

Welcome to the iN TOUCH newsletter for April 2022 – providing an update on the progress of the Primary Care Improvement Plan (PCIP).

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## Vaccination Transformation Programme (VTP)

### Travel health

We would like to thank everyone involved for their hard work in the transfer of the travel health service, in line with the timescales set out in the GMS contract – this included Community Pharmacy Lanarkshire, GP Sub-committee, localities and the mass vaccination programme.

So far, five pharmacies are providing this service and more are planned once they complete the process.

A briefing on VTP was issued to all practice managers and GPs on 29 March, providing an update on the wider programme and the new arrangements for vaccine delivery. This briefing also included a communications toolkit for practices to help inform patients of the changes. If you didn't receive this information or need to receive it again, email [LanGMS2018@lanarkshire.scot.nhs.uk](mailto:LanGMS2018@lanarkshire.scot.nhs.uk)

If you receive enquiries about travel vaccines, please direct them appropriately:

- Information on the vaccination requirements of different countries is available at [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)
- Local information and a list of participating pharmacies are available at [www.nhslanarkshire.scot.nhs.uk/services/travel-vaccinations/](http://www.nhslanarkshire.scot.nhs.uk/services/travel-vaccinations/)

Note for clarification - please refer any enquiries about travel vaccinations to the links above. If people don't have online access, you can refer them to the NHS inform helpline for travel health information on 0800 22 44 88

### **Other vaccinations**

All other vaccinations have become the responsibility of NHS managed services. Vaccinations currently provided by other services will remain with those services in the meantime:

- Non-flu childhood vaccines for 0 to 5 year olds will remain with localities.
- School vaccinations will continue to be provided by the School Immunisation Team.
- Pertussis vaccine for pregnant women will be delivered by midwifery teams.

NHS Lanarkshire's Vaccination Service will deliver pneumococcal and shingles vaccines through vaccination centres set up to deliver covid-19 and flu vaccines over the past year. Processes are in place to enable scheduling based on GP records via existing Albasoft extracts.

We are aware that there are a number of other miscellaneous vaccinations, mostly coming from secondary care - for example, patients who need further vaccination after a bone marrow transplant. These will also be delivered by NHS Lanarkshire's Vaccination Service.

We have written to secondary care colleagues to inform them of the changes and to advise that they should not contact GPs if they have patients who need to be vaccinated. They will be advised to arrange any miscellaneous vaccinations directly with the NHS Lanarkshire's Vaccination Service.

This is the same process to use if practices need to refer patients for vaccination. For more information and the referral form, visit the Firstport page <http://firstport2/staff-support/vaccination-referrals/default.aspx>

### **Community Treatment and Care (CTAC)**

NHS Lanarkshire has benefited from an established treatment room service (TRS) provision across all localities. PCIP has invested additional resource to enhance board-wide TRS to enable the transfer of certain services as detailed in the GMS contract:

- phlebotomy;
- management of minor injuries and dressings;
- ear syringing; and
- suture removal.

However, the delivery of CTAC continues to be affected by service pressures caused by the pandemic.

### **Chronic disease monitoring (CDM)**

As part of the plans to progress CDM a test of change is being developed in the Hamilton locality with the small number of deployed PCIP nurses who have returned from the mass vaccination centres.

The learning from this will inform wider spread as staffing resource allows.

We have asked all Vision practices to carry out a data extract to determine the number of patients affected by one or more chronic disease conditions that will be monitored by treatment room services.

This work has been carried out in partnership with Cegedim Healthcare Solutions and will help to operationalise CTAC. Thank you to the 78 practices that have returned their data extracts so far. The data from the extract will help inform the CDM test of change that is being planned.

Staff involved in the test of change will work alongside practice staff to ensure chronic disease monitoring and the chronic disease management carried out by GP practices work well together for the benefit of patients.

A number of 'Getting ready for chronic disease monitoring' information sessions are being planned. Details will be issued soon.

## Pharmacotherapy

### QI group

A recommendation from the pharmacotherapy audit report was to set up a pharmacotherapy quality improvement group. The group held its first meeting on 29 March 2022. They discussed what the function of the group should be and the key principles.

At the meeting, the group agreed that their focus should be to:

- best optimise available resource;
- develop processes for re-authorisations;
- develop processes for docman workflow;
- develop processes for acute prescribing requests; and
- oversee the optimisation of processes to ensure the pharmacotherapy teams within general practice can work safely and efficiently.

Group membership includes lead pharmacists, PCIP improvement manager, cluster quality lead, GP Sub-committee rep, Medical Leadership Group rep and practices that are already pioneering this work.

A Microsoft Teams channel has been set up to encourage regular communication and sharing of useful tips.

