



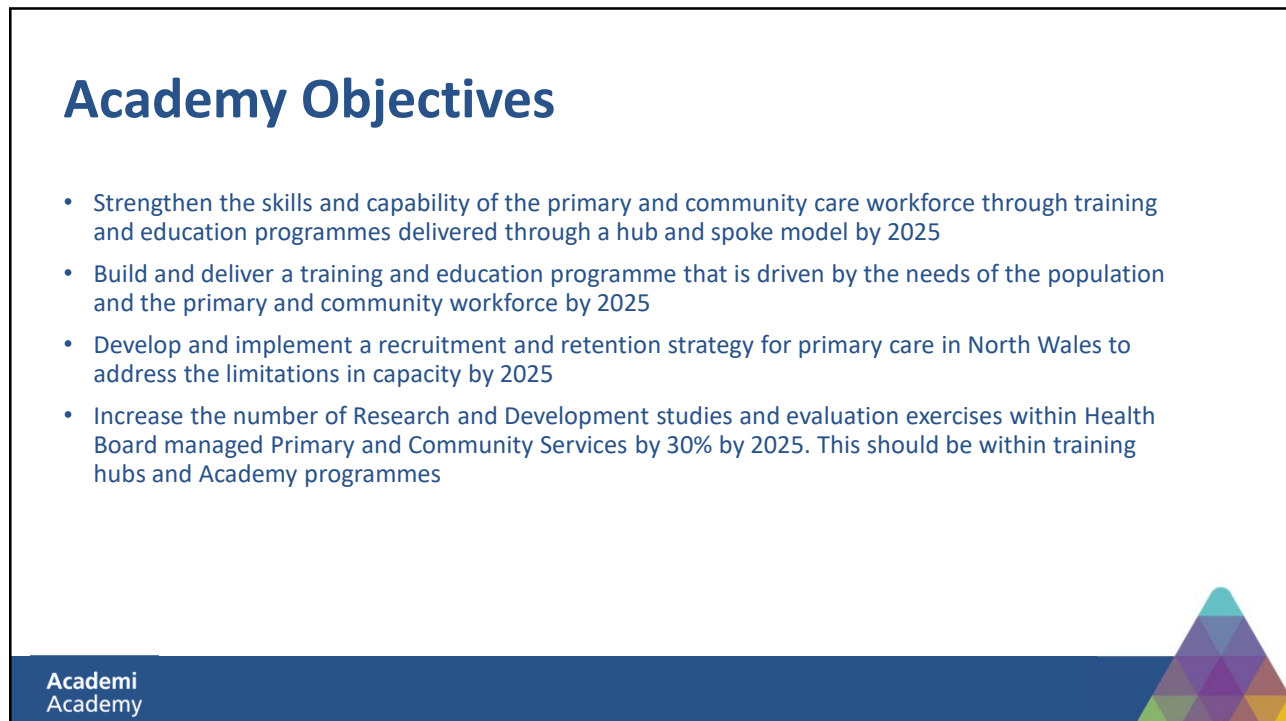

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CYMRU
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Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

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**A Place of Learning and
Innovation**

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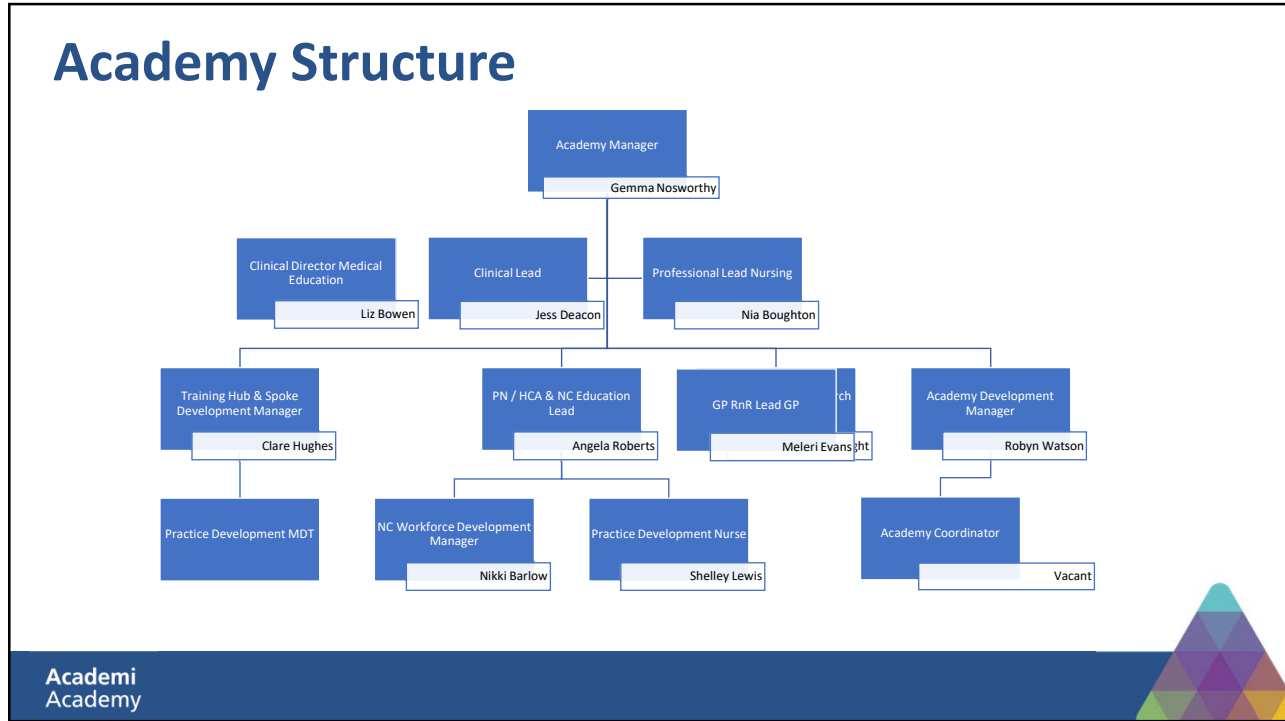


