

iN TOUCH



Primary Care Improvement
Plan (PCIP) update

June 2023

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

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Pharmacotherapy

Hubs update

Work is progressing within localities. North has secured premises in Kilsyth Hospital. This area is now being set up and recruitment is underway, with further updates provided to GP Practices via Clinical Forum. This means Camglen is the remaining locality without a premises at present. Across all the hubs pharmacy staff are supporting around 181,000 patients in at least 29 GP practices. Out of all the localities with an operating hub, 43% of GP practices are now receiving support. Airdrie continues to support all GP practices, 5 days per week, with hub backfill. Wishaw is now supporting all GP practices that requested hub input (n=9). Five other localities are continuing to expand their service (Bellshill, Hamilton, Clydesdale, East Kilbride, Motherwell). Coatbridge is due to roll out service over the summer months.

The Airdrie hub is fully staffed, while the remaining seven are staffed to support a significant proportion of GP practices. However, they will require additional staff to expand their service, with East Kilbride and Hamilton also possibly requiring further premises for a full service.

Pharmacist staff retention is critical to the expansion of the hub service. Recruitment and training are ongoing over the coming months with the aims to expand the hub service and retain as many staff as possible.

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 (PCAP) with six practices across Lanarkshire. PCAP 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 the local primary care teams have focussed on one aspect of access challenges 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. We were delighted to be invited to share our PCAP journey with the SPSP EIC Networking Meeting where there was considerable interest in the approach. We will be celebrating our local successes following the completion of the Programme in the coming weeks.

B12 Flash Report

The Pharmacy Prescribing Efficiency Team are gathering data on the review and of patients receiving vitamin B12 injections as per "Guidance on the review of patients on intramuscular (IM) vitamin B12 (hydroxocobalamin) injections and identifying those in whom this may be stopped." The process identifies patients receiving B12 injections, with those requiring a review undergoing this in order to reach a decision with regards to whether treatment should continue or stop with monitoring. Those patients identified as requiring review (from stage 1 of the review process) move on to stage 2 whereby the prescriber (usually the GP) will decide whether the patient is clinically indicated to continue receiving IM vitamin B12 or whether they can stop and start monitoring as per the NHSL guidance.

Data already gathered from 53 GP practices across 8 localities indicates that 53% of patients are appropriately receiving B12 injections, with 42% of patients requiring review. See the attached flash report for further information.

Treatment room receives Big Shout Out

The Camglen treatment room based at Rutherglen Health Centre has received a Big Shout Out for their work to improve the care of those being treated with leg ulcers. The team introduced Doppler scanning for patients with an ulcer that has not healed within two weeks, in order to ensure patients are receiving the most appropriate treatment to improve their lives.

The Big Shout Out recognises NHS Lanarkshire teams taking an innovative, creative and patient-centred approach to working, and praises their unique contributions to overcoming the challenges faced across the healthcare system.

Read more [here](#)

Additional professional roles

Community link workers (CLW) April 2023 update

Of the 68 practices who referred into the programme during April 2023; 45 were in north and 25 were in south. This is 85% of the current 82 live practices.

There were 327 referrals made to the GP CLW programme. 222 in the north (68%) and 105 in the south (32%). Total referrals received by the service to date (March 2021- April 2023) is 7524.

We will shortly be releasing a series of CLW case studies in order to highlight and promote the impact this service is having on patients. These will be shared via iN TOUCH.

Primary care occupational therapy service

We reported in December's iN TOUCH that NHS Lanarkshire became one of the first health boards in Scotland to provide a primary care occupational therapy (PCOT) service to all local GP practices. Originally tested in Hamilton and Bellshill localities, the primary care OT service has since rolled out to Camglen, Coatbridge and Clydesdale. An additional 19 new staff have been employed bringing the team to 28 members.

Professor Eamonn Brankin, Associate Medical Director & Primary Care Appraisal Lead, said:

“The initial pilot project of having occupational therapists working in practices in Lanarkshire evaluated very well and was found to be a great help to appropriate patients. Practices and managed services across NHS Lanarkshire look forward to welcoming our new OT colleagues to our primary care teams and to working together in the future to help optimally look after our patients.”

The remaining five localities will be contacted in the coming months regarding the unique opportunities the OT service offers primary care, and spread across Lanarkshire will be influenced by ability to secure accommodation and then recruit. To find out more about the team and their work contact Shonaid McCabe at Shonaid.McCabe@lanarkshire.scot.nhs.uk

Other news

REGISTER NOW - SIFS Programme offered to Lanarkshire CQLs, PQLs and GP Practice Teams

Registration for the Scottish Improvement Foundation Skills Programme (SIFS) is open now. Cluster Quality Leads, Practice Quality Leads and GP Practice Teams are particularly encouraged to sign up to the 7-week programme that aims to develop the skills, knowledge and confidence to participate in improvement and celebrate the changes achieved.

SIFS is a virtual learning programme beginning on Wednesday 23 August at 12.30-2pm and running for 7 weeks. The Primary Care Improvement Team will deliver SIFS via lunchtime learning sessions on MS Teams. Participants will also spend 90 minutes per week applying the skills delivered in the session to their improvement project.

Register here <https://forms.office.com/e/n0sAi1Tb11>

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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'.