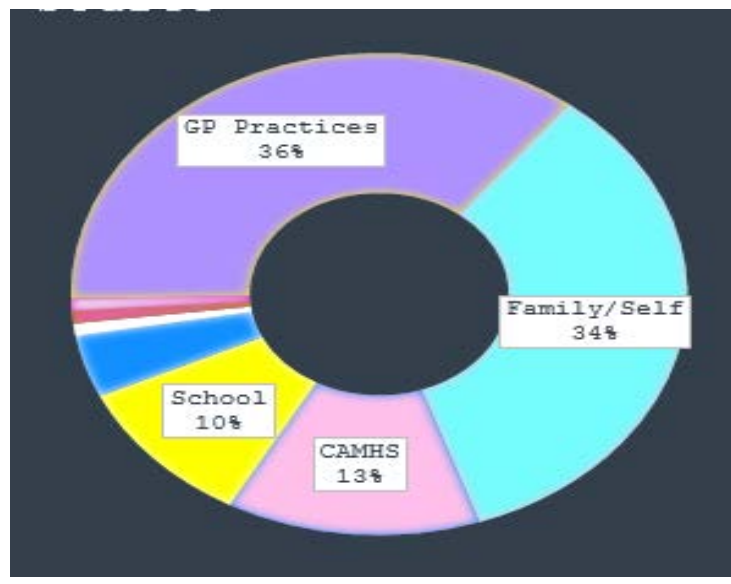
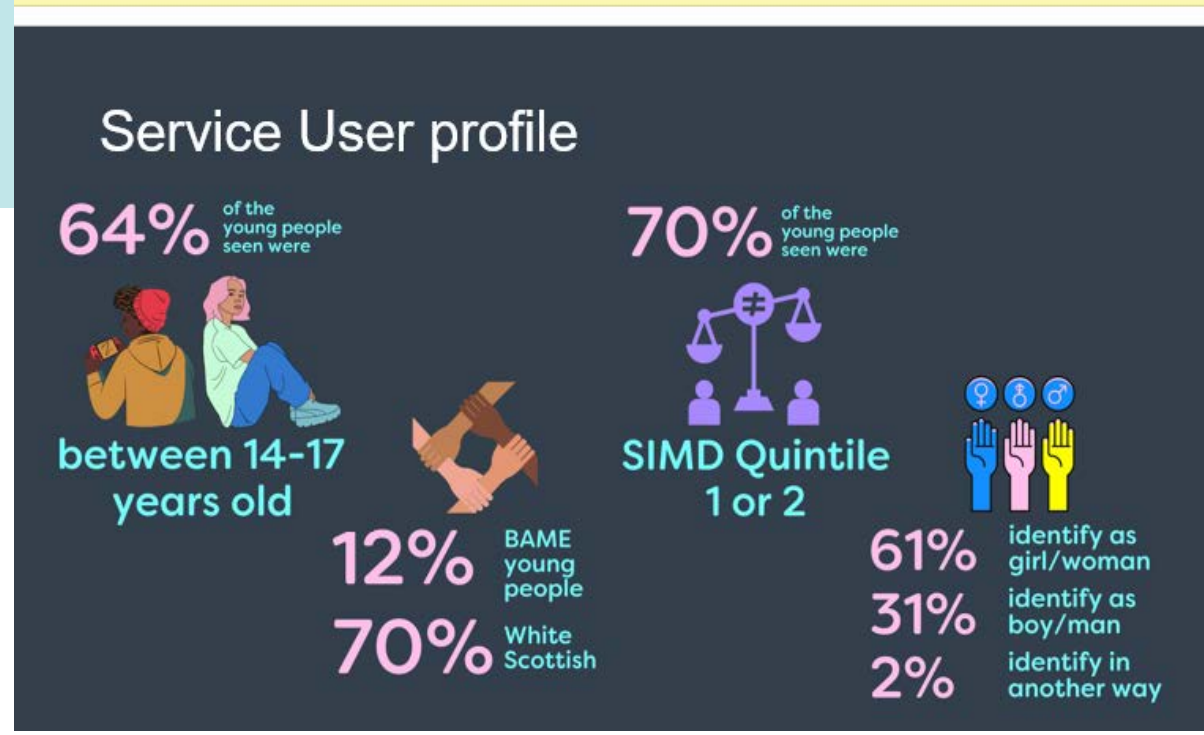
Glasgow City
HSCP
Health and Social Care Partnership

