

iN TOUCH



**Primary Care Improvement
Plan (PCIP) update**

April 2023

Welcome to the iN TOUCH newsletter for April 2023 – providing an update on the progress of the Primary Care Improvement Plan (PCIP).

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Cluster Quality Leads event took place on 26 April

Our bi-annual Cluster Quality Leads engagement event took place on 26 April, building on the enthusiasm of October's event and connecting CQLs to the wider system and creating conditions for them to influence both how services work and the quality of services. The sessions:

- Outlined the Lanarkshire CQL support being put place in direct response to feedback on how to facilitate successful cluster working (see attached presentation)
- Saw the wider system sharing details of CQL led QI opportunities, with facilitated discussion and exploration of opportunities
- Provided the chance to hear from, and connect to, national offers of support that are in place for CQLs

Following the event CQLs have been notified via email and MS Teams invite of the support offer presented on the day. If you have not received either of these please contact us via LanPCIT@lanarkshire.scot.nhs.uk

Pharmacotherapy

Focus on... pharmacotherapy hubs

What are pharmacotherapy hubs?

Pharmacotherapy hubs are a centralised service which provide remote pharmacotherapy support to GP practices. This is in addition to the pharmacotherapy support that GP practices receive directly from their practice based pharmacy teams. It is planned that there will be hubs in all ten localities across Lanarkshire, however this is dependent on available accommodation and staffing.

The hubs can provide support to multiple practices in the locality and offer a more sustainable service. Even when a practice pharmacist is on annual leave or sickness absence, the pharmacotherapy hub aims to continue to support practices with part of the level one pharmacotherapy work stream. Staff working in the hubs include pharmacy support workers (PSW), pharmacy technicians and pharmacists.

Where are the hubs?

Currently, there are hubs in Airdrie, Bellshill, East Kilbride, Hamilton, Motherwell, Clydesdale and Wishaw. Discussions are ongoing to identify sites in the other remaining localities. This has been challenging due to the lack of suitable accommodation. Coatbridge are training staff with plans to roll-out their service in the summer. Camglen and the North localities still require premises and staff continue to work closely with key stakeholders in these localities to identify suitable premises.

What services do the hubs provide?

The work carried out by staff in the hubs mainly involves supporting practices with pharmacy-appropriate Docman activities. These include actioning immediate discharge letters and outpatient requests from hospital. The ultimate aim of hubs is to complete all pharmacy-appropriate Docman for practices.

Pharmacy support workers and pharmacy technicians complete the technical aspects of medicines reconciliation and pharmacists work in the hubs on a rotational basis to complete the clinical checks.

What staff groups work in the hubs?

A variety of staff work in the hubs, including pharmacy support workers, pharmacy technicians and pharmacists. Pharmacy support workers are typically based in the hub, whereas pharmacists and technicians work directly in GP practices and cover the hub on a rotational basis.

Our recruitment process is ongoing. In the past year we have been recruiting pharmacy support workers (PSW) and pre-registration trainee pharmacy technicians (PTPT). By recruiting these two staff groups it allows us to continue developing a diverse skill mix to enhance the delivery of the pharmacotherapy service. This aligns with the Memorandum of Understanding 2 (MOU2) in relation to the pharmacotherapy service. We have already seen an internal staff promotion from PSW to PTPT, highlighting an excellent career progression pathway for NHS Lanarkshire staff.

The new team roles work in collaboration with the more established pharmacy technician and pharmacist roles. For pharmacy technicians, there is a national shortage which has led

to the Scottish Government apprenticeship scheme for training pharmacy technicians being developed. This scheme has unfortunately since been withdrawn by the government and we continue, with support of other boards nationally, to urge the government to reconsider this decision.

The pharmacist role is well established in NHS Lanarkshire through the foundation pharmacist, prescribing support pharmacist (PSP), prescribing adviser and the advanced clinical services pharmacists, where there is ongoing recruitment in line with a natural turnover of staff. We have had some recent success of foundation pharmacists (traditionally less than two years post registration experience) developing into their role and eventually getting promoted into a Lanarkshire PSP post, ensuring staff retention and reducing the training burden on GP practices.

What is the benefit of the hubs?

The aim of the hubs is to provide every practice in Lanarkshire with pharmacotherapy support, to allow GPs to focus on their role as expert medical generalists.

