

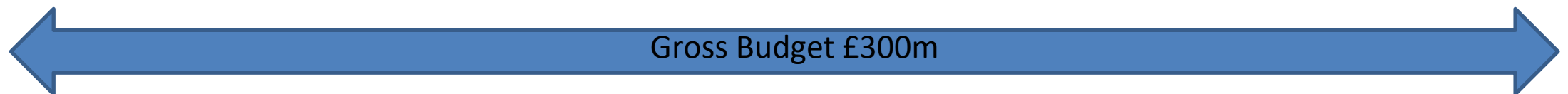
Adult Services Performance Report

Jacqueline Kerr
Assistant Chief Officer

Glasgow City Health and Social Care Partnership

Overview of Adult Services Scope

GC HSCP Adult Services Population (proxy 18 – 64 yrs) circa 421,041



Positive Performance

- **Mental Health Services**

- Access to psychological therapies in the North West and South of the City 18 weeks to treatment

- **Sexual Health**

- Access to urgent care
- Access to Young People's Service

Challenging Performance

Mental Health Services

- Access to psychological therapies in North East
- Average length of stay for short stay adult mental health beds across city
- Increase in Bed Occupancy
- Total number of adult mental health delays
- Challenge in capacity across all mental health community and in patient services

Sexual Health

- Continued loss of accommodation in order to fully deliver sexual health services

Challenging Performance

Alcohol and Drug Services

- Continued increase demand for service
- Reduction in staff capacity
- Parental Assessments completed on time
- Wholesale change in management of service
- Continuing trend in relation to drug deaths

Recovery Agenda: Mental Health

Issues

- Unprecedented demand on mental health services
- Acuity and complexity of need
- Continued challenges around staffing (including nursing and medical cover)
- Impact on staff wellbeing working through pandemic
- Continued impact of COVID regulations around delivery of services

Opportunities

- Continued success of the Mental Health Assessment Units
- Development of in hours and out of hours compassionate distress response service
- Move to digital interventions
- Development of Red Amber Green status for all community mental health services
- Development of Patient Initiated Pathway
- Development of interventions in psychological therapies – computerised Cognitive Behavioural Therapy (cCBT) and on line groups
- Flexibility of workforce when delivery of services
- Scottish Government Recovery and Renewal Funding

Issues

- Change of management and staff profile throughout service
- Lack of face to face contact with service users
- Continued increase in city centre injecting population
- Resilience of workforce
- Impact on staff well being during COVID

Opportunities

Roll out of Buvidal prescribing

Development of out of hours crisis service

Development of pharmacy street work programme

Development of WAND initiative (**W**ound care/**A**ssessment of injecting risk/**N**aloxone and overdose awareness/**D**ry blood spot testing)

Increase in Injecting Equipment Provision (IEP)

Increase in residential rehab facility

Continued discussion with Scottish Government re Safer Drug Consumption Facility (SDCF)

Conclusion of the external review of ADRS services

Challenges

Increased demand for services

Reduction in support to service users and carers

Impact on staff well being – particularly across this small workforce

Recovery Agenda: Learning Disability

Opportunities

- Reopening of day care
- Development of blended model of day service and outreach support
- Funding allocation from Learning Disability Change Fund
- Purchase of accommodation to provide and deliver community support for those with complex needs

Recovery Agenda: Sexual Health

Issues

- Continued demand for services
- Reduction in space for service delivery – immunisation programme
- Impact on routine care
- Recovery of youth health service

Opportunities

- Implementation of telephone triage services
- Telephone prescribing for oral contraception
- Implementation of remote early abortion service
- Use of sexual health 24 for testing to support Pre Exposure Prophylaxis (PrEP)
- Development of city centre outreach service

Recovery Agenda: Prison Health Care/Police Custody

Issues

- Restrictions in delivering routine health services
- Continued challenges around recruitment and retention of staff
- Staff morale

Opportunities

- Implementation of Attend anywhere
- Reintroduction of Primary Care and Mental Health services
- Psychology services back to pre pandemic level
- Development of professional nursing structure
- Ongoing work of Prison Health Care workforce review

Police Custody has continued to operate over fewer sites but at pre pandemic levels

Future Impact on Services

- Embrace creativity of our staff
- More aware of staff wellbeing and support
- Pandemic told us that we now need to deliver services differently
- We need safe clinical environments for patients that have to be seen
- We need to ensure that there are robust pathways between services
- Continue our work in upscaling early intervention and prevention services to reduce workload of the already overstretched specialist services
- Continued development of the workforce profile – for example nursing and peer support