

Moving Forward Together.



Moving Forward Together

Primary Care



Who we are

- Richard Groden, GP and Clinical Director
- Willie Wilkie, Lead Optometrist
- Alan Harrison, Lead Pharmacist for Community Care
- Lorna Kelly, Head of Primary Care Support and Development

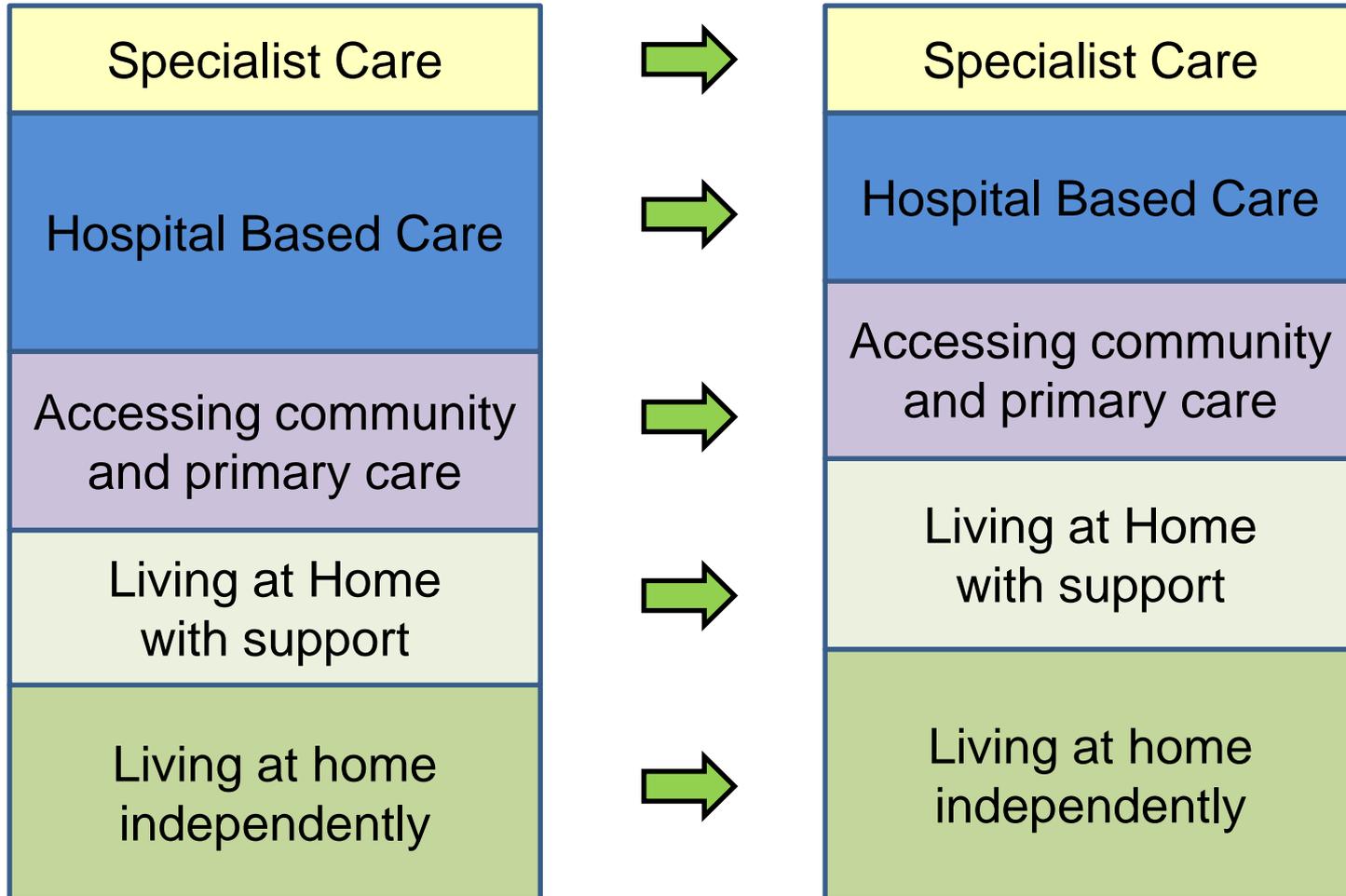


Aim

- Discuss primary care and how it is changing
- Consider links to the rest of the transformational programme
- Think about messages and communication



