

# iN TOUCH



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



**Oct/Nov 2023**

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

This edition contains updates on:

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## **Focus on...**

### **October's Cluster Learning and Networking event**

The Primary Care Improvement Team facilitated this bi-annual Cluster Learning and Networking event on Wednesday 25 October at Dalziel Park in Motherwell. Dr Veronica Rainey, Associate Medical Director, opened the event and Dr Mark Russell, Medical Director, introduced the principles of NHS Lanarkshire's next primary care strategy and the fundamental role clusters play in informing and sharing patient centred models of care. Over 60 colleagues attended, sharing knowledge, insight and expertise on:

- Plan-Do-Study-Act (PDSA) Quality Improvement tool
- Process mapping
- Increasing the return of inhalers to pharmacies for correct disposal

Those in attendance have been issued with a certificate to confirm their contribution to learning and CPD.

## **Additional professional roles**

### **Orthopaedic service**

To improve communication between primary care and the orthopaedic service, the attached guidance for communication with orthopaedics and best use of the SCI gateway has been developed. This guidance will ensure provision of the best care by making best use of time and resources when vetting new orthopaedic referrals, particularly those submitted on an urgent basis.

### **Pharmacotherapy**

#### Audit

The Pharmacotherapy Lanarkshire audit was initially carried out in June 2021 to understand the gap between what was being delivered by PCIP pharmacists and what is outlined in the GMS contract. Following this, a pharmacist led audit has been carried out recently across practices, from 25 October for 5 working days. Workbooks have been returned to collate findings and a report will be drafted in due course. Feedback is also being sought via qualitative survey which forms part of the audit with the purpose of capturing any barriers or enablers faced.

#### Acute Prescribing Implementation Toolkit

The Acute Prescribing Implementation Toolkit aims to develop staff skills and identify and utilise a range of tools and resources for the safe and effective management of acute prescribing processes within primary care. It highlights:

- Effective use of Acute Prescribing Decision Path to improve prescribing efficiency, effectiveness and Treatment Plans when initiating prescriptions
- Safer acute prescribing
- Improved patient experience
- More efficient processes and effective team working across the primary care multidisciplinary team

As at 23 October 2023 engagement is as follows:

<b>Acute Prescribing Implementation Toolkit</b>	<b>Count</b>	<b>Percentage</b>
Information sent to practices	97	<b>100%</b>
Expressions of interest from practices	49	<b>50.5%</b>
Practices starting implementation	26	<b>26.8%</b>

The areas of focus so far are Gastro, CNS, HRT and infection.

A mini survey was circulated to senior pharmacists for feedback. A summary of the results are below:

Positive Feedback	Challenges
Keen to progress to reduce acute burden	Time constraints – time to implement new processes/discuss and create protocols
Data is unsurprising so keen to be on board	Staff shortages/no capacity
Happy to trial one therapeutic area first	Already done pilot – need to find out more
Practice keen to progress with the project – generally positive	One comment around one of the GPs will not engage with the treatment plan wording
Didn't seem surprised or change their mind re implementation when showing them the decision path and treatment plan	
Once discussed process and structural approach more willing to engage	
Been key to stress this is not a pharmacy-led project but practice-led	

### **GP Sub and Primary Care Improvement Team training needs analysis**

GP sub and the Primary Care Improvement Team are working jointly to develop Training Needs Analysis (TNA) resources that, once rolled out to practices, will support the creation of a Training Calendar; supporting non-clinical staff in practices to access identified bespoke training. A TNA collection and reporting tool will be shared with practices in the next few weeks, with the aim of creating a training programme that starts in early in 2024.

### **Primary Care Occupational Therapy**

Lanarkshire's Primary Care Occupational Therapists were invited to the RCGP Conference in Glasgow in October to support RCOT colleagues from England and Wales in promoting the role of OT within primary care. The RCOT hosted a stand which attracted wide interest from GPs across the UK interested in the role of OT within primary care and it was an opportunity to highlight the occupational therapy outcomes for patients and GPs in Lanarkshire.

In further conference news, Dr Kieran Dinwoodie, GP, and Anne Sanderson, Occupational Therapy Advanced Practitioner PCOT, had the attached poster submission accepted. The poster showcases the positive outcomes that patients living with chronic pain can achieve following occupational therapy interventions. Such interventions help people to improve function and participation in roles and responsibilities, including returning to work, whilst offering alternatives to analgesics which can be ineffectual or harmful. An early intervention/preventative occupational therapy approach works best with these patients and so being able to see these patients in primary care early in their journey is extremely beneficial.

