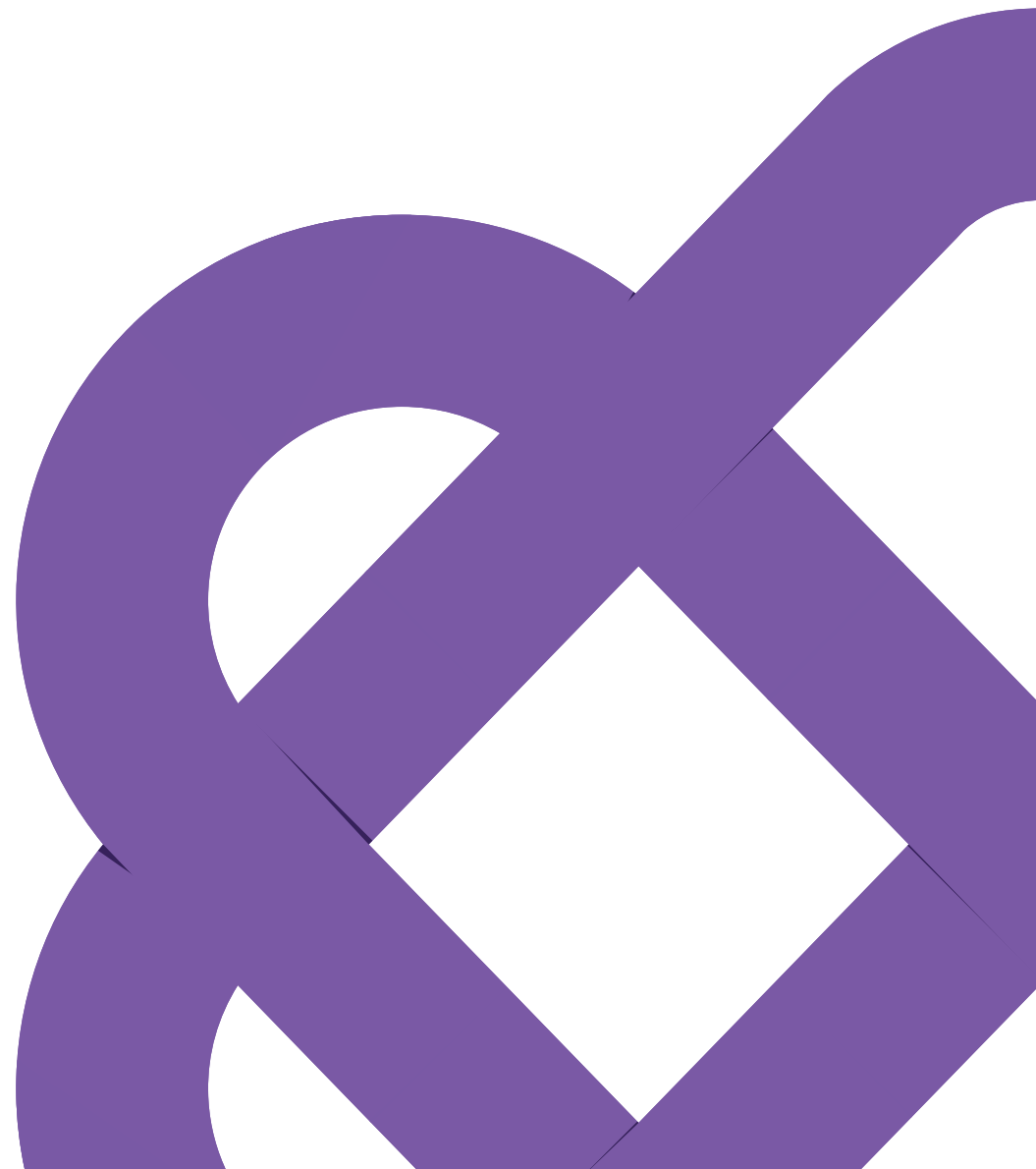


Community Conference

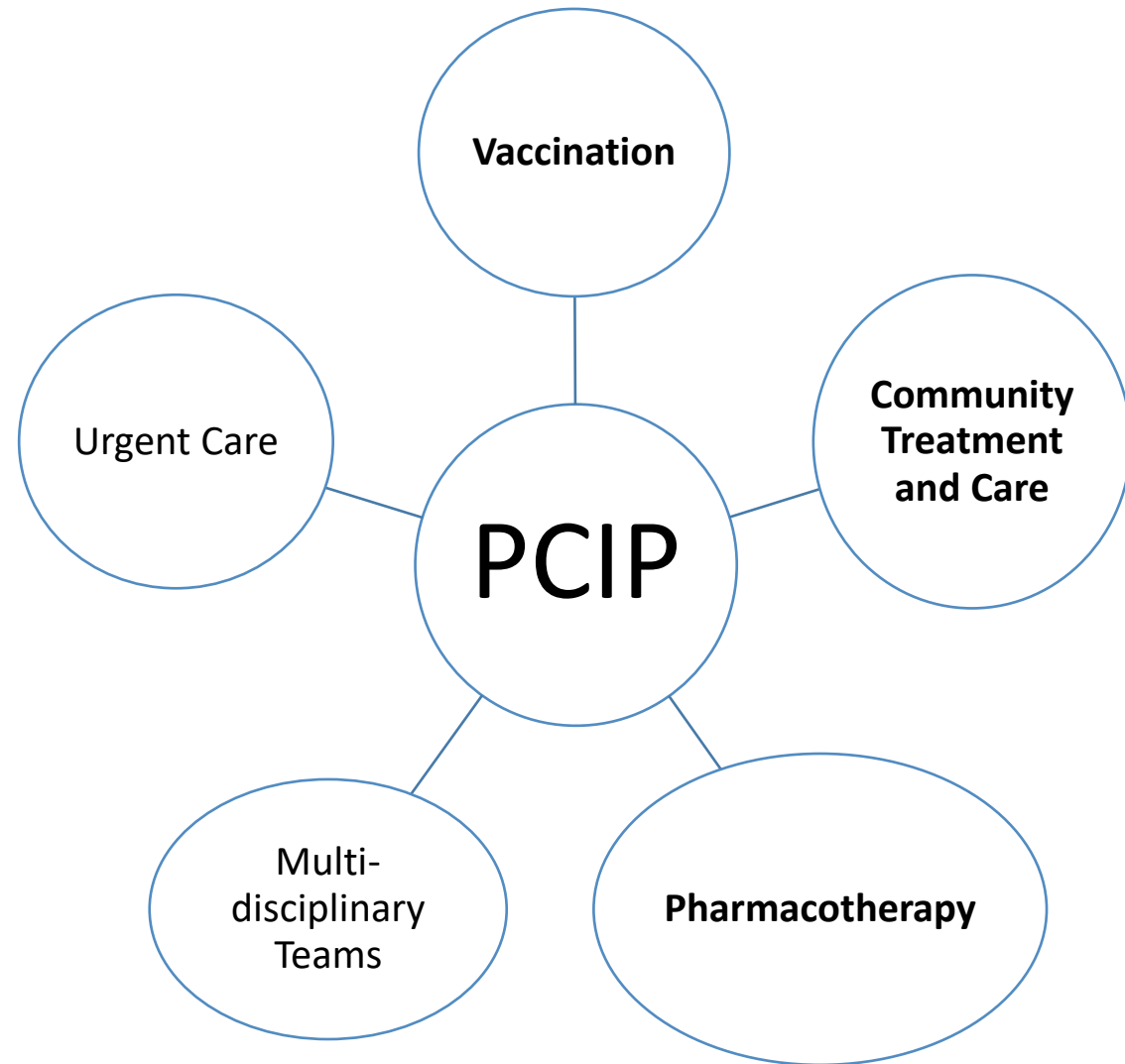
November 2021

Dr Simon Farrell, GP Stakeholder
Iain Fulton, Principal Pharmacist Community
Pharmacy
Claire Muir, Programme Lead-
Multi-Disciplinary working and service
integration



Can you tell us about the General Medical Services Contract and why it is important for GP practices in Ayrshire?

GMS Contract – key components



**Role of GP
- Expert
Medical
Generalist**



Caring for Ayrshire

STRATEGIC PLAN

Vision, Values, Principles and the 'South Ayrshire Wellbeing Pledge'



It is important for the HSCP to have an overarching vision statement and values, through the engagement activity which took place we have arrived at the following.