gamh
Glasgow Association
for Mental Health

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www.gamh.org.uk

- For Young People in Glasgow aged 12-19
- Holistic early intervention and prevention
- Clinical and Non-Clinical support
 - Sexual Health
 - Substance Use
 - Mental Health
 - Relationships
 - Bullying
 - Employment & Education
- Often complex cases requiring multiple interventions



Currently 350-400 referrals in a 3 month period

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Glasgow City HSCP Community Link Worker Programme

Annual Report
1st April 2020 - 31st March 2021

Delivered by
The Health and Social Care
Alliance Scotland
and
We Are With You



Introduction

<https://glasgowcity.hscp.scot/publication/glasgow-city-hscp-community-link-worker-programme-annual-report-20202021>



Patient centred

Generalist
social support

Inequalities
focused

Working in
partnership

81 General Practices have a Community Link Worker, full or part-time and three thematic (Supporting those in the asylum process, youth health service and homeless service)

"I'm so glad I've got you to refer patients onto when I don't know the answers to what can help them. It makes me feel relieved knowing I'm not leaving them without the support they need and means I can focus on other (medical) issues that they might be having. Thank you

GP from a links practice

Overall 4,996 referrals were made in 2020/21, rising in 2022/23.



Programme contact:

Kathy Owens, Health Improvement Lead - Community Link Workers

Kathy.Owens@ggc.scot.nhs.uk

The Health and Social Care Alliance Scotland Links Worker Programme

clw@alliance-scotland.org.uk

We Are With You Community Link Worker Service

glasgowlinks@wearewithyou.org.uk

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National Guidance : Mental Health and Well-being Primary Care Service (MHWPC)

- Fully implement a new MHWPC services by 2026 using the Scottish Government financial allocation awarded for that purpose, and potentially supplementing with other local funds. Investment will increase annually with an expectation of over £4m pa by 2026 in Glasgow City
- New service will be designed around groups of GP practices
- The new service will provide assessment and support to the individual to access appropriate levels of advice, community engagement, treatment or care
- Anticipate combined teams of clinical and other professional staff from within and beyond the NHS. Clinical staff may include mental health nursing, clinical psychology, occupational therapists and other allied health professional groups. Every GP Practice must have access to a Community Link Worker and other staff may include third sector, financial advice and others
- Open to all patients on the practice list, with no age criteria
- Patients referred through General Practice or self-referral

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2022/23; initial development year

1. Services respond to local need and demographics – **working with local residents** and agencies to develop the model
2. **Whole system collaboration** – pathways, planning and delivery - connecting existing services (HSCP and community)
3. **Working out the journeys into and through the hubs**– how will people arrive and be supported appropriately for their issues – including onward access to specialist mental health services if required
4. **Team leader recruitment** – 3 will be recruited initially for the three pilot areas
5. **So what?** – Glasgow Centre for Population Health will work with us to inform learning and help capture the differences generated through this investment to peoples lives.
6. **Working with 23 practices** initially, 3 clusters covering 102,000 patients initially (Dumbarton Road Corridor, Springburn area and Govanhill/Pollokshields)
7. **For the first year referral** through general practice only and for those 16+, with the ambition to open for direct access for all ages as soon as ready

Aim

- **Improve access (journeys into and through) to mental health and wellbeing support**
- **Increase primary care and mental health system capacity**
- **Deliver integrated responses to promote good mental health**

