

# iN TOUCH



an interactive update for  
GPs working in Lanarkshire

 December 2023

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

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## Focus on...

### REGISTRATION OPEN Primary Care Access Programme

The Primary Care Improvement Team are delighted to advise that applications are now open for the next phase of the local delivery of the Primary Care Access Programme (PCAP). PCAP has been developed by Healthcare Improvement Scotland and will be delivered by NHS Lanarkshire. This is open to primary care teams including GP clusters, GP practices, pharmacotherapy and multi-disciplinary teams. In this programme, teams will receive hands on, practical support to understand their systems and help improve an aspect of access in a sprint improvement approach, which will take place over 7 weeks.

Apply [here](#) the sprint will commence on Tuesday 6 February 2024. The closing date for applications is Friday 12 January. For more information on the programme overview and timeline, please visit <https://ihub.scot/primarycareaccess>

## Additional professional roles

### Primary Care Occupational Therapy

#### Care Opinion Patient Feedback

Gathering feedback from patients accessing Primary Care Occupational Therapy (PCOT) is vital in supporting the ongoing development and evaluation of the service. Collecting information from patients and carers to measure their experiences is crucial in ensuring care is responsive to people's individual preferences, needs and values. PCOT staff actively encourage feedback

from patients and relatives via Care Opinion, and a campaign link and kiosk have been created to allow ease of feedback from those wishing to do so.

This word cloud summarises themes derived from patient feedback



Click [here](#) to read one patient's story and experience where early intervention by PCOT supporting their mental health led to life changing results.

### Recruitment

The last remaining vacancies supporting the roll out of the PCOT service are now being advertised. Permanent roles of various hours are available Lanarkshire wide for Band 5 Occupational Therapists [here](#) and Band 6 Specialist Occupational Therapists [here](#). The closing date is Thursday 21 December.

### **Community Link Workers**

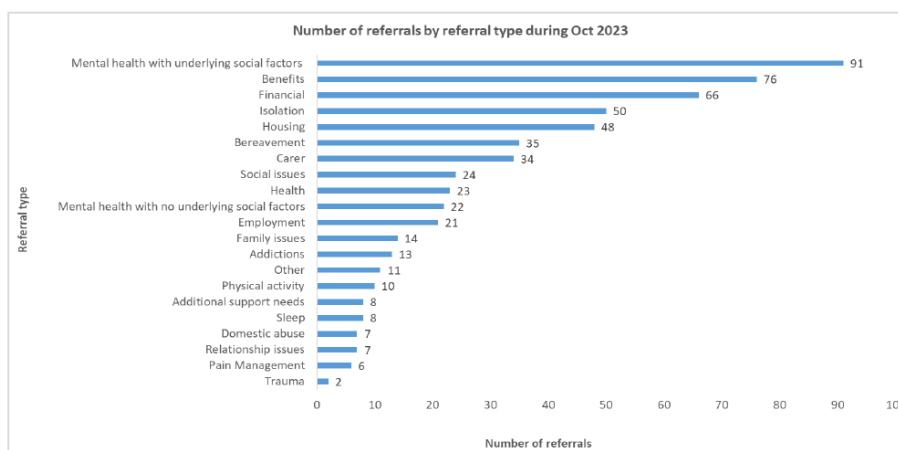
#### Referrals

The GP Community Link Workers (CLWs) programme enhances the support primacy care teams provide by ensuring people are connected to their communities. CLWs are non-clinical practitioners based in or aligned to a GP practice, working with patients to help them navigate and engage with wider services.

There are currently 81 live GP practices, and during October 70 of these (86%) referred into the CLW programme. Total referrals made were 231 in the North and 187 in the South.

Below details the referrals by criteria for October 2023:

## GP Community Link Worker Monthly Dashboard October 2023



- Most common criteria for referral into the service continues to be *mental health with underlying social factors* with 91 referrals.
  - *Benefit support* provided the next highest referral type with 76 referrals.
- (The above data incorporates a second reason for referral where the CLW feels it is beneficial to record this, therefore n=576 for this measure)

### Webpage

Lanarkshire's CLWs now have their own dedicated webpage outlining what the programme is, how it operates and eligibility criteria. The page will continue to be developed to include case studies and success stories as well as further updates on the service.

Visit the page [here](#)

### **News round-up**

#### **Online lunchtime learning session Friday 26 January**

Our new lunchtime QI learning sessions series helps create the conditions to support change and quality improvement across primary care. The first sessions were in November; Public Health Scotland Discovery, HIS Primary Care Access Programme - Sharing the Learning, and Public Health Scotland Primary Care Improvement Service.

All those who joined a session will be added to a dedicated MStTeams channel which is a single point of access to recordings and resources. The channel is accessible by anyone engaged in quality improvement in primary care, just click [Lunchtime QI Sessions](#) and request to join. This next session is in January with future sessions to be planned throughout the year.

#### Lunchtime QI Session – Naloxone: in and out of the practice

12.30-1.30, Friday 26 January

The session will share expert insight and evidence on Naloxone, an opioid agonist that is part of the programme to reduce the risks associated with using opioids. In 2011 Scotland developed a world first national Naloxone programme allowing drug services to supply take home kits to people at risk of overdose, and is still active today. The Scottish Naloxone Network supports the widening of access to this life-saving medication through health board leads. In 2015 the law changed to allow naloxone to be supplied to anyone likely to witness an overdose.

This lunchtime update will include:

- Risk factors for overdose
- Recognising overdose

- High risk times
- Near fatal overdoses
- Barriers to prevention
- Types of naloxone
- Administration, Emergency First Aid and post use management
- Recognising acute withdrawal symptoms.

Register [here](#)

### **NHS Lanarkshire winter health hub**

A new winter health online hub has been launched by NHS Lanarkshire to help residents access a wide range of healthcare services this winter. The digital hub provides a centralised portal outlining the care options available to people to assist them in getting the right care in the right place.

Guides to the healthcare support available throughout winter include GP and pharmacy opening times and services over the festive period as well as wider services including mental health, vaccinations and severe weather safety.

Visit the winter health hub [here](#)

### **Scottish Improvement Foundation Skills evaluation**

Between 23 August and 18 October 2023 Lanarkshire's participants in the Scottish Improvement Foundation Skills (SIFS) programme completed pre, mid and post course surveys providing feedback on their level of Quality Improvement knowledge at each interval. In total 24 colleagues underwent SIFS across 3 cohorts. 80% had "very little" Quality Improvement knowledge prior to the course, reducing to 40% mid course and 10% at the end of the course, by which point 60% of participants reported having "quite a bit" of Quality Improvement knowledge. This demonstrates the contribution of SIFS training to a significant shift in knowledge and understanding of the Quality Improvement approach within primary care. SIFS is delivered by the Primary Care Improvement Team and registration for the next cohort will open in the new year, details will be included in iN TOUCH.

### **Catch up with iN TOUCH on our website**

If you'd like to read this or any previous editions of iN TOUCH you can find them online at <https://www.nhslanarkshire.scot.nhs.uk/about-us/this-is-lanarkshire/> under PCIP Updates.

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### **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](mailto:LanPCIT@lanarkshire.scot.nhs.uk)