Our Vision

Empowering our communities to start well, live well and age well.

Our Values

The following are the values to which our staff and those contracted by the HSCP, or who are stakeholders in it, will be expected to demonstrate:

We will be:

- Empowering
- Respectful
- Compassionate
- Open

We will demonstrate:

- Equality
- Integrity
- Ambition

Our Principles

We will work hard with our staff – including with our trade union representatives – and our partners to develop a full understanding of and buy-in to what these values mean for our day-to-day work. The following principles bring these values to life. The HSCP will be encouraged to work together to develop these at a service / team / staff level:

- Providing joined-up services to improve quality of lives
- Putting individuals, carers and families at the centre of their own wellbeing and care
- Providing timely access to services, based on assessed need, resources and a rights-based approach
- Bureaucracy will be the minimum it needs to be
- People will have access to good information and advice pre-crisis points
- Support and services will be co-produced – 'doing with' not 'doing to'
- Being evidence-informed and driven by continuous performance improvement

Multi-Disciplinary Team (MDT) working

MDT programme lead – Claire Muir

**Mental Health
Practitioners
(MHPs)**

MSK Physiotherapists

**CTAC
Primary Care Nurse (PCN)
Health Care Support Worker (HCSW)**

**Community Link
Practitioners
(CLPs)**

Pharmacotherapy Teams

**Additional MDT
staff**

**Self Help Workers
(SHWs)**

***Building meaningful relationships
Effective communication***

GP Clusters

Troon

Cluster Quality Lead
Dr Angela Ferguson

Ayr/Prestwick

Cluster Quality Lead
Dr Jim Ledger

Carrick

Cluster Quality Lead
Dr Phil Hulme

**Stakeholder GP,
Dr Simon
Farrell**



Model of Care for: Older People & Adults With Complex Care Needs

Can you tell us about the expanded MDT teams around the practices and the importance of giving more information about your problem to the admin call handler?

Pharmacotherapy

- 103.6 wte Pharmacotherapy staff to meet the needs of the Contract across Ayrshire
- Over £3million of investment (over £1 million in South Ayrshire)
- Qualified pharmacists, pharmacy technicians, support workers, pre-qualification technicians and managers
- Greater use of skill mix across staff gradings has emerged through experience/need and allows the opportunity to 'grow our own' capacity
- The 'Level one' tasks – set out in table – are the ones that will transfer from GP Practice to HB/HSCP responsibility in 2022

Pharmacists	Pharmacy Techs
Authorising / <u>actioning</u> acute prescription requests	Monitoring clinics
Authorising / <u>actioning</u> repeat prescription requests	Medication compliance reviews
Authorising / <u>actioning hosp</u> immediate d/c letters	Medication management advice and reviews for Care Homes
Consideration of serial prescribing	Formulary adherence

Community Treatment and Care (CTAC)

- Primary Care Nurses (PCNs) – 12 WTE
- Healthcare Support Workers (HCSWs) – 10 WTEs
- Clinical Team Lead, Sam O'Ware
- Professional Lead, Joanne Anderson
- Range of nursing interventions
- Robust supervision and mentorship
- Continual learning and development
- Hub service delivery modelling

Nursing Interventions
Venepuncture
Wound Care (Simple) -Assessment required by registered nurse and management plan agreed before shared care with HCSW
Suture/Staple Removal
Blood Pressure Monitoring & Lifestyle Advice -Including use of digital monitoring with processes in place eg Florence
Long Term Condition Monitoring -Inclusive of blood monitoring, BP, BMI, Albumin Creatinine Ratio (ACR), Diabetic foot check, risk calculations, lifestyle data collection and brief intervention/advice.