MFT – wider context



Today

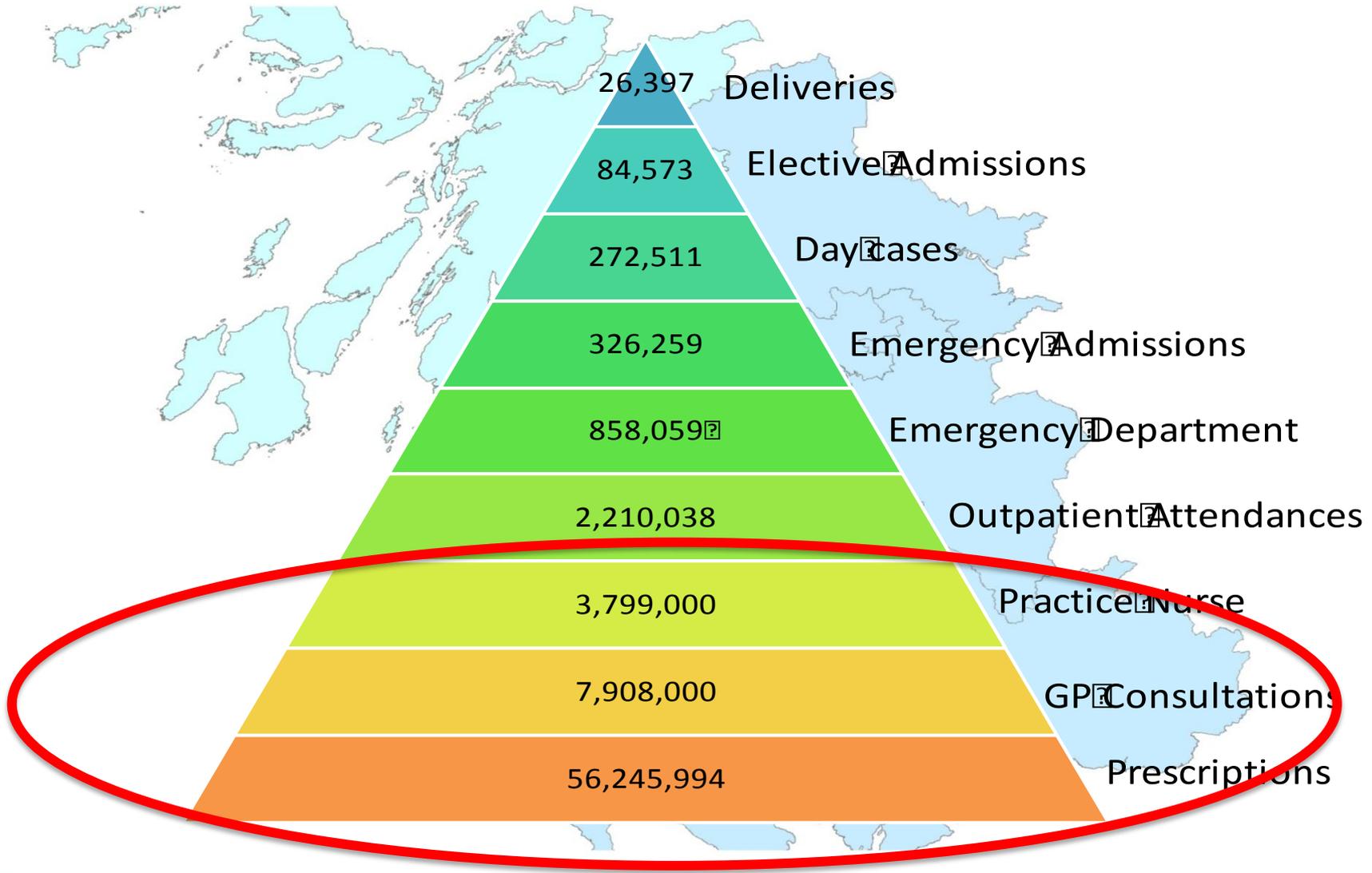
- Overview of primary care in GGC
- General practice
- Optometry
- Community pharmacy
- Discussion



Primary care

- First point of contact
- Nearly everyone will access primary care over the course of a year
 - Over 5 million GP consultations a year across GGC
 - 2 million sight tests (Scotland)
 - Over 24 million dispensed prescription items per year (2016)
- Universal access
- Health systems with strong primary care are better
 - International evidence on outcomes and cost