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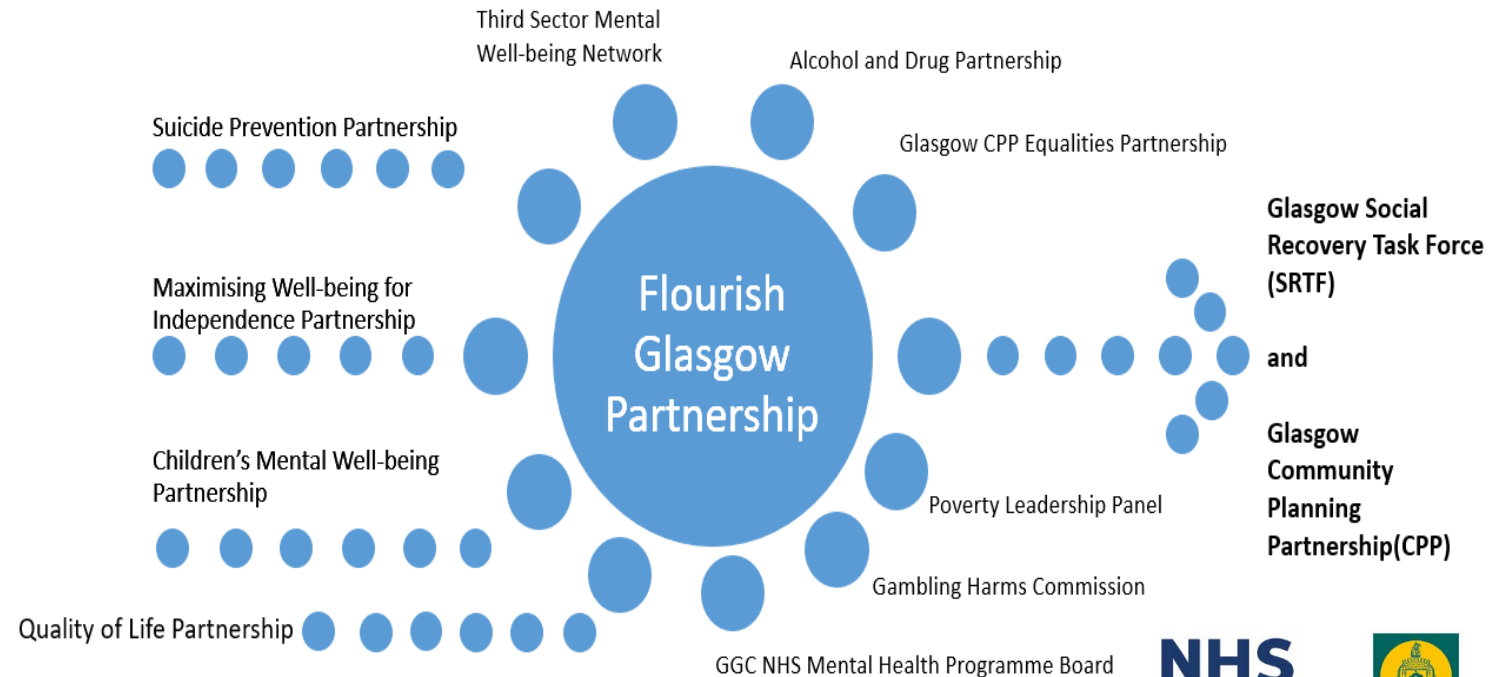
Flourish Glasgow Partnership...

Improving mental health for all



To act together to promote the mental well-being of everyone in Glasgow, celebrating and strengthening the resilience of individuals and communities and creating easier routes to support when required

- ✓ **First Socially Connected Glasgow Strategy** about to be launched
- ✓ **Community Mental Health Fund** awarded funds to 340 community organisations (TSI) in Feb/March '22
- ✓ **Anti Stigma grants** awarded
- ✓ **Winter Social Well-being Fund** provided small grants for winter activities to 74 organisations
- ✓ **Suicide Prevention Action Plan** – including training programme and developing supports for those affected by a death from suicide
- ✓ **Mental Health Foundation** to host **British Thrive Network** and **Gary Belkin (Billion Minds)** virtual visit
- ✓ **Primary Care Mental Well-being Hub** connected in



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Close and Thank You

Thank you for attending the Local Engagement Forum today, we appreciate your input and co-operation.

If you have any questions that were unable to be asked today, please send this to [Stephanie Moore](#) and [Tony Devine](#) and we will forward your question to the appropriate person.

We will follow up this event with a report and send our findings to everyone involved.

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