Working in the hubs provides variety of workload for pharmacists, which helps with staff retention.

What do staff think about the hubs?

Staff from five health boards (Lothian, Forth Valley, Greater Glasgow and Clyde, Fife and Shetland) have enquired about or visited local hubs, to find out more about how they work and to scope the methodologies for their own boards.

Staff involved in the hubs have provided feedback on how they feel they are working. Click on the links below to watch the short videos to hear their feedback.

- [Rebecca Malley, Advanced Clinical Services Pharmacist](#)
- [Mike Boyle, Prescribing Support Pharmacist](#)
- [Laura Lawrie, Pre-registration Trainee Pharmacy Technician](#)
- [Claire Doran, GP Partner and Locality Lead GP](#)
- [Tracy O'Hare, Officer Supervisor](#)

Community Treatment and Care

Local delivery of Primary Care Access Programme

We are currently testing local delivery of Healthcare Improvement Scotland's (HIS) Primary Care Access Programme. The Programme supports primary care teams to identify the root cause of access issues, prioritise changes and use quality improvement methodology to embed changes to improve access. Over a 7-week sprint period primary care teams focus on one aspect of access challenges and benefit from the Programme's coaching support, data tools and analysis, quality improvement approaches, peer discussion and shared learning

Additional professional roles

Community link workers (CLW)

March 2023 update

Of the 60 practices who referred into the programme during March 2023; 35 were in north and 25 were in south. This is 72% of the current 83 live practices.

There were 292 referrals made to the GP CLW programme. 189 in the north (65%) and 103 in the south (35%).

Total referrals received by the service to date (March 2021- March 2023) is 7197.

Other news

Training opportunity: Managing challenging telephone calls – LAST FEW SPACES

Thank you to everyone who has attended the 'Managing challenging telephone calls' training so far. This training aims to increase your confidence and skills when managing conflict and difficult conversations over the phone, by sharing principles and approaches for effectively handling challenging calls.

GP practices identified this as a training and support need, and the PCIT team is supporting the delivery of the training to meet this need.

The last remaining spaces are available on Tuesday 16 and Wednesday 24 May. We are delighted with the level of engagement in this training and will keep it under review to evaluate effectiveness. We'll be sharing learning from this in an upcoming issue.

While this training is free for practice staff, it is fully funded by NHS Lanarkshire. **If you cannot attend the session booked, please make sure to cancel it to allow someone else to benefit from it. The link to manage your booking is included in your confirmation email.**

The session will help attendees deal with telephone calls from angry, emotional or challenging patients.

The training is provided by The Conflict Training Company and participants will focus on maintaining composure and staying in control of each call, to deliver better outcomes for the patient, your GP practice and you.

The learning session will cover:

- o background to conflict;
- o responding to conflict;
- o de-escalating conflict;
- o listening skills;
- o managing the impact; and
- o managing abusive behaviour.

We have been running two 90-minute sessions each month, from March to May, to allow as many people to attend as possible – so you only need to attend one session. Numbers are

limited to 45 spaces on each course and will be allocated on a first-come first-served basis. The sessions will be delivered on MS Teams and a link will be sent to delegates closer to the time.

Please click on your preferred date to book a place on that session:

- [Tuesday 16 May 2023 at 10am](#)
- [Wednesday 24 May 2023 at 2pm](#)

Blue-Green Prescribing for Mental Healthcare in Primary Healthcare Settings survey

To develop Scotland's first Blue-Green Prescribing Programme, primary care staff are being asked to complete the Blue-Green Prescribing for Mental Healthcare in Primary Healthcare Settings survey. The research aims to explore the acceptability of a Blue-Green Prescribing Programme in the context of primary care. Complete the survey here

<https://redcap.gcu.ac.uk/surveys/?s=C73FAJ9T8K>

Contact us

If you have an enquiry or would like further details about an article in this edition of iN TOUCH, please email LanPCIT@lanarkshire.scot.nhs.uk

Please note the change of email address from LanGMS2018@lanarkshire.scot.nhs.uk to LanPCIT@lanarkshire.scot.nhs.uk. This is to make it easier to know who is emailing / who you are emailing.

To read previous PCIP updates, [click here](#) and scroll down to 'PCIP updates'.