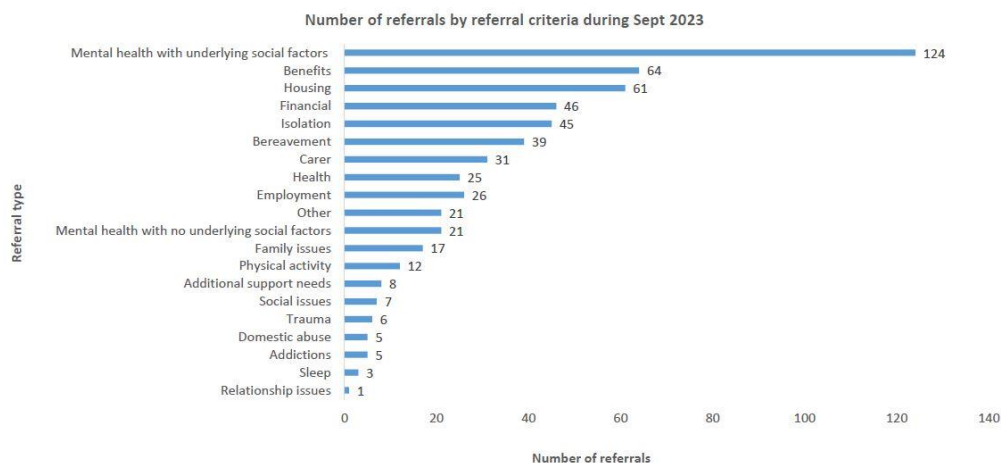
## Community Link Workers

The GP Community Link Workers (CLWs) programme enhances the support primary care teams provide by ensuring people are connected to their communities. CLWs are non-clinical practitioners based in or aligned to a GP practice, working with patients to help them navigate and engage with wider services.

There are currently 81 live GP practices, and during September 75 of these (93%) referred into the CLW programme. Total referrals made were 225 in the North and 188 in the South. To date CLWs have received 9577 referrals since March 2021.

Below details the referrals by criteria for September 2023:

### GP Community Link Worker Monthly Dashboard September 2023



- Most common criteria for referral into the service continues to be *mental health with underlying social factors* with 124 referrals.
  - Benefit support provided the next highest criteria with 64 referrals.
- (The above data incorporates a second reason for referral where the CLW feels it is beneficial to record this, therefore n=567 for this measure)

## Bloods & Go Phlebotomy Service

The East Kilbride treatment room team were recently asked by colleagues from NHS Greater Glasgow and Clyde to meet to share insight and expertise on the running of the Bloods & Go phlebotomy patient drop in service. East Renfrewshire HSCP within NHSGGC were keen to learn about the service with a view to gaining an understanding of the benefits and whether there is scope for it to be applied within their own area.

## Advanced Practice Week

12-18 November was Advanced Practice Week and some of Lanarkshire's Advanced Practitioners shared insight into their role on social media. Senior, fully qualified and trainee Advanced Practitioners highlighted their work across primary care, delivering on the day clinical expertise via GP practices or within Out of Hours. Dealing with urgent presentations ranging from chest symptoms, winter coughs, UTIs, headaches, tonsillitis and sore throats to the exacerbation of chronic conditions, Advanced Practitioners deliver a highly skilled level of care with expert knowledge. Visit our X account to hear more [@LanPCIP](#)

## News round-up

### Online lunchtime learning session 30 November

The following quality improvement lunchtime learning session is taking place online in November. This session is targeted at CQLs, PQLs and others involved in Cluster working.

Lunchtime QI Session: Primary Care Update with Public Health Scotland  
12.30-1.30, Thursday 30 November

The session will provide a PHS Primary Care update including developments to replace the SPIRE system with a new primary care information service. The new Primary Care Information Service, developed in collaboration with NSS, to provide local reports for use in practices across Scotland will also be shared. In addition, the in-hours GP activity project collaboration between NSS, PHS and the Scottish Government to access, understand and improve the availability and consistency of activity data from in-hours general practice will be discussed. Register [here](#)

**Primary Care Chronic Pain Management MDT toolkit**

A new NHS Scotland toolkit is available for use with regards to caring for patients experiencing chronic pain. This contains guidance on criteria, the MDT flowchart, possible sources of support for the patient, letter templates and CPD resources.

The toolkit is available here

<https://sway.office.com/jZd7DVvVlcxiu3gU?ref=Link&fbclid=IwAR3k5sr2BZDuzDNANKXpWh9to4BfYyf-g4AOls96myRXtzRYslp7ID0rTV0>

**Lanarkshire Sessional GP Forum**

To support the growing part of our workforce made up of Sessional GPs (including locums, salaried GPs and those working in Out of Hours service) Dr Veronica Rainey, Associate Medical Director at South Lanarkshire HSCP is creating a Sessional GP Forum. The Forum will meet and discuss various issues including career pathways, Quality Improvement, recruitment and retention, education, peer support and mentoring. To be added to the Forum email [veronica.rainey3@lanarkshire.scot.nhs.uk](mailto:veronica.rainey3@lanarkshire.scot.nhs.uk)

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If you'd like to read this or any previous editions of iN TOUCH you can find them online at <https://www.nhslanarkshire.scot.nhs.uk/about-us/this-is-lanarkshire/> under PCIP Updates.

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