

iN TOUCH



Primary Care Improvement
Plan (PCIP) update

 February 2022

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

On Tuesday 11 January 2022, local GP practices moved to a managed suspension of services due to pressures across supporting services. This has recently been reviewed and from Wednesday 16 February the majority of practices moved back to providing level one services.

While health and social care services across Lanarkshire continue to experience pressure, this is beginning to improve. Therefore, allowing the services which support general practice to function at an increased level.

We would like to thank GPs and their staff for their ongoing commitment to providing care to their patients as we manage challenges across the health and social care system.

This edition will provide updates on:

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Vaccination Transformation Programme (VTP)

Under 5s flu vaccinations

As at 21 February, the current uptake for the flu vaccine in children aged 2 to 5 was 64.6%. That is 11,394 children - a slight increase in last year's overall uptake of 64.2%.

For the 6 months to 2 years at-risk cohort - 122 out of 162 children have now been vaccinated which is a 75.3% uptake.

The overall uptake within the localities is variable, ranging from East Kilbride at 78.7% to Wishaw at 51%.

The national uptake for 2-5 year olds is 61.2% and for the 6 months to 2 years group it is 66.5%. Thank you to everyone for their hard work in getting NHS Lanarkshire above the national uptake.

The flu vaccine is available until the end of March and appointments are still available through localities. Please pass on the contact details for the relevant locality team, for any enquiries on 2 to 5 year-olds who require the flu vaccine. These numbers can also be used for children aged 6 months to 2 years who are at-risk and require the flu vaccine.

Area	Contact number
Airdrie	01698 753100
Bellshill	01698 801513
Clydesdale	01555 770635
Coatbridge	01698 754730
Cumbernauld / Northern corridor	01236 794113
East Kilbride	07968624019
Hamilton	01698 823583
Motherwell	01698 755328
Cambuslang and Rutherglen	07789650301
Wishaw	01698 354981 or 01501 826654

Adult flu vaccinations

The adult flu vaccination programme is continuing with this being administered at drop-in clinics along with the covid-19 vaccine. It is available to people age 65 or over and those age 16 or over with an underlying health condition. Details of drop-in clinics are available at www.nhslanarkshire.scot.nhs.uk/covid-19-vaccine/#clinics

Travel health

Discussions are continuing with Community Pharmacy Lanarkshire to explore the details of a service level agreement (SLA).

Pharmacies have been asked to express their interest in providing this service and a high number of pharmacies have replied positively.

Pharmacotherapy

We are establishing a quality improvement (QI) group with an aim to optimise the processes around level one pharmacotherapy. There was variation noted in the audit which was previously carried out and the QI group will explore and identify how resources can be optimised.

Discussions are at a very early stage and we have linked with practices that contacted us in response to a recent call-out for early adopters to capture how they are working with pharmacists to inform the QI group.

This work also links into the acute prescribing collaborative being established by Healthcare Improvement Scotland (HIS).

Serial prescribing

There is a lot of support available to help more practices get on board with serial prescribing. The process helps to reduce the workload of GPs, practice staff and pharmacists and is also of benefit to patients – by reducing the number of requests for repeat prescriptions.

A short video has been developed to detail the range of support available and the experience from a local practice. Watch it at <https://vimeo.com/658896858> (watch in Google Chrome if there are any issues).

We are currently working with those practices that have recently contacted us for support.

Community Treatment and Care (CTAC)

An operational group is now fully up and running and includes a wide range of members, for example - locality managers, GP sub-committee representatives and clinical staff.

Part of this work is chronic disease monitoring. Work is underway to explore and plan how this will be put into practice.