### Pharmacy hubs

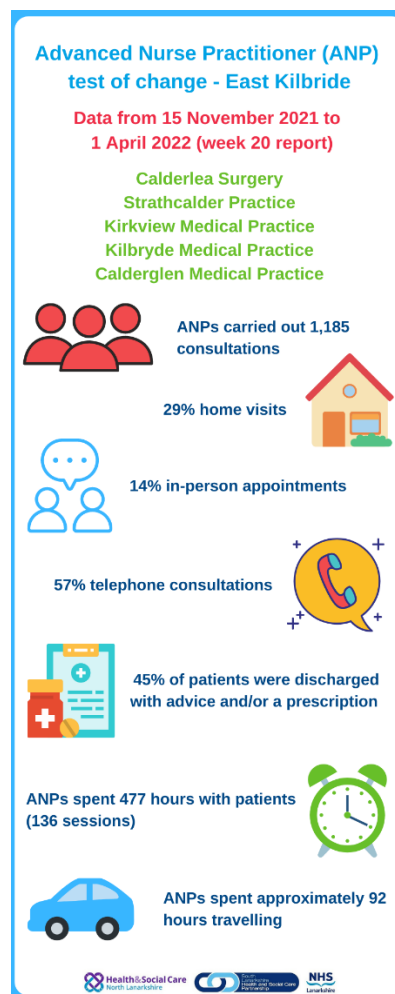
So far, hub sites have been identified in five of the ten localities - Airdrie, Bellshill, Hamilton, Motherwell and Wishaw. Work continues to find sites in the other five areas. There are challenges in locating sites, however we are working hard to overcome these issues.

We also plan to recruit and train staff as quickly as possible to allow practices in hub localities to benefit from the service.

## Urgent care

The advanced nurse practitioner (ANP) tests of change in Cumbernauld and East Kilbride are continuing. The learning from these tests of changes will be captured and used to inform the model for the urgent care service for Lanarkshire.

The 20-week reports for both sites are being drafted for submission to the Executive Oversight Group in May. The infographics show the data included in these reports.



Going forward the first task of the urgent care workstream is to review whether the previous model for urgent care is still the most appropriate.

## Additional professional services

### Community link workers (CLW)

Of the 69 practices who referred into the programme during March 2022; 38 were in north and 31 were in South. This is 81% of the current 85 live practices.

There were 347 referrals made to the GP CLW programme during March 2022 – 214 from the north (62%) and 133 from the south (38%).

The monthly dashboard continues to be used to share learning across the service and to enhance service provision.

## Other news

### Scottish Government returns

The Scottish Government requests regular updates on progress in the form of a PCIP tracker. The Executive Oversight Group is working on completing the most recent version with input from the GP Sub-committee.

As of 31 March 2022, the position of the three priority workstreams was:

- Vaccine Transformation Programme - fully achieved and transferred over.
- Community Treatment and Care - all aspects of agreed treatment room services implemented, albeit operating at the levels effected by covid. Planning for chronic disease monitoring underway with a test of change commencing in April 2022 and a Lanarkshire-wide roll-out during 2022-23 informed by this learning.
- Pharmacotherapy - steady progress of the Lanarkshire model, which as with the national picture is adversely affected by available funding and workforce. The model is 1 WTE pharmacists per 15,000 patient list size (some larger practices also benefit from technician resource), plus the development of a pharmacotherapy hub model that utilises a staffing mix of technicians and pharmacy support workers, to support with the delivery of a level one pharmacotherapy service. A project plan is in place for the continuation of the implementation of this model in 2022-23. This will be informed and revised by the pharmacotherapy quality improvement group that was established following an audit during 2022 that determined current levels of delivery and has the remit to develop optimised process.

Focus will now be on progressing the other MoU2 priorities.

### **Communications Team Talk**

Two local GPs recently spoke to NHS Lanarkshire's Communications Team about the pressures currently facing GPs to help the team get a better understanding of what GPs face daily on the frontline.

This meeting was very insightful and will help the Communications Team support GPs with clear, consistent messaging both proactively and when responding to enquiries.

### **GP early careers meeting - Mediation and conflict resolution for GPs**

The next meeting is on MS teams on Tuesday 3 May 7.30pm via MS Teams. The theme is mediation and conflict resolution for GPs.

Martyn Ramsay, BMA Scotland Employment Relations Manager and accredited workplace mediator, will give a brief explanation of how both formal mediation informal conflict resolution techniques can improve workplace relationships and will give an overview of BMA services available for GPs both in this area and more broadly.

The meeting is open to all GPs who have just completed their training up until around the time of their first revalidation and a little beyond, about around seven years.

If you would like to attend, please email - [GPearly.careers@lanarkshire.scot.nhs.uk](mailto:GPearly.careers@lanarkshire.scot.nhs.uk)

### **Contact us**

If you have an enquiry or would like further details about an article in this edition of iN TOUCH, please email [LanGMS2018@lanarkshire.scot.nhs.uk](mailto:LanGMS2018@lanarkshire.scot.nhs.uk)

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