Academy Objectives

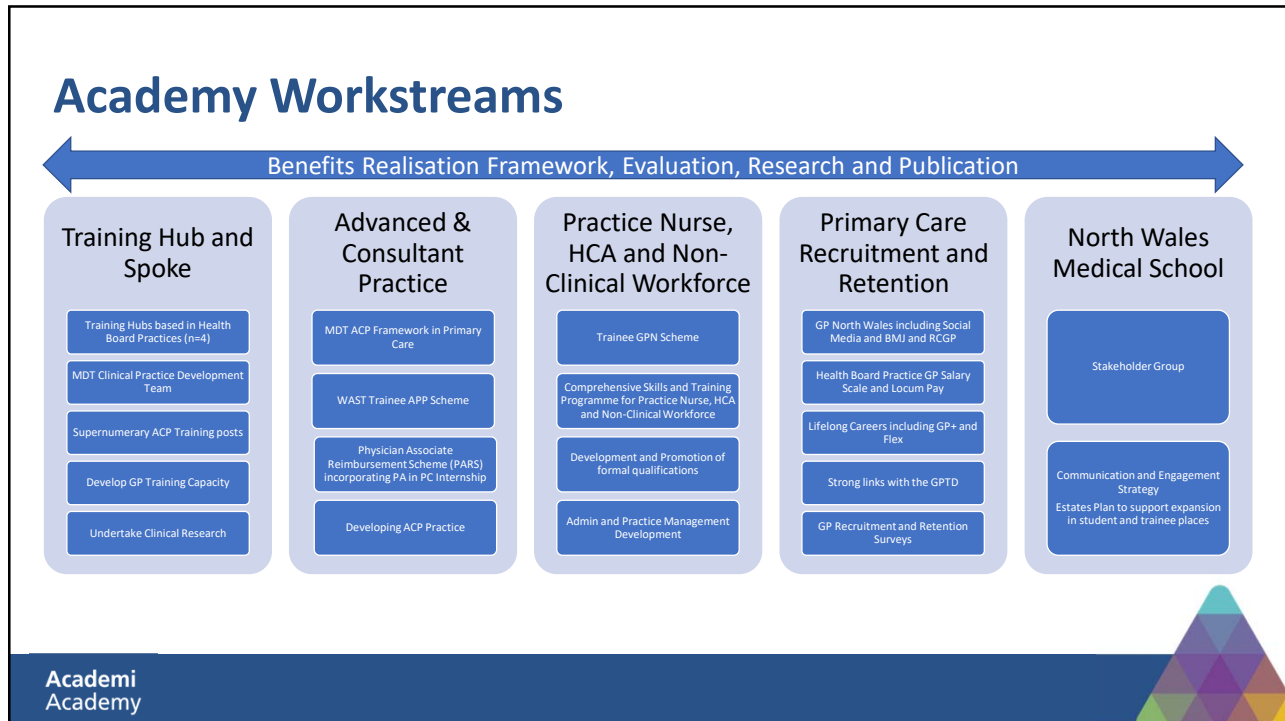
- Strengthen the skills and capability of the primary and community care workforce through training and education programmes delivered through a hub and spoke model by 2025
- Build and deliver a training and education programme that is driven by the needs of the population and the primary and community workforce by 2025
- Develop and implement a recruitment and retention strategy for primary care in North Wales to address the limitations in capacity by 2025
- Increase the number of Research and Development studies and evaluation exercises within Health Board managed Primary and Community Services by 30% by 2025. This should be within training hubs and Academy programmes

