

# iN TOUCH



Primary Care Improvement  
Plan (PCIP) update



July 2023

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

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## [Focus on...](#)

### **Local delivery of Primary Care Access Programme**

We have successfully completed the testing of the local delivery of Healthcare Improvement Scotland's Primary Care Access Programme (PCAP) and six practices across Lanarkshire have undergone the 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 our primary care teams focussed on one aspect of access challenges within their practice and engaged with the Programme's coaching support, data tools and analysis, quality improvement approaches, peer discussion and shared learning to implement successful change strategies. Change ideas included staff training to empower patient care advisors to signpost appropriately thus freeing up some GP time, and auditing processes to measure where pressures arose within the practice. We'll be sharing learning from PCAP and celebrating our local successes using QI insights in order that insight is spread widely across Lanarkshire.

We are currently planning our next cohort and will release further information shortly. In the meantime, if you would like to know more or just register your interest in being part of the next cohort please email [LanPCIT@lanarkshire.scot.nhs.uk](mailto:LanPCIT@lanarkshire.scot.nhs.uk)

## Community Treatment and Care

### Chronic Disease Monitoring in Treatment Room Services

There continues to be good progress in the transfer of Chronic Disease Monitoring (CDM) from GP practices to local Treatment Room Services (TRS). At the start of July 2023 38% of GP practices were referring patients to TRS for CDM appointments, and the aim is to increase this to around 70% by the end of September as more practices adopt the offer.

This increase in activity has been welcomed in practices, in TRS and by patients and crucially supports the routine management of CDM across localities. Further enhancements to this service are being explored including supporting housebound patients and finding a CDM delivery solution for those practices that are currently on the EMIS system.

### Treatment room visits

A series of locality visits are taking place with Veronica Rainey, Associate Medical Director, Babs Gemmell, Service Manager and Brett Winn, Improvement Advisor to build relationships with the teams delivering Chronic Disease Monitoring. This is an opportunity to meet the teams, hear their feedback on what works well and areas of improvement for consideration going forward.

## Pharmacotherapy

### Hubs update

Work continues to progress across localities. North's premises in Kilsyth Hospital are being set up with recruitment underway and IT equipment ordered. Further updates will be provided by GP practices via Clinical Forum. Airdrie is supporting all GP practices 5 days per week with hub backfill. Wishaw is supporting all GP practices that requested hub input (n=9), and their hub audit report is currently being drafted. Bellshill, Hamilton, Clydesdale, East Kilbride and Motherwell are expanding their services on an ongoing basis, and Coatbridge has recently started the rollout of their hub service. Therefore, Camglen is the remaining locality without a premises at present, however positive discussions are taking place around finding a site/location. Across all the hubs pharmacy staff are supporting around 235,000 patients in at least 33 GP practices. Out of all the localities with an operating hub, 45% of GP practices are now receiving support.

## Additional professional roles

### Community link workers (CLW) May 2023 update

Of the 66 practices who referred into the programme during May 2023; 38 were in north and 28 were in south. This is 80% of the current 83 live practices.

There were 382 referrals made to the GP CLW programme. 208 in the north (54%) and 174 in the south (46%).

Total referrals received by the service to date (March 2021- May 2023) is 7906.

## Other news

### **CQL event – Wednesday 25 October 2023, 12-5pm, Dalziel Park**

The next CQL event will take place on Wednesday 25 October at Dalziel Park in Motherwell. The event programme will begin at 1pm, with a light lunch and networking opportunity from 12-1pm. Hold the date calendar invites have been issued.

### **Care homes radiology pathway**

As NHS Lanarkshire prepares for the second stage of Operation Flow the radiology pathway for care homes will come into use again. The aim is that the pathway prevents unnecessary Emergency Department admissions as well as improving residents' safety. The pathway will start again on Tuesday 1 August, operating 9am-4pm. See attached for further information.

### **Follow us on Twitter**

You can follow the Primary Care Improvement Team on Twitter. Come and see what we tweet [@LanPCIP](https://twitter.com/LanPCIP)

## 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](mailto:LanPCIT@lanarkshire.scot.nhs.uk)

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

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