

iN TOUCH



Primary Care Improvement
Plan (PCIP) update



March 2023

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

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Message from Dr Mark Russell, Medical Director, South Lanarkshire Health and Social Care Partnership

31 March 2023 marked the end of phase one of NHS Lanarkshire's Primary Care Improvement Plan (PCIP) which oversees the implementation of the national General Medical Services 2018 contract. This phase saw many changes, which were all the more challenging to implement due to the backdrop of the Covid-19 pandemic.

Changes to chronic disease monitoring are currently being implemented in order for the service to move to treatment rooms, allowing GPs to focus on their expert medical generalist role. A test of change was carried out in Hamilton in 2022, with attendance rates of 94%. As noted in our letter a few weeks ago, we understand that these arrangements are not ideal for practices at present, but will work hard over the next few months to optimise them with a focus on minimising workload for practices.

The Vaccination Transformation Programme has moved all vaccinations from GP practices to our Mass Vaccination Service, fulfilling a priority of our PCIP.

Pharmacotherapy hubs have been established in eight of our ten localities, with the remaining two areas working to identify suitable locations to be used.

Due to the pandemic, parts of the PCIP were put on hold and the Scottish Government issued a Memorandum of Understanding (MoU) 2, which prioritised these three areas of the contract. These priorities will continue to remain our focus over the next year, and working towards ensuring that we fully deliver on all areas of the draft directions included in the letter from Scottish Government earlier this week. We will focus on extracting all efficiencies that we can from the workforce and funding available in order to do this.

Many of our staff have worked hard to implement these changes, and I know that some of them have made a significant impact on workload, albeit that given the ongoing challenges with GP sustainability, the gap created has then been filled by other work.

Given this, we will work with the GP Sub-committee to explore what other priority areas we can look at with a view to removing workload from GPs wherever possible. This will include looking for areas where we can divert work away from practices, building on the model provided by the LENS scheme, but also focussing on solving longstanding issues with pathway problems which lead to GPs being asked to be involved in care which could be completed elsewhere.

I'd like to thank all colleagues across Lanarkshire for their continued dedication and commitment.

Community treatment and care (CTAC)

Chronic disease monitoring (CDM)

The roll-out of the Vision 360 booking system is continuing across localities. Once localities have the new software installed, then they can decide when to implement the changes to chronic disease monitoring.

To help localities and practices with the changes, 'Getting ready for chronic disease monitoring' packs have been developed. These were shared with localities a few weeks ago and with practices on 20 March. The packs contain information to help the roll-out of the changes as well as a 'readiness checker' to make sure all steps have been completed. We are working on a storage solution for these packs and once this has been agreed, it will be shared to ensure version control.

If you require your pack to be resent, or didn't receive the original email, please contact us on LanPCIT@lanarkshire.scot.nhs.uk

Pharmacotherapy

Hubs update

Work is progressing at the hub sites within eight localities. Across all the hubs, pharmacy staff are supporting around 175,000 patients in at least 24 GP practices, with four practices recently coming on board.

Airdrie, Bellshill, Hamilton and Wishaw hubs have all been operating for over a year. Airdrie was the first pharmacy hub site to be established and is now supporting all GP practices in the locality five-days-a-week, with hub backfill.

- Each of the other three sites (Bellshill, Hamilton and Wishaw) is supporting a list size of around 90,000 between the three localities, 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 summer.
- 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, with East Kilbride and Hamilton also possibly requiring further premises for a full 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)

February 2023 update

Of the 67 practices who referred into the programme during February 2023; 35 were in north and 32 were in south. This is 81% of the current 83 live practices.

There were 351 referrals made to the GP CLW programme. 214 in the north (61%) and 137 in the south (39%).

Total referrals received by the service to date (March 2021- February 2023) is 6,905.

Other news

PCIP Scottish Government tracker

The next PCIP tracker (number 6) is to be completed and returned to the Scottish Government by 12 May 2023. This will include data on budget and workforce requirements.

Further details, for information, has been circulated separately by the Primary Care Services Office.

Residential rehabilitation perceptions survey

Public Health Scotland (PHS) has recently commissioned a survey on Residential rehabilitation perceptions. This research – conducted by IFF Research – aims to provide a baseline for established provisions and inform the future of residential rehabilitation in Scotland. This survey will explore referrers' perceptions and expectations of residential rehabilitation, the experiences of referring individuals, and any early impacts of the residential rehabilitation programme.

If you are involved in making referrals to residential rehabilitation or can recommend someone to an organisation that will assess them for referral, please follow the link below and take part in the survey: www.iffresearch.com/go/j12237/&i.user1=1

For more information about the survey – including participant anonymity, data linking and GDPR – please visit <http://www.iffresearch.com/gdpr/>

If you have any questions, please get in touch with the project team at IFF Research at rehabreferrerssurvey@iffresearch.com.

Training opportunity: Managing challenging telephone calls – LAST FEW SPACES

Thank you to everyone who has attended the ‘Managing challenging telephone calls’ training so far. This training aims to increase your confidence and skills when managing conflict and difficult conversations over the phone, by sharing principles and approaches for effectively handling challenging calls.

GP practices identified this as a training and support need, and the PCIP team is supporting the delivery of the training to meet this need.

The last remaining spaces are available on Tuesday 16 and Wednesday 24 May. We are delighted with the level of interest in this training and will keep it under review.

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 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 have been running two 90-minute sessions each month, from March to May, 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](#)

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'.