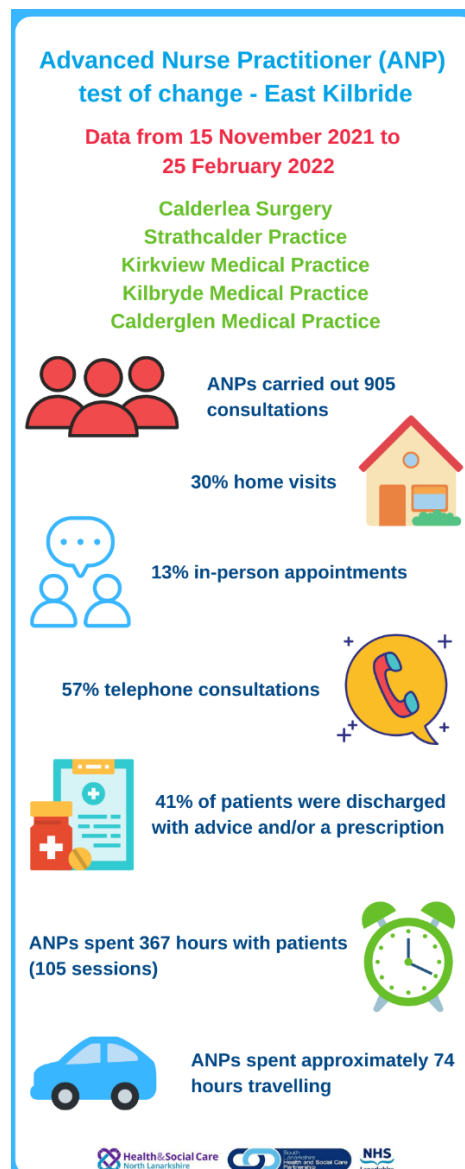
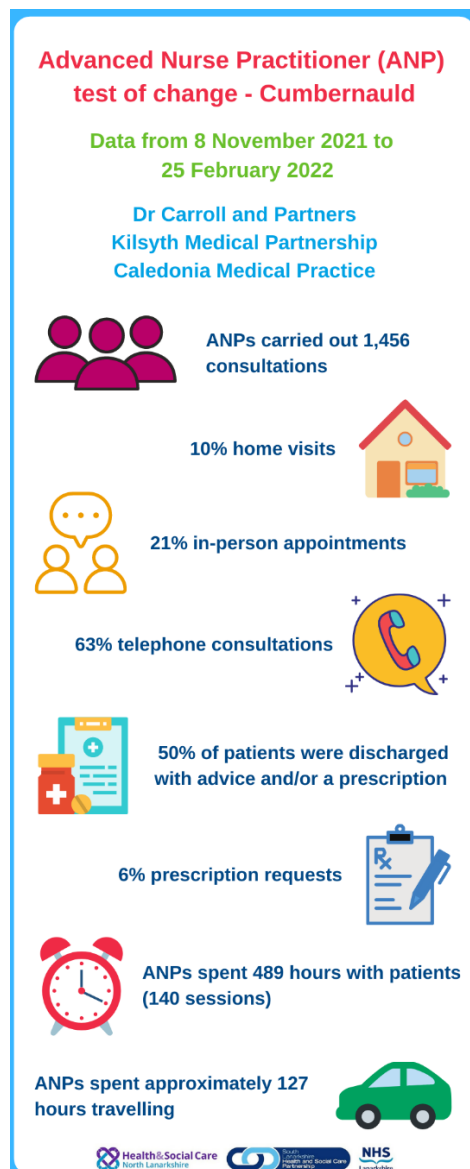
A proportion of the staff who were redeployed to support the covid-19 vaccination programme are expected to return soon.

Urgent care

The Advanced Nurse Practitioner (ANP) tests of change in Cumbernauld and East Kilbride are continuing. The six-week report for the Cumbernauld test was circulated to the GMS Executive Oversight Group and the report for East Kilbride is currently being drafted.

The learning from these tests of changes will be captured and used as the model for the urgent care service for Lanarkshire.

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)

The community link worker programme continues to be active in 83 practices. A further two practices are going live in February and six more are agreeing a date.

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

Other news

Scottish Mediation workshops

We are pleased to offer two free workshops from Scottish Mediation for primary care staff to find out about the Scottish Government funded access to mediation. These workshops will provide an opportunity for practices to fulfil obligations for complainants to request mediation, as outlined in The Patient Rights (Scotland) Act 2011.

They will benefit both practices and patients and are suitable for anyone who is involved in dealing with patient complaints.

Workshops

The first workshop took place on 1 March with 40 delegates attending to find out about the mediation service and how it can be accessed.

Tuesday 22 March 2022 1.30pm – 4.30pm

The second workshop is a three-hour session which will look more in-depth at conflict and how and when to use mediation skills. It will offer advice on how to best manage challenging situations and provide useful techniques.

Places are limited. If the session is oversubscribed, places will be allocated to ensure a Lanarkshire-wide geographical spread. We aim to have representatives from each locality at this session.

At the end of the workshop you will be 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 your learning and implementation with colleagues and across your locality.

Attendees will receive three hours CPD for this session.

Registration for this session will open on 2 March. Please hold the date of the second session in your diary if you wish to attend. A separate email will be issued with registration details.

You can attend one or both sessions.

Lanarkshire GP Sub-Committee welcomes these events with Scottish Mediation and expects they will deliver a better understanding of the support available and reduce the burden on practices in the future when dealing with complaints.

For more information on Scottish Mediation, visit www.scottishmediation.org.uk/

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'.