Mental Health Services

Community

Seeking support for range of issues impacting on mental health

Community led support

- New front door
- South Ayrshire Life
- Info on local supports
- Health information shop,
- Carers centre,
- Community groups

Community Link Worker

- Based in GP practice
- Signposting to community groups specific to need
- Supporting people to access support

Primary care

Identified mental health issue/diagnosed mental illness (routine)

Mental Health Practitioner
appt arranged at GP:

Triage Assessment

Refer

Community led support
Community Link worker

Refer

Computerised CBT

Refer for treatment

Mental health services

Secondary Mental Health

Requiring treatment and support for mental illness
Referral for mental health issue (urgent)

Community Mental Health Services (NHS & SW)

Assessment

Treatment and support

- Medication
- Talking therapies
- Groupwork
- Problem solving
- Management of symptoms
- Management of risk to self/others
- Accessing formal community support

Tertiary Mental Health

Mental illness impacting significantly on ability to function

Community Mental Health Services (NHS & SW)
Pan Ayrshire MH services
e.g. Community Forensic MH Team
In patient services

Assessment

Treatment and support

- Medication
- Talking therapies
- Groupwork
- Management of symptoms
- Management of risk to self/others
- Provision of formal community support
- In patient admission
- Rehabilitation
- Statutory measures e.g. Mental Health Act

Mental Health

- Network Team Leader – Brian Christie
- 11 Mental Health Practitioners, 8 Community Link Practitioners and 6 Self Help Workers in place to support mental health more effectively in Primary Care
- In addition we have Distress Brief Intervention support in 3 Practices supported by Penumbra

Team Leader

Coordinates, leads and manages the service

Self Help Workers

Offer a low intensity, supported self help pathway within the GP practice. To deliver supported self help groups and individual sessions as well as promoting self-directed work e.g. silver cloud/e Cognitive Behavioural Therapy

Community Link Practitioners

To offer a supportive response to individuals, linking them in with their knowledge of what's available in Ayrshire and online. They also pick up referrals for Transforming Care after Cancer work. They are looking at how they can support loneliness and people who have been shielding long term

Mental Health Practitioners

Assess and review people at GP practice, signposting to most appropriate service. Support the CLP's and SHW's re supervision and the delivery of groups. Work with pharmacy colleagues in relation to anti-depressant reviews.

Musculoskeletal (MSK) - Physiotherapists

- 4 Advanced Practitioner MSK Physiotherapists (APPs) across 12 practices in south Ayrshire HSCP
- Earlier access to the right service for assessment – bone, joint or muscle
- Age 16 years plus
- More Physiotherapist resource is needed to provide more sessions at all GP Practices
- Flexible models being identified so rural Practices can get service (using, eg Arran model)
- Further development of skill mix
- Additional 2 Physiotherapists being recruited to ensure service coverage for all GP Practices

From listening to the GP practice teams across South Ayrshire, what impact do you think the MDTs are having for patients and practices?

Troon Locality

Troon Locality Planning Partnership
Partnership Engagement Officer –Elizabeth Dougall

Troon GP Cluster
CQL Dr Angela Ferguson
Admin Lead – Pauline Young

GP Practices:

- Templehill
- Portland Street

Aligned Care Homes

Sun Court
Westbank
Behaven House
Queens View Harbour

Community Pharmacies
Willis
Stevensons
Boots

Pharmacotherapy Team
Donna Dunlop

Pharmacist
Pharmacy Technician
Support Worker

Local HSCP Team Leader

Housing link

Mental Health Network Team
Brian Christie

Mental Health Practitioner – Lisa.smillie@aapct.scot.nhs.uk
Community Link Practitioner
Self Help Worker

DN Leads
Deirdre Matthewson
Lorraine Stewart

SW Lead

Sheltered Housing Units

• Sandhill Gardens
• Bradan Road
• Hanover

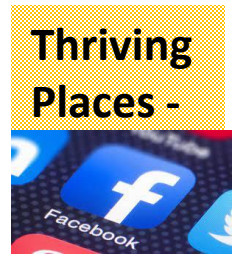
CTAC Team
Samantha O'Ware

Distress Brief Intervention link

PCN Ashley.paige@aacot.scot.nhs.uk
HCSW
Joyce.mccrimmond@aapct.scot.nhs.uk

Dietetic link
Podiatry link

Dietetics Maureen Murray
Podiatry Jodi Binning



MSK Physiotherapy Team
Yvonne Quinn

Adam.jones@aapct.scot.nhs.uk

CRT Links

• Physiotherapy
• OT

Occupational Therapy
Aileen Fyfe

Joanne.payne@aapct.scot.nhs.uk

Key third sector:

