

Primary Care Improvements before COVID-19 some headlines

Community Treatment & Care and Urgent Care in-hours



92% of patients who saw an Advanced Practitioner (Nurse or Physiotherapist) did not require GP input

Staff were helpful and listened to me, answering all my questions. I'd be happy to see them again

Patients had an average of one fewer GP appointment in the six months after seeing a GP Occupational Therapist

Most Lanarkshire practices surveyed did some **Care Navigation**/call triage, although many tailored the approach to different levels of demand



By navigating calls away from GPs, some practices were able to offer longer appointments

Before **Workflow Optimisation** training, many GPs dealt with excess paperwork



Afterwards 80% fewer documents went to each GP in one practice (other staff dealt with them)

Pharmacotherapy



19th July 2020:

1,877 patients from 28 practices have had serial prescriptions

Patients were happy with serial prescribing, once they settled into the new system. Of 300 patients in a practice, only one had asked to change back



One practice described noticeably reduced prescription processing

Vaccination Transformation

Nurses felt welcomed and supported by the host practices



In 2019/20 the new managed service ran 893 'flu vaccination clinics
Nurses had no real-time access to patient notes to enter details



"Straightforward and quick"
"No waiting time"

Service vaccinated 45% of 65-74 year olds and 44% of 2-5s not at school (others in these groups vaccinated elsewhere)

Workforce, Recruitment & Retention



Feeling part of a team



Coping with the workload



Influences identified for joining or leaving a practice



Being listened to



Getting enjoyment from your work

GMS Digital



System needs identified for patients & staff



Provide & share information



Support to use new technology

Digital developments should be simple, timely, accessible & safe, provide continuity & avoid duplication



On-line booking, triage/care navigation, waiting room & self-management technologies

Remote access, greater understanding of future developments



Outcomes achieved i.e. we have some evidence for

Workforce:

Has the knowledge, skills & confidence for new roles
A little capacity was created
Some improvements in Recruitment & Retention

People using services:

Happy with new services

Primary Care system:

Better quality/safety of care
Improved health & wellbeing

Scottish Government says that in Year 3 of Primary Care Improvement, HSCPs should describe how evidence has informed decisions around service design

As we move forward, evaluation learning needs to be captured from all prioritised Year 3 Primary Care Improvements and visibly fed into scale-up and spread