

iN TOUCH



Primary Care Improvement
Plan (PCIP) update



March 2022

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

Services across health and social care continue to be under sustained pressure with reduced staffing through sickness absence and dealing with increased demand.

The Corporate Management Team is focussing all of its efforts in trying to maintain safe patient flow and care across our systems but, with our hospitals under extreme pressure and significantly exceeding full occupancy, there are inevitably long waits for care.

We know that these challenges are echoed in primary care and would like to thank GPs and their staff for their ongoing commitment to providing vital care for their patients, as we manage the challenges across the wider organisation.

This edition will provide updates on:

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Community Treatment and Care (CTAC)

An email was issued to all practices on 7 March providing an update on the delivery of CTAC services against the national timescales.

We are expecting a proportion of the PCIP CTAC nurses to return soon from the covid-19 vaccination programme. However, the number returning is considerably lower than anticipated. This is due to a number of reasons, including staff gaining promoted posts within the vaccination service, entering postgraduate nursing training programmes or seeking other nursing posts within Lanarkshire.

Due to the lower staff numbers, it means that certain CTAC services outlined in the GMS contract will not be in place by the deadline of 31 March 2022. Current treatment room provision, including phlebotomy, will remain unchanged and will progress in line with tests of change and recruitment.

This does, however, present an opportunity to build on the learning from the pandemic, including the national work on band 4 healthcare support worker nursing roles. Locally we have also prepared the chronic disease monitoring matrix, escalation process and training and education packages. This presents an opportunity to test these and revisit the staffing originally outlined. Recruitment will progress and we will look to a test of change commencing in April to shape future skill-mix and recruitment.

Roll-out of CTAC services will be in line with nursing recruitment. We are also reviewing the staffing mix and will recruit nursing graduates at band 5.

Chronic disease monitoring (CDM)

We have received approval from the GP Data Sharing Group to extract data from practice systems to allow planning for the next stage of CTAC. The data will tell us the number of patients affected by one or more of the chronic disease conditions that will be monitored by treatment room services. This information will allow better planning of the number, length and complexity of expected appointments.

A separate email was issued on 23 March 2022 with details on how to carry out this data extract.

We are also working on 'Getting ready for CDM' sessions, which will be held on Microsoft Teams. Further information to follow.

Vaccination Transformation Programme (VTP)

Travel health

Work with Community Pharmacy Lanarkshire is progressing at pace to make sure a service level agreement is in place for community pharmacies to provide travel vaccinations previously delivered by GP practices, from 1 April 2022.

A significant number of pharmacies have expressed an interest and further information will be issued with details of the service transition. There will be a phased roll-out of pharmacies as some are better prepared to provide this service than others.

A communications plan on the travel health service changes has been approved by the Vaccination Transformation Programme Steering Group and includes resources for staff and the public. A communications toolkit for practices will be issued before 1 April to ensure a consistent message for the public.

Pharmacotherapy

QI group

The first meeting of the Pharmacotherapy quality improvement group is due to take place on Tuesday 29 March 2022. Its 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.

Serial prescribing

The offer of support to implement serial prescribing is ongoing, please email LangMS2018@lanarkshire.scot.nhs.uk if you have any questions.

Pharmacy hubs

The progress of the hubs is reliant on identifying suitable sites within localities. Therefore, we will begin testing in the localities where we have already secured accommodation – these are Airdrie, Bellshill, Hamilton and Wishaw. Discussions are ongoing to identify sites in other localities.

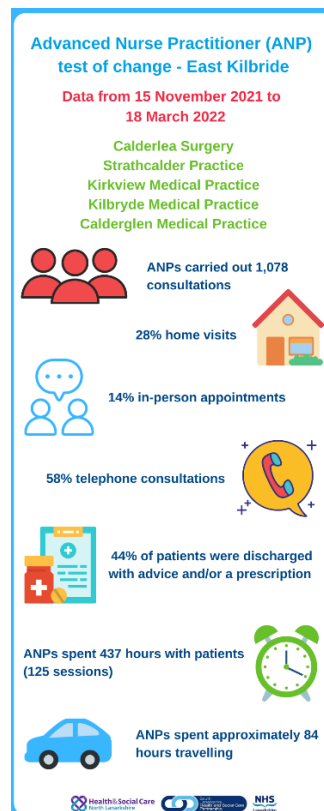
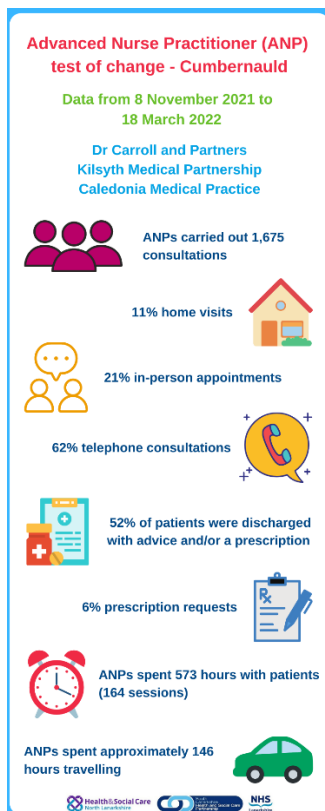
Once the model has been established, we will continue to recruit further pharmacy support workers to allow practices in hub localities to benefit from the service.

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 as the model for the urgent care service for Lanarkshire.

A dedicated urgent care workstream has been set up and had its first meeting on 16 March and includes representatives from GP Sub-committee, secondary care and nursing.

The infographics show the work the ANPs have been involved in since the start of the tests of change.



Additional professional services

Community link workers (CLW)

Of the 72 practices who referred into the programme during February 2022; 38 were in north and 34 were in South. This is 86% of the 84 live practices.

There were 332 referrals made to the GP CLW programme during February 2022 - 183 from the north (55%) and 149 from the south (45%).

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

Other news

Scottish Mediation workshops

The second Scottish Mediation workshop was held on Tuesday 22 March and 12 delegates attended – this was a mix of GPs and practice managers. There was good representation from GP practices across Lanarkshire and delegates heard more about the services provided by Scottish Mediation.

At the end of the three-hour session delegates were able to:

- understand some of the causes of conflict and how it escalates;
- use a number of mediation tools to resolve conflict;
- understand the benefits of mediation and how to access it; and
- share learning and implementation with colleagues and across localities.

Thank you to everyone who attended the workshop.

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

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