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General Practice

2022 / 2023

- GP+
- Trainee GPN scheme
- PA in Primary Care Internship
- Practice Nurse and HCA Skills, Education and Training (SET) Programme
- Admin to HCA Scheme & Admin to Management Scheme
- Non-Clinical workforce Skills, Education and Training (SET) Programme

New for 23/24

- Practice Managers Master Class
- Maximising Apprenticeships
- Physician Associates Reimbursement Scheme
- Trainee Advanced Paramedic Practitioners
- Amended and updated Immunisation Course
- New and improved HCSW Qualification
- Phlebotomy Qualification

Schemes in Detail

GP +

- ✓ Balance between General Practice work and developing an area of specialist interest
- ✓ Roles will be roughly 50/50 split between Salaried GP work & undertaking training and clinics linked to the specialist interest
- ✓ Primary Care focused programmes including:
 - ✓ Rural Health
 - ✓ Health Inequalities
 - ✓ Dermatology
 - ✓ Leaders of the future
- ✓ Academy funds training costs and specialist interest sessions
- ✓ 1 year fixed term role, employed directly by the practice

Trainee APPs

- ✓ WAST Employed Trainee Advanced Paramedic Practitioner
- ✓ Based in Practice for 1-2 days per week
- ✓ Undertaking the MSc in ACP
- ✓ Requires clinical supervision and support
- ✓ Practice can commission hours direct from WAST at end of training period

Physician Associates

- ✓ Open to newly qualified / recently qualified or experienced PAs
- ✓ Practice can claim up to 12 months salary costs including on-costs at bottom of Band 7 salary (£41,659)
- ✓ Reimbursement term based on when the PA is appointed
- ✓ £300 towards training costs can be claimed
- ✓ PA must be employed directly by the practice for a minimum of 12 months to qualify for reimbursement

Trainee Practice Nurse

- ✓ 9 month GPN Foundation Programme
- ✓ 3 places - jointly funded BCU/HEIW
- ✓ Up to 7 further places funded via BCU
- ✓ 2 cohort intake during the financial year
- ✓ Training Grant £18,000 per GPN Trainee
- ✓ Structured Education Programme
- ✓ Release of GPN Trainee for study time - 35 days
- ✓ Requires commitment of existing senior nurse – assessment, support and supervision
- ✓ Peer support network
- ✓ Practice led employment

Annual Questionnaire 2023/2024 Results

Practice Management Workforce	Admin and Reception Workforce	Practice Nurse and HCA Workforce	Enhanced and Advanced Practice & GP Workforce
<ul style="list-style-type: none"> ✓ Essential Skills for Practice Managers ✓ Succession planning ✓ Promoting Quality ✓ Handling Complaints ✓ Dealing with Enhanced Service Claims ✓ Confidentiality ✓ Subject Access Request training ✓ How to deal with stress and wellbeing in practice staff 	<ul style="list-style-type: none"> ✓ Primary Care Admin and Reception qualification ✓ Clinical Coding and Summarising ✓ How to deal with Violent and Aggressive Patients and Conflict Resolution ✓ Recognising the unwell patient & Social Prescribing ✓ Mental Health & recognising Red Flags ✓ Signposting & Triage for Reception ✓ Docman and IT Training ✓ Confidentiality ✓ Customer Services 	<ul style="list-style-type: none"> ✓ COPD, Asthma, Contraception, Diabetes, INR, AF, HF ✓ Non Medical Prescribing, Women's Health, Assessment and Examination ✓ Understanding Blood Results, Paediatric Asthma, Travel Health ✓ Spirometry ✓ Gender Dysphoria/ Transition/Identity awareness and support 	<ul style="list-style-type: none"> ✓ Red Whale GP updates ✓ Red Whale Women's Health ✓ Red Whale Mental Health ✓ Red Whale MSK and chronic pain ✓ Red Whale GPN update programme ✓ NB Medical Dermatology ✓ NB Medical Cancer care ✓ Opioid substance misuse ✓ RCGP Substance Misuse training, RCGP Diabetes, FSRH Coil and implant training

Skills, Education and Training 23/24

Nursing and HCA Workforce

- ✓ Assessment of the Child
- ✓ Comprehensive Assessment of Older People
- ✓ Contraception for Practice Nurses
- ✓ Grief, Loss and Bereavement
- ✓ Gynae Assessment and Examination
- ✓ Key Concepts in Palliative Care
- ✓ Mental Health in Primary Care
- ✓ Minor illness in Young People
- ✓ Recognising the Unwell Patient
- ✓ Understanding Blood Results
- ✓ Women's Health for Primary Care Clinicians
- ✓ Wound Care for Practice Nurses
- ✓ Wound Management for HCAs

