


# iN TOUCH



Primary Care Improvement  
Plan (PCIP) update

 May and June 2022

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

This edition will provide updates on:

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## Vaccination Transformation Programme (VTP)

### Pneumococcal and shingles vaccines

People who are eligible for the pneumococcal vaccine have been contacted by NHS Lanarkshire's vaccination team with details of their appointment. These appointments are being held in the vaccination clinics set up to provide the covid-19 vaccine. People will be invited in two phases, these are:

- All 65 to 69 year-olds who have not been previously vaccinated or missed their opportunity due to the pandemic
- People aged under 65 who are at-risk

Consideration will then be given to older age groups for catch-up vaccinations, depending on capacity of the service.

We are currently working on the roll-out of the shingles vaccination and plan to run clinics during the summer. Further information will be provided in future editions.

### Other vaccinations

If you need to refer a patient for a miscellaneous vaccination, visit the Firstport page for more information and a referral form <http://firstport2/staff-support/vaccination-referrals/default.aspx>

## Travel health

Currently, seven local pharmacies are providing a travel health service. Other pharmacies have expressed an interest to provide this service and are working through the application process. Going forward, the service will be expanded in line with demand.

If you receive enquiries about travel vaccines, please direct them appropriately:

- Information on the vaccination requirements of different countries is available at [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)
- Local information and a list of participating pharmacies are available at [www.nhslanarkshire.scot.nhs.uk/services/travel-vaccinations/](http://www.nhslanarkshire.scot.nhs.uk/services/travel-vaccinations/)

Note for clarification - please refer any enquiries about travel vaccinations to the links above. If people don't have online access, you can refer them to the NHS inform helpline for travel health information on 0800 22 44 88.

## Final flu vaccinations uptake

The final flu uptake figures have been submitted to Public Health Scotland for the flu season 2021 – 2022 for two to five year olds and children aged 6 months to 2 years at-risk.

- 2 to 5 year-olds – 65.4% (up from 64.2% last year)
- 6 months to 2 years – 80.1% (last year, this cohort was not one of our managed services)

Thank you to everyone involved in the flu programme for their considerable efforts to achieve this level of vaccination.

## Community Treatment and Care (CTAC)

### Bloods and go session

East Kilbride treatment room team delivered a learning session on Microsoft Teams on 19 May to share their experience of service transformation following the implementation of their patient phlebotomy drop-in service 'Bloods and go'.

The patient-named service was developed following a very challenging period with low staff morale, three-week waits and DNAs of 235 a month. The staff shared their 'master plan' to turn things around which included a variety of key activities:

- Working group set up with representation across professional groups and patients
- Patient experience captured
- Staff training needs/issues identified
- Dedicated member of existing admin staff
- Changes in patient referral paperwork
- Regular communication with GP forum

The new drop-in service was tested with one practice and spread following initial learning. A standard operating procedure was written for drop-in clinics and adjustments were made to the phlebotomy room and waiting area to improve patient flow. DNAs no longer exist, patients really like it and staff are now happy at work.

Data for May 2018 showed 1,667 patient bloods were carried out across East Kilbride. Following the implementation of Bloods and go in October 2018, this increased to 3,789 a month by April 2019.

The session was attended by a variety of treatment room staff from across Lanarkshire, including team leaders and co-ordinators who had the opportunity to ask questions and better understand how challenges were overcome. Many were enthused to take the learning back to their own localities to discuss how it might be adapted to suit their needs.

### **Chronic disease monitoring (CDM)**

Thank you to all 83 Vision practices who returned their data extracts. This information will be invaluable to the chronic disease monitoring test of change.

The test of change went live on Monday 30 May. We are working with four practices in Hamilton, with plans to quickly roll out to other practices in the locality. Many different staff groups have been involved in the planning for this test – including nursing, localities, eHealth, improvement and practice staff.

Staff involved in the test of change will work alongside practice staff to ensure chronic disease monitoring carried out by treatment room services and the chronic disease management carried out by GP practices work well together for the benefit of patients.

Updates on the test of change will be provided in future editions.

### **Pharmacotherapy**

John McMillan has joined as the Lead Pharmacist Advanced Clinical Services (South HSCP), to cover Lisa Clancy's maternity leave. This is a key role and John will work with Richard Shearer to drive forward pharmacotherapy work.

### **Urgent care**

A survey was issued to GPs to seek views on urgent care in-hours. A total of 174 responses were received. Many thanks to everyone who took the time to complete this survey.

The feedback will be shared in future editions and will help to shape the future model of urgent care in-hours.

### **Additional professional services**

#### **Community link workers (CLW)**

##### **April 2022**

Of the 50 practices that referred into the programme during April 2022; 25 were in north and 25 were in South. This is 59% of the 85 live practices.

There were 195 referrals made to the GP CLW programme during April 2022 - 103 in the north (53%) and 92 in the south (47%). This is a reduction from the number of referrals in March (347), possibly due to the Easter holidays.