Useful Feedback

Community Links Practitioner pt

*"Very good and very helpful,
accessed some great local
services for me"*

MHP pt

*"I was initially unhappy that I was
not seeing a GP, but thank you
for taking your time (longer
appointment) and glad of your
suggestions and help rather than
medication."*

Occupational Therapy pt

*"My video call appointment enabled me
to feel safer and more relaxed because I
was in my home environment."*

GP

*"We now have a very useful range
of treatment options for patients."*

ANP

*"The Pharmacotherapy team have become
an integral part of the practice team. They
are all very knowledgeable and helpful!"*

What are the advantages and disadvantages of the change in balance of appointments from mainly face to face to a blend of face to face, telephone and video calls?

Occupational Therapy in General Practice pilot work



- Building relationships with GPs and MDTs – 3 practices across south HSCP
- Promoting the impact of Occupational Therapy intervention
- Not diagnostic specific - mental and physical health
- Focus on improving occupational performance and wellbeing
- National Occupational Therapy Forum
- Service delivery models – blended – remote and face to face

Frailty Collaborative

- Templehill GP Practice in Troon. Led by GP (Dr Angela Ferguson) and Practice Manager (Pauline Young)
- Identification of targeted frailty patients where intervention is desirable to hinder further decline
- Virtual Multi-disciplinary Team (MDT) meetings looking at identified patients
 - Variety of Long Term Conditions
 - Falls often an issue
 - Often Mental Health / substance use issues common
 - Often socially rooted issues
 - Often Carers dimension
 - Perhaps unknown to any other service

Now planning on further roll out in other GP Practices using the learning from pilot with additional OT investment and assessment work linked to VASA FootcAyr service

Premises Challenges

- Challenge at national level and in Ayrshire and Arran North, South and East
- In South, pinch points in Ayr GP Practices (4 especially)
- Previous investment for simple adaptations and better use of rooms (patient facing and back rooms)
- Covid and remote consultations/working has camouflaged significant issue

- Looking at other models - Hub working
- Potential for shared spaces for MDT staff

- Distributed working
- Using phones and Near Me/Attend Anywhere part of solution

Tells us more about the new digital consultation options like 'ask my GP' and 'e consult?

Community Pharmacy in South Ayrshire

- 29 community pharmacies across South Ayrshire
- Contracted to the NHS for provision of pharmaceutical services
- Independent contractors and therefore also provide a range of private service offerings



Can you tell us about the NHS services offered from community pharmacies?

Community Pharmacy Services Available

'Community Pharmacy as first port of call for all minor illnesses and common conditions'

Pharmacy First

- Patient consultation → Advice, Treatment, Referral
- Approved list of Prescribable treatments
- National Patient Group Direction e.g. Unscheduled Care, UTI, Impetigo, Shingles, Skin infections

Pharmacy First Plus

- Community Pharmacist Independent Prescribers
- Common Clinical Conditions Clinics

Medicines Care & Review

- Serial Prescriptions (ongoing supply of medicines)
- Medication Reviews

Public Health

- Sexual Health: Emergency Hormonal Contraception, Test & treatment for chlamydia & gonorrhoea, CIPP Clinics, Condom supply, bridging contraception service.
- Vaccination: Seasonal flu, travel
- Smoking Cessation

So how does the Pharmacy First Service work?

Community Pharmacy Services



- Pharmacy First Plus
- 18 x CP Independent Pharmacist Prescribers
- Common Clinical Condition Clinics
 - South Ayrshire: Toll Pharmacy, Prestwick; Willis Pharmacy, Troon; Tarbolton Pharmacy; Ogg & Co, Ayr

Community Pharmacy Services Continued

- Public Health
- **Sexual Health**
 - Emergency Hormonal Contraception, with national PGD for Bridging Contraception
 - 8 CP IPP Contraceptive Clinics across Ayrshire (5 in SA), working closely with local High Schools to promote sexual health – 8 CPs
 - Test & treatment for chlamydia & gonorrhoea
 - Condom supply
- **Vaccination**
 - 2020 Seasonal flu
 - 2021 Seasonal flu & Covid
 - Travel clinics in CP



THANK YOU FOR LISTENING!

Questions from the audience ?