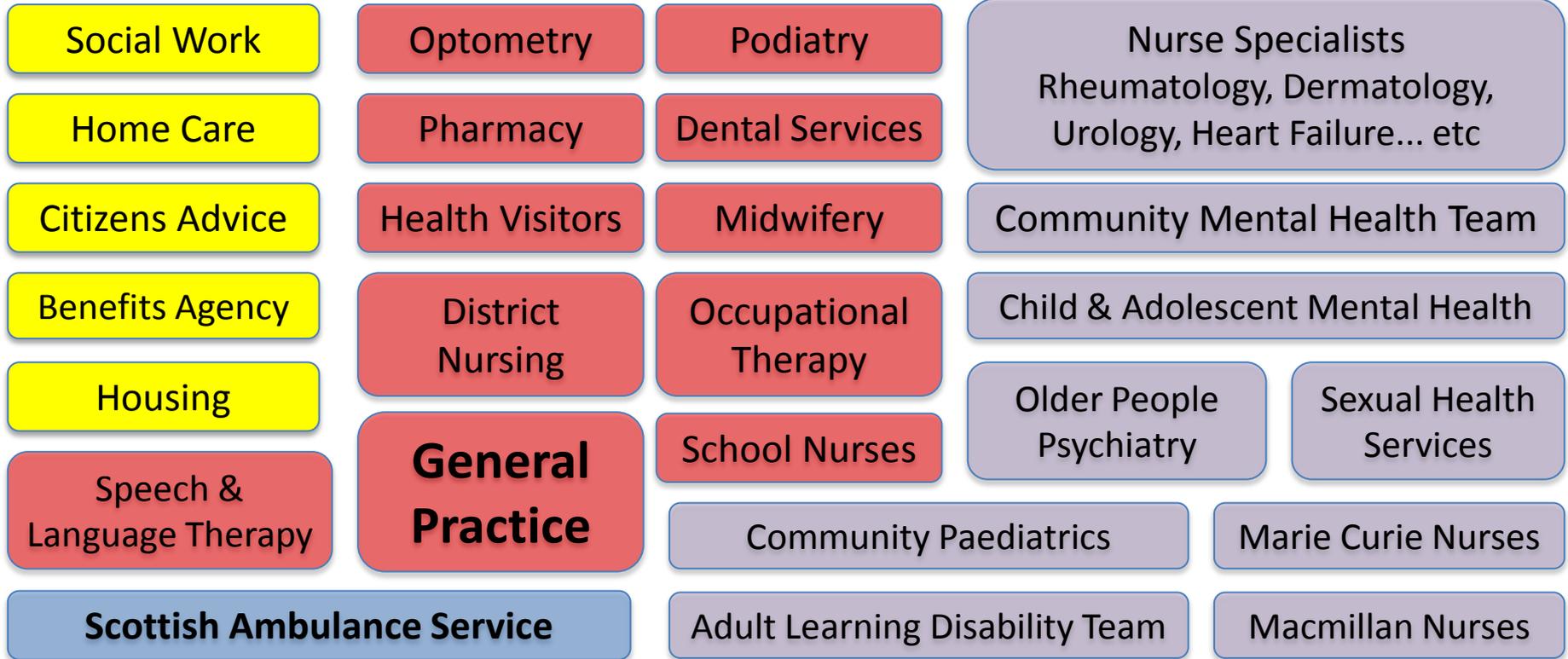
West of Scotland



Primary Care in NHSGGC

- GPs – 237 practices
- Dentistry - 255
- Optometry – 178
- Community Pharmacy – 291

..working as part of a team



Daytime and Out of Hours Services

- GP 8am to 6pm Mon-Fri
 - NHS 24 / GP out of hours evenings and weekends
- Community Pharmacy
 - Core hours are 9am to 5.30pm Mon- Fri and 9am to 1pm on a Saturday
 - 25 extended hours practices open on Sundays and beyond 6pm each night
- Optometrists
 - Most open Monday to Saturday
 - 41 open Monday to Sunday
 - Evening opening



General Practice



General Practice in GGC

237

Practices (working together in 40 'clusters')

Registered list of patients living in the practice catchment area. Patient Choice

17

Less than 2,000 patients

14

More than 10,000 patients

90 % of people visit their practice in a year

Core Services and team

- Open 8.30am – 6pm
- Most offer some extended hours – evenings or early mornings
- Urgent and routine appointments
- Telephone, online, email
- See people who are ill or think they are ill
- Advise, treat, refer / manage episode of care
- Practice Nurses, Health Care Support Workers
- Range of additional services and clinics



Range of services (examples)

- Annual comprehensive reviews
 - Heart Disease, Asthma, Stroke, Diabetes, COPD
- Child health surveillance and immunisations
- Regular monitoring
- Contraceptive services
- Cervical smears
- Travel Immunisation
- Annual flu immunisations
- Minor surgery
- Links to a wide range of other services



Challenges

- Changing population: age and deprivation
- 15% rise in demand for appointments
- More complex patients
- Pressure on time with patients (10 minute appointments)
- Challenges across Scotland: recruitment
- GP still seen as gate keeper to NHS and other services
- Variation in services

What's changing?

- New contract
- Free up GP time to focus on those who most need it – complex care
- More different roles in primary care:
 - Nurses, Paramedics, Mental Health, Pharmacy, bloods / treatment rooms
- Direct access to the person with the most appropriate skills - might not see GP
- In the practice or local area
 - Health Centre / Cluster
- More on line access
 - Appointments, prescriptions, advice



Lots already happening

- Anticipatory Care Planning with patients and wider multi-disciplinary team
- Pharmacist as part of Practice Team
- Physiotherapist attached to practice
- Community Link Worker attached to practice supporting individuals
- Community Respiratory Teams
- Community Rehabilitation Teams
- Direct access to some services
 - Podiatry, Physiotherapy, Midwifery

Looking ahead

- What else can be developed in the community and how does it link to general practice?
- Making sure people know where to go and how to access services
- Ensuring timely access to core services



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Optometry



Evolution of Scottish Optometry

Optom accreditation
HES Training
70% retention
Quality
Peer Review
Communication
Rx Request
Networks / Systems
Joint Working

GOC
Rules

Old GOS
1999



GIES
2000/08



Eyecare
Review
2005/6



New GOS
2006
Enhanced
- LENS
(PGDs)
- Grampian



2010/14
Delegated Care
IT Integration
IP
Px Pads



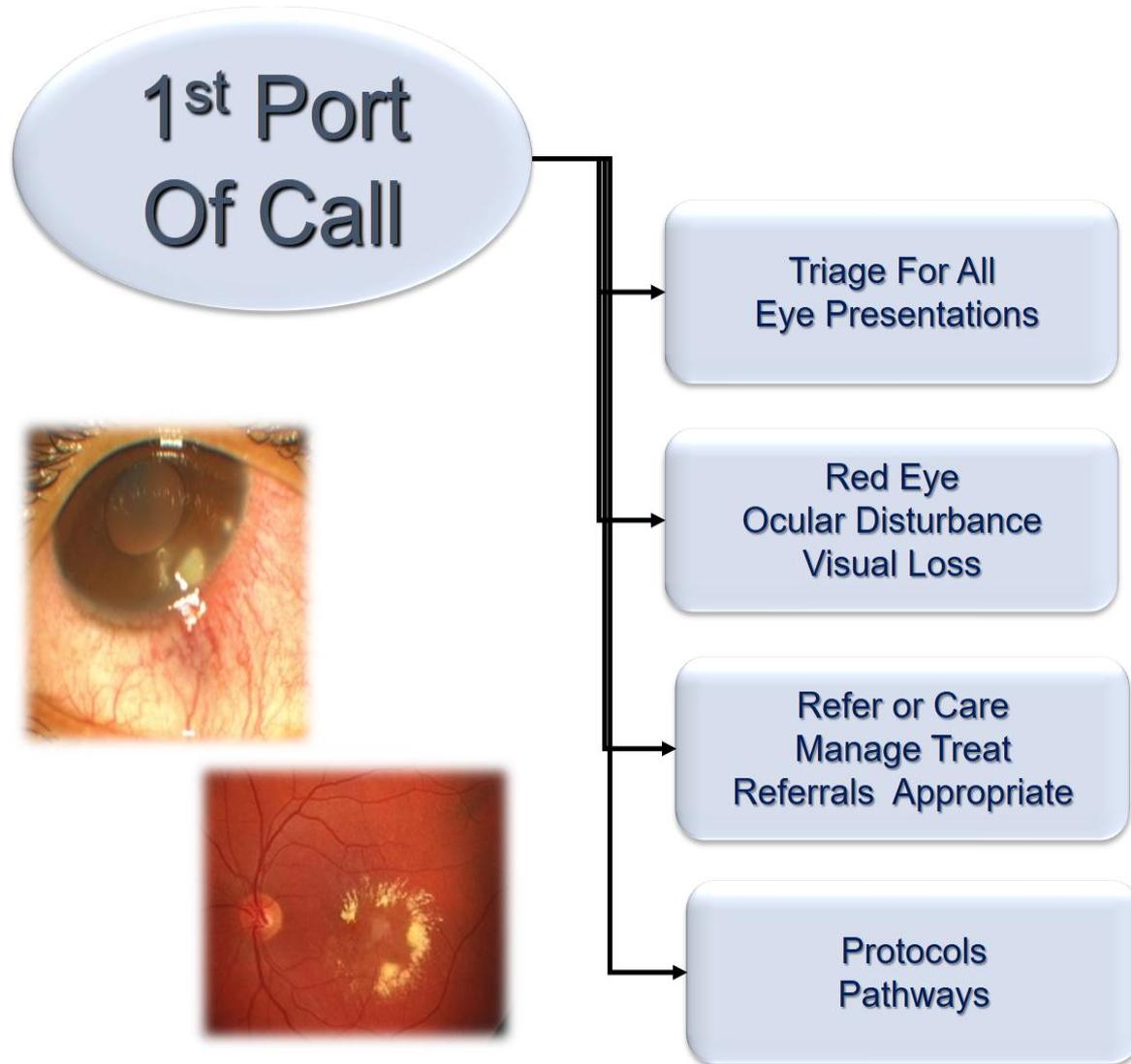
Optometry

- **First port of call for all eye problems**
 - Sore red eyes or vision changes all treated with no cost to the patient
- **Prescribing**
 - There are an increasing number of Independent Prescribing Optometrists and all other optometrists can treat many conditions
- **Referral, Discharge and Shared Care**
 - Optometrists can refer direct to the Hospital eye service for both urgent and routine appointments.
 - They will in future be more involved with patients being discharged from the hospital eye service



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What can IP Optometrist Prescribe

Work within your recognised area of expertise & competence:-

- Any licensed medicine (except for controlled drugs or those for parenteral administration) for ocular condition affecting the eye and the tissues surrounding the eye
- Any drugs listed in BNF Section on the Eye
PLUS
- Oral antibiotics
- Oral NSAIDs
- Oral Anti allergy products
- Oral Steroids
- Skin emollients
- Steroid skin creams / ointments

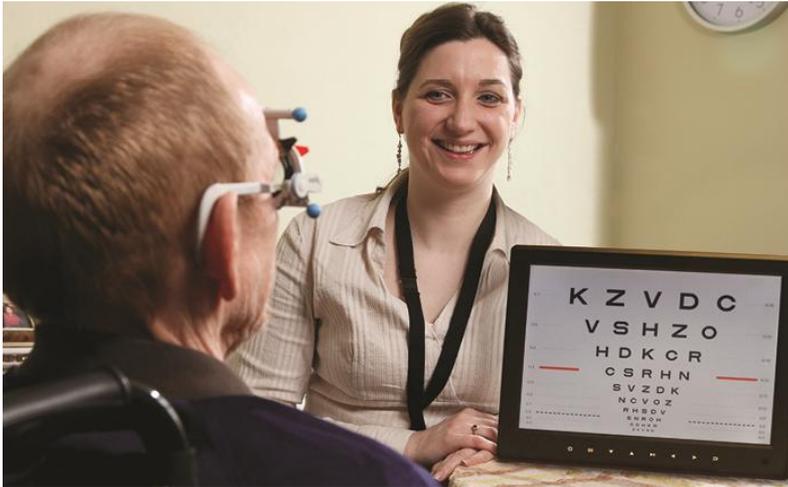


Optometry

- **Care of the Elderly**
 - Domiciliary and Care Home optometry services provided by high street practices; some companies provide mobile optometry services.
- **Low Vision Services**
 - All high street opticians, in the Glasgow Low Vision service and in the Hospital Eye Service
- **Patients with Complex Needs**
 - RNIB provide support to optometry practices to improve access for patients with disabilities.



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Portable equipment used
in House and Care Home
Consultations



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Many magnifiers and other specialist aids are available



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Community Pharmacy



Community Pharmacy



- Advice on common ailments and over the counter medication: coughs, colds, sore throat, stomach upsets
- No need for appointment
- Support to stop smoking
- Dispense prescriptions and supply emergency contraception
- Chronic Medication Service (CMS) - increase the number of serial prescriptions supplied through the CMS



Pharmacy First

- Community Pharmacy prescribing Prescription-only medication for specified conditions e.g. UTI's, Impetigo, Bridging contraception)

 Are you a woman aged between 16 and 65 with any of the following?

Burning or stinging sensation on passing urine? Need to pass urine frequently? Need to pass urine urgently?

 Impetigo - do you have any of the following? 

- Minor skin infection on one area of the body?
- Red sores that pop easily and leave a yellow crust?
- Fluid-filled blisters?
- Itchy rash?

Go to your Pharmacy First!



Minor Ailments

- Advice and supply of treatment for minor ailments – register with pharmacy
- Pilot in Inverclyde to extend service to everyone



Future Developments

- Supply of specialist treatments e.g. Oncology through community pharmacy rather than acute pharmacies
- Involvement in Out of Hours service to support medical staff



Summary and Discussion



- Changes across all services
- Opportunities to do more
- Choices about where, how many, who
- See the right person first time
- Making the system easy to use

