

iN TOUCH



Primary Care Improvement
Plan (PCIP) update

 February 2023

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

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Community treatment and care (CTAC)

Roll-out of Vision 360

Following a programme of extensive training, Vision 360 is being rolled out across Lanarkshire to allow it to be used as a treatment room booking service with linked GP practices.

This brings significant improvements to the previous MBS appointing system used, with a plan to use it to improve data collection and reporting.

Chronic disease monitoring (CDM)

The CDM peripatetic four-week test of change in Clydesdale has now completed.

Initial findings show that the test of change was a success. A summary report of the learning will be produced and shared with the CTAC workstream in due course. The learning will inform the roll-out of the peripatetic option across Lanarkshire.

Pharmacotherapy

Hubs update

There are now eight hub sites identified and being progressed across eight localities. Across all the hubs, pharmacy staff are supporting around 175,000 patients in at least 20 GP practices.

Four of these hubs have now been operating for more than a year – Airdrie, Bellshill, Hamilton and Wishaw. Airdrie was the first pharmacy hub site established and is now supporting all GP practices in Airdrie five-days-a-week, with hub backfill.

- Each of the other three sites (Bellshill, Hamilton and Wishaw) is supporting a list size of around 30,000 in each locality, across a number of GP practices.
- Clydesdale and Motherwell have recently started rolling out the service to one GP practice and will continue to expand.
- East Kilbride and Coatbridge are training staff with plans to roll-out their service in the spring.
- Camglen and the North localities still require premises. Staff continue to work closely with key stakeholders in these localities to identify suitable premises.

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. 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.

Additional professional services

Community link workers (CLW)

January 2023 update

Of the 73 practices who referred into the programme during January 2023; 37 were in north and 36 were in south. This is 88% of the current 83 live practices.

There were 354 referrals made to the GP CLW programme. 206 in the north (58%) and 148 in the south (42%). This is an increase of 164 referrals on the previous month.

Total referrals received by the service to date (March 2021- January 2023) is 6,554.

Other news

Training opportunity: Managing challenging telephone calls – NEW DATES ADDED

Thank you to everyone who has registered for the 'Managing challenging telephone calls' training, the first four dates are now full. However, we have secured funding for two more dates to make it as accessible to practices as possible.

While this training is free for practice staff, it is fully funded by NHS Lanarkshire. **If you cannot attend the session booked, please make sure to cancel it to allow someone else to benefit from it. The link to manage your booking is included in your confirmation email.**

The two new dates are 16 and 24 May. We are delighted with the level of interest in this training and will keep it under review.

The session will help attendees deal with telephone calls from angry, emotional or challenging patients.

The training is provided by The Conflict Training Company and participants will focus on maintaining composure and staying in control of each call, to deliver better outcomes for the patient, your GP practice and you.

The learning session will cover:

- o background to conflict;
- o responding to conflict;
- o de-escalating conflict;
- o listening skills;
- o managing the impact; and
- o managing abusive behaviour.

We are running two 90-minute sessions to allow as many people to attend as possible – so you only need to attend one session. Numbers are limited to 45 spaces on each course and will be allocated on a first-come first-served basis. The sessions will be delivered on MS Teams and a link will be sent to delegates closer to the time.

Please click on your preferred date to book a place on that session:

- [Tuesday 16 May 2023 at 10am](#)
- [Wednesday 24 May 2023 at 2pm](#)

Healthcare Improvement Scotland - Primary Care Access Programme

The Primary Care Access Programme is now open to applications from primary care teams including GP clusters, GP practices, pharmacotherapy and multidisciplinary teams to join cohort four and cohort five, please share this with your relevant networks.

The programme supports teams to understand their systems and to help improve an aspect of access over a seven-week sprint.

Cohort four will offer two sprints, one sprint for teams looking to focus on pharmacotherapy and one sprint for teams looking to focus on any other area of access.

For more information about the benefits of joining the programme, joining criteria, [application form](#) and key dates visit the [join the programme page](#).

GP IT re-provisioning programme newsletter - March 2023

Please find attached the latest edition of the GP IT re-provisioning programme newsletter, from NHS Scotland.

Passing of Ann Auld, Lead Pharmacist for Prescribing Management

It is with great sadness that we pass on the news that Ann Auld, Lead Pharmacist for Prescribing Management passed away peacefully on 23 February 2023. Ann had worked in Lanarkshire since 2007, initially as one of our prescribing advisors within primary care before taking on the lead role. Our thoughts are with Ann's family and friends at this sad time.

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'.