Nursing, AHP and GP Workforce

- ✓ Red Whale Course Codes
- ✓ NB Medical Course Codes

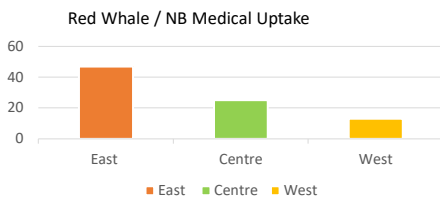
Management, Admin & Reception Workforce

- ✓ Essential Skills for Practice Managers
- ✓ Clinical Coding Read Version 2
- ✓ Clinical Notes Summarising
- ✓ Conflict Resolution
- ✓ How to Deal with Violent and Aggressive Patients
- ✓ Medical Terminology for Non-clinical Staff
- ✓ Promoting Quality and Handling Complaints
- ✓ Social Prescribing Level 2
- ✓ Succession Planning

Course Uptake 23/24

Red Whale / NB Medical

- ✓ Overall 2022/23 allocation of 135 codes
- ✓ GP Update 62%
- ✓ Women's Health 22%
- ✓ MSK & Chronic Pain 10%
- ✓ Mental Health 5%



Llandrillo College

- ✓ PCAR - recently re advertised in January with 32 new applications (total of 42 being processed)
- ✓ Care Navigation – 40% attendance, 89% passed
- ✓ Chaperone 71% attendance, 53% passed
- ✓ Physiological Measurements – 100% attendance, 100% passed
- ✓ Management of repeat prescriptions – 81% attendance
- ✓ ECG – 57% attendance
- ✓ Wound care – 80% attendance

M&K and Thornfield data -

- ✓ M&K course bookings at 65% , 39 DNA's to date
- ✓ Thornfield bookings are at 67%, 51 DNA's to date

Course Uptake 22/23

M&K 2022				
Course Description	Spaces Available	Attended	DNA	% attended
Assessment of the Child in Primary Care	18	12	3	67%
Contraception for Practice Nurses	36	32	4	89%
Gynaecology Assessment & Examination	36	23	6	64%
Gynaecology Assessment and Evaluation	18	12	6	67%
Recognising the Unwell Patient for GP Receptionists and HCA	90	39	7	43%
Understanding Blood Results DAY 1	36	25	4	69%
Understanding Blood Results DAY 2	36	23	6	64%
Understanding Mental Health in Primary Care	36	10	3	28%
Vaginal Prolapse and Fitting Ring Pessaries	108	40	9	37%
Grand Total	414	216	48	52%

Course Uptake 22/23

Thornfields 2022					
Course Description	Spaces Available	Attended	DNA	Withdrawn	% Attended
Clinical Coding Read Version 2	60	35	23	2	58%
Clinical Notes Summarising	45	24	17	3	53%
Conflict Resolution	15	3	8	1	20%
Medical Terminology for Non Clinical Staff	30	8	20	1	20%
Promoting Quality and Handling Complaints	15	10	5	0	67%
Social Prescribing Level 2	15	1	6	0	7%
Medical Terminology for Non-Clinical Staff	15	8	1	2	53%
How to Deal with Violent and Aggressive Patients	30	21	4	0	70%
Succession Planning	15	3	1	0	20%

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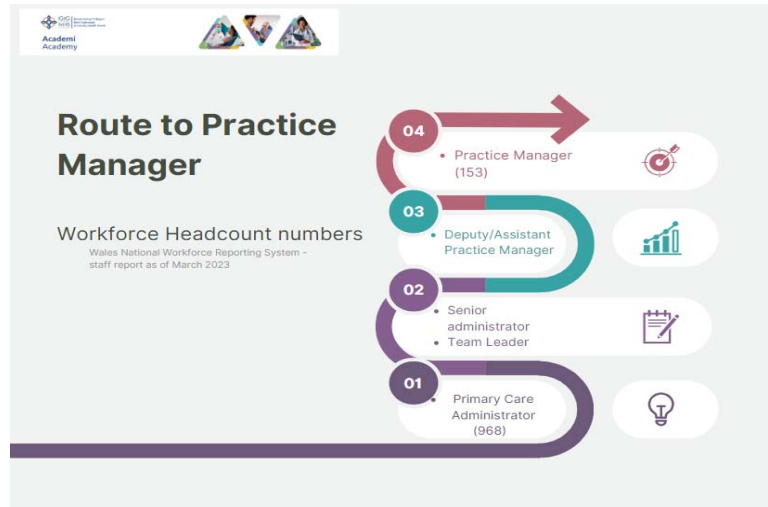
Contacts

Benefits Realisation Framework, Evaluation, Research and Publication