##### **May 2022**

Of the 63 practices that referred into the programme during May 2022; 32 were in north and 31 were in South. This is 74% of the 85 live practices.

There were 363 referrals made to the GP CLW programme during May 2022 - 202 in the north (56%) and 161 in the south (44%).

Total referrals received by the service to-date (March 2021 - May 2022) is 4,241.

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

## Other news

### Support for general practice nurses

Nurses working in your practices may benefit from the support offered by our Senior Nurse Wendy Panton and Practice Development Practitioner Sheila Lindsay. They can offer advice on educational opportunities and professional issues for all nurses working in general practice, including Advanced Nurse Practitioners (ANP).

Wendy and Sheila also offer a weekly lunchtime drop-in session. They are informal sessions and are a great way to share good practice and advice, receive professional support or just have a chat with colleagues. One-to-one sessions can also be arranged.

If your practice nurses would like to join the weekly meetings or be kept up-to-date by receiving the weekly bulletin, please encourage them to email

[Wendy.Panton3@lanarkshire.scot.nhs.uk](mailto:Wendy.Panton3@lanarkshire.scot.nhs.uk)

### Action 15 programme

The Primary Care Mental Health and Wellbeing began in 2018 as test of change. The service aims to provide early intervention and prevention to people experiencing mild to moderate mental health problems of a short-term nature within their GP surgery. Currently, 84 GP practices have mental health liaison nurse sessions, with the remaining practices contacted to complete the roll-out of this aspect of the service. Since April 2018 the service has received more than 19,000 referrals and during 2021 the service received 8,530 referrals.

In March 2022 the Assessment Plus project transitioned into the Primary Care Mental Health and Wellbeing Service. Assessment Plus aims to increase access to psychological therapies within primary care. The service is designed to meet the needs of adults experiencing mild to moderate psychological problems who could benefit from specialist psychological assessment and brief, low-intensity intervention. As part of Assessment Plus, patients initially engage in an assessment and a formulation session with the psychologist. A treatment plan based on the formulation is then created by the psychologists and delivered by assistant psychologists in one and four 1:1 treatment sessions.

Lanarkshire Association for Mental Health has been commissioned to provide mental health and wellbeing workers who will be part of the overall Primary Care Mental Health and Wellbeing service. The mental health and wellbeing workers will provide group work such as mindfulness, Living Life to the Full and Overcoming Anxiety in addition to community-based advice and information drop in sessions and 1:1 short-term support following intervention by the clinicians within the service.

The above service developments will enable the implementation of a stepped/matched care model, providing both clinical and non-clinical interventions for this patient group. Initially patients will access interventions from Assessment Plus or the mental health and wellbeing workers by internal referral. However, it is anticipated that in due course direct access to all aspects of the Primary Care Mental Health and Wellbeing service will be available to GPs and clinicians within the practice teams.

## Intramuscular vitamin B12 improvement work

A multidisciplinary team worked to develop a new guideline to review patients on IM vitamin B12 injections and identified people who could stop injections. The guideline is now available on the NHS Lanarkshire guidelines app and website at <https://nhsguidelines.scot.nhs.uk/guidelines/haematology/review-of-patients-on-intramuscular-vitamin-b12-hydroxocobalamin-injections-and-identifying-those-in-whom-this-may-be-stopped/>

The next steps for this work are:

- Pharmacy Prescribing Efficiency Team has returned to their full roles after providing support to the covid response;
- B12 reviews will be a staged process across localities over the remainder of the year due to competing work plan priorities;
- Prescribing advisors working with pharmacy teams across localities to resume data collection;
- Locality pharmacy teams will update GP practices, locality management teams and GP leads on work being progressed through relevant forums; and
- Prescribing advisors to liaise with locality / treatment room leads to ensure an awareness of when activity will start in their area.

This work will help to release time in treatment rooms and benefit patients who no longer need to receive these injections.



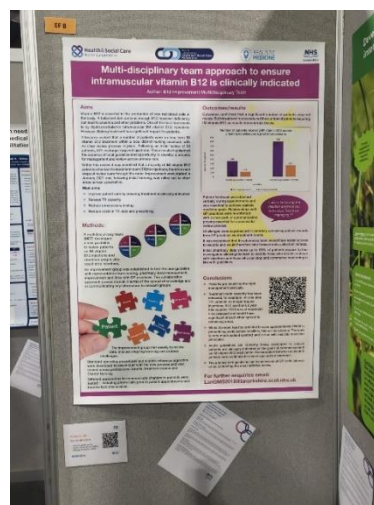
B12 Next Steps\_Jun 22.pptx

## NHS Scotland event poster

The B12 Improvement Group submitted a poster abstract for the NHS Scotland event. Their poster was shortlisted and was presented at the 2022 NHS Scotland event on 21 and 22 June. The poster is titled 'Multi-disciplinary team approach to ensure intramuscular vitamin B12 is clinically indicated.'



NHSScotland event poster.pdf



## 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'.