

# iN TOUCH



Primary Care Improvement  
Plan (PCIP) update



October 2022

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

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## Community treatment and care

### Chronic disease monitoring

The planning for scale and spread continues and the roll-out of chronic disease monitoring will follow the locality roll-out of Vision Anywhere. As the IT infrastructure is vital to delivering chronic disease monitoring.

The ‘Getting ready for chronic disease monitoring’ packs, which have been developed through the early testing with GP practices and locality team, are currently going through an approval process and will soon be ready to share with the next practices coming on board.

A focus piece on chronic disease monitoring was included in last month’s iN TOUCH. This included information on the changes and short videos from people who have been involved. To read the focus piece, [click here](#).

The learning report from the test of change has been shared with the Community Treatment and Care operational group. To request a copy of the learning report, please email [LanGMS2018@lanarkshire.scot.nhs.uk](mailto:LanGMS2018@lanarkshire.scot.nhs.uk)

### **Lanarkshire practice managers' forum**

Linda Findlay, Medical Director, Babs Gemmell, PCIP Service Manager and Judith Cain, Senior Improvement Manager PCIP attended the local practice managers' meeting to provide an update on the progress of the PCIP. They also updated the group on the roll-out of chronic disease monitoring.

Babs and Judith will continue to attend the practice managers' group when needed, to maintain these positive links.

## **Pharmacotherapy**

### **Hubs update**

Accommodation has been recently identified in Clydesdale, Coatbridge, East Kilbride and Motherwell. For Hamilton, permanent NHS Lanarkshire accommodation has also been identified and the service can move from the temporary commercial leased property soon. While further desk space may be required in East Kilbride, Hamilton and Motherwell for a full locality service, this is a significant step to drive the hub service forward and allows us to continue with pharmacy support worker recruitment.

## **Premises**

### **National seminar**

A number of the workstream members attended the national seminar 'GP contracts: From a property perspective' on 30 August 2022.

The seminar's presentations covered a variety of themes, including:

- The policy rationale and direction of Scottish Government in respect of GP premises
- Board case study on loan agreements process
- Leased premises – impact of new lease accounting standard and provision for dilapidation costs
- Introduction to the District Valuer Service (DVS)
- Valuation of primary care premises
- Purchase of premises, assignment of leases and leaseback to GPs

Attendees found the seminar very informative.

### **Rising energy costs**

A number of practices have raised the issue of rising energy costs as a potential financial sustainability concern. This has been raised with the Scottish Government and colleagues from Primary Care Services and Property Services are looking into national contracts and if GP practices can access these.

More information will be circulated when it becomes available.

## Additional professional services

### Community link workers (CLW)

The CLW programme has been successful in recruiting three WTE community link workers, who have completed their induction programme and have started within the outstanding practices from the week beginning 24 October.

A further recruitment advert for a fixed-term one WTE CLW maternity cover has been matched with redeployment and discussions are underway with HR to arrange a start date. This is anticipated to be in November 2022.

A service review is taking place to look at CLW capacity across the board and how best the programme can support practices without a link worker due to recruitment, as well as practices who do not have a link worker due to restrictions with space.

### September 2022

Of the 52 practices who referred into the programme during September 2022; 30 were in north and 22 were in south. This is 60% of the 84 live practices.

There were 264 referrals made to the GP CLW programme. 181 in the north (69%) and 83 in the south (31%).

Total referrals received by the service to date (March 2021- September 2022) is 5,356.

## Other news

### Appointment to Medical Director and Associate Medical Director roles

- Dr Mark Russell has been appointed as Medical Director for South Lanarkshire Health and Social Care Partnership. Mark is currently the Associate Medical Director for Health and Social Care North Lanarkshire. To read more, [click here](#).
- Dr Veronica Rainey has been appointed as Associate Medical Director for South Lanarkshire Health and Social Care Partnership. Veronica is currently a GP in Coatbridge. To read more, [click here](#).

### Cluster Quality Lead (CQL) event

On Wednesday 26 October, 40 cluster quality leads and locality lead GPs met to build on the work that started at the previous event in February 2020 that was derailed by the pandemic.

Objectives of the event:

- CQL knowledge and understanding of the wider system supported / updated (strategic plans)
- Identify opportunities to align board and CQL priorities
- Create the conditions for CQL to be more involved in influencing the wider system to improve local population health in their communities
- Connect CQL to quality improvement training and support

Attendees heard about the strategic plans of NHS Lanarkshire, Health and Social Care North Lanarkshire and South Lanarkshire Health and Social Care Partnership.

The main focus of the event was the networking sessions which allowed attendees to hear from priority areas across the organisation and to discuss the opportunities for joined-up or aligned working on quality projects.

There is a commitment to hold these events regularly to build on the work already started yesterday. Details of further events will be circulated.

## Primary care occupational therapy services

### PRIMARY CARE OCCUPATIONAL THERAPY SERVICE A LOT TO OFFER

Successful testing of Vision Anywhere across the Bellshill locality has supported Primary Care Occupational Therapy (PCOT) service re-design.

A hybrid approach to service delivery enables the service to meet the varying service demands of the GP practices by offering:



**Co-aligned PCOT services** - for practices with high referral rates and high demand for face-to-face (F2F) appointments and home/community visits, the OT remains as an active member of the multidisciplinary team (MDT), based in the surgery.

**Hub model PCOT services** – for practices with low referral rates. Referrals are emailed to a generic PCOT email and screened by a Band 7 clinician. The case is then allocated to a Bellshill locality OT clinician, depending on caseload capacity and complexity and need. Vision Anywhere/360 is used for recording patient records and appointment handling.

This hub approach has afforded a number of benefits to the smaller surgeries:

- Continuity of OT cover, reducing impact on surgeries of staff absence and vacancies.
- Reducing clinic room demand, requesting room for necessary F2F appointments.
- Access to a wider skill mix within the occupational therapy team.
- Reduced admin support, central PCOT phone line reduces calls to surgery.
- Increased patient choice - wider range of appointments available.



We very much value the relationship we have built between PCOT and GP surgeries and do recognise co-alignment as being key to our success within primary care occupational therapy. We therefore, maintain regular contact and open communication with the hub GP surgeries in a variety of ways according to individual practice's ways of working.



**Next steps**  
Implement Vision Anywhere/360 in Hamilton locality, to enable appropriate GP practices to be moved to a hub approach. This would increase service capacity and enable PCOT service to be extended to remaining four practices in Hamilton.

Calderside GP Practice has been developing a new GP practice model of chronic pain management and has been very successful in reducing its prescribing of opioids and gabapentinoids with an increased focus on holistic pain management reviews. Since June 2020, occupational therapy has been embraced as part of this team approach. In an eight-month period, 57 patients were referred to occupational therapy with pain management issues affecting their functional performance and quality of life.

Occupational therapy can offer a range of clinical interventions to support those living with chronic pain. Targeted input offers effective brief interventions for people with higher self-agency, while more comprehensive therapeutic support can be offered to those who need it.

61% of patients (n=19) made some or significant progress in term of improving functional performance to achieve their personal goals, with quantifiable improvement, e.g. return to work, reduction in pain medications.

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*GP- "If Occupational Therapy was not available my workload would definitely increase. I am no longer having multiple appointments with the same patients, (specifically chronic pain patients), who feel that there only option is medication."*

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*Patient- "... what a difference to my life she has made. I now have a different outlook on life and being able to manage my pain a bit better. She organised a return to work on shorter hours. Without her I would be in a much darker place."*

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### **Telehealth TEC team update**

Please see NHS Lanarkshire's Telehealth TEC Team update report for late summer 2022. This edition includes updates on Meet the Team, Near Me and Florence remote monitoring. To view the update, visit <https://sway.office.com/BhYjhDLvB9lahTif?ref=Link>

### **Primary care access programme**

The first cohort of Healthcare Improvement Scotland's primary care access programme is now underway. Over seven weeks, participating team will receive support to understand their systems and improve an aspect of access.

The programme is open to expressions of interest from primary care team including GP clusters, GP practices, pharmacotherapy and multidisciplinary teams to join one of the remaining two cohorts:

- **Cohort 2** commencing 9 January 2023. Expressions of interest by **7 November 2022**
- **Cohort 3** commencing 6 March 2023. Expressions of interest by **12 December 2022**

To find out more and to [express interest](#), visit their [website](#). For queries or to talk to a member of the team contact [his.pcpteam@nhs.scot](mailto:his.pcpteam@nhs.scot).

## 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'.