

iN TOUCH



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

**December 2022 and
January 2023**

Welcome to the iN TOUCH newsletter for December 2022 and January 2023 – providing an update on the progress of the Primary Care Improvement Plan (PCIP).

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Community treatment and care

Roll-out of new booking system

All of the information needed for the phased roll-out of the Vision 360 booking system has now been confirmed by eHealth with locality and treatment room services (TRS) teams.

The aim is to have Vision 360 installed on all locality PCs that will be using it as a treatment room booking service, from mid-February 2023 with dates being agreed with localities following the creation of appointments books/ lanes and receipt of supporting training. This is a Lanarkshire-wide roll-out, being led by eHealth. These changes are separate to the chronic disease monitoring (CDM) work, however the new booking system needs to be in place before localities can progress with CDM.

A second round of Microsoft Teams training dates has been shared for all locality teams involved in the creation of booking schedules which has been arranged by eHealth and will be delivered by Cegedim (Vision). The sharing of information to access online eLearning modules for all staff using the system has also been provided. This training has started and will progress to ensure locality teams are ready to prepare scheduling of patient appointments on the booking system for treatment room services and then CDM.

Individual localities will decide when to start their roll-out of CDM, based on when works best for them. This will help to reduce the impact on localities when moving over to the new booking system.

Initial plan and future developments for chronic disease monitoring

- All practices in all localities will have access to the resources needed to undertake chronic disease monitoring by the end of March 2023.
- Discussions, led by locality leads, will take place over the next few weeks about how this will be implemented within each locality; phase one will entail this resource being used to support practices' exiting CDM systems.
- These discussions will be progressed through existing meeting structures, there is no requirement for additional meetings.
- Significant work has already been undertaken with GP Sub-committee to establish an evidence-based CDM system for Lanarkshire.
- Feedback from the Hamilton pilot has shown that further work is required to ensure that CDM is practical to implement for both practices and treatment rooms and meets patients' needs.
- It is intended to complete this work over the next three months. It is anticipated that the part of the GPIT reprovisioning rollout which will facilitate this new system being easy to implement for practices will be completed by late Spring.
- Members of the Primary Care Improvement Team will be linking directly with locality teams to take forward the next steps and support with the identification of GP practices to consider fixed site or peripatetic delivery.

Pharmacotherapy

Hubs

Work continues on the roll-out of the hubs in the localities where accommodation has recently been identified - Clydesdale, Coatbridge, East Kilbride and Motherwell. This work includes ordering equipment and the recruitment of staff. Work is ongoing to resolve issues which have been raised relating to GP involvement and oversight of the governance of the hubs.

Acute prescribing collaborative

Locally, we supported the four practices to be involved in this Healthcare Improvement Scotland collaborative. The pharmacotherapy QI group has considered the key learning and a paper is being drafted. Additional information has been requested to be included in the paper and, once the paper is updated and approved, it will be shared.

The acute prescribing toolkit is now live and available on Healthcare Improvement Scotland's website at ihub.scot/acuteprescribingtoolkit

Premises

Sustainability loans

All GPs have had their applications passed to Scottish Government (SG). Formal notification of success in these applications has been made by SG. To this point, only a small number of loans have been paid out nationally and feedback received is that the remainder cannot be paid out until issues are resolved with GP solicitors.

The first premises sustainability loan has been paid in Lanarkshire on 31 October 2022 to the value of £43,000.

An email has been received from the Central Legal Office with confirmation from the Scottish Government that titles held on a long lease basis (rather than outright ownership) will not be suitable for the GP sustainability loan scheme. This accords with the original SG circular in 2018 which stated that only GPs who own and occupy their own premises will be eligible.

Additional professional services

Community link workers

November 2022

Of the 66 practices who referred into the programme during November 2022; 36 were in north and 30 were in south. This is 79% of the 84 live practices.

There were 360 referrals made to the GP CLW programme. 231 in the north (64%) and 129 in the south (36%).

Total referrals received by the service to date (March 2021- November 2022) is 6,010.

December 2022

Of the 59 practices who referred into the programme during December 2022; 34 were in north and 25 were in south. This is 75% of the current 79 live practices. This decrease in referrals from the previous month is due to decreased capacity over the festive period.

There were 190 referrals made to the GP CLW programme. 131 in the north (69%) and 59 in the south (31%).

Total referrals received by the service to date (March 2021 - December 2022) is 6,200.

The Oversight Executive Group has approved the recruitment of a further ten community link workers, to help strengthen the service moving forward.

As part of the GP community link worker programme, a Financial Welfare Advice Service was put in place through a service level agreement with the North Lanarkshire Financial Inclusion Team, Citizen Advice Bureaux and Money Matters in South Lanarkshire.

The service level agreement has been extended for a further two years, with effect from 1 April 2023 to continue this key service provision.

Primary care occupational therapy service

NHS Lanarkshire is set to become one of the first health boards in Scotland to provide a primary care occupational therapy (OT) service to all local GP practices.

On Wednesday 7 December NHS Lanarkshire's Oversight Executive Group approved the proposal to make the current temporary service, permanent.

The primary care OT service has been tested in GP practices across the Hamilton and Bellshill localities and will be spread to all areas across Lanarkshire. Once recruitment has finished, occupational therapists will start to arrive in practices in spring, with the ambition that all local GP practices will have access to an OT by summer.

To read more, [click here](#).

Other news

GP IT reprovisioning

Work is now underway to move practices in Cambuslang, Rutherglen and the Northern Corridor to the Lanarkshire network and to upgrade equipment, including servers.

Updates on the progress of the reprovisioning project, which has now moved into its initial rollout phase, will be circulated separately.

Scottish Government tracker

The latest Scottish Government PCIP tracker was submitted by the deadline of 22 November. The tracker provided updates on progress and will be used to inform national discussions on budget and future plans.

Thank you to everyone involved in pulling this detailed tracker together.

Local nurse receives prestigious Queen's Nurse award

A Hamilton nurse is among a group of 20 extraordinary clinical nurse leaders to have been awarded the prestigious title of Queen's Nurse.

Robert Campbell was selected earlier this year to take part in a nine-month development programme run by the Queen's Nursing Institute Scotland (QNIS). The Senior Nurse at NHS Lanarkshire was nominated for his wealth of clinical experience and his ambition to navigate the challenges of advanced practice to ultimately improve patient care.

To read more, [click here](#).

Message to health and social care colleagues, from Soumen Sengupta, Director Health and Social Care, South Lanarkshire Health and Social Care Partnership

Dear colleague

I am all too aware of the continued, unrelenting challenges you and the teams that you are part of continue to negotiate, day-in and day-out.

As you may be aware, I regularly visit services and spend time talking to health and social care colleagues across our area. In doing that - and from the feedback I receive from my senior team every day - I see and hear first-hand your compassion, professionalism and unwavering commitment.

As I reflect upon the past year I am also inspired by the initiatives and innovation that has been driven by our staff and teams, across disciplines and with other partners. Across our acute, community or primary care settings there is a huge amount to be proud of. In all our work with children, with adults, with families, with carers and with communities there is a huge amount to take heart from.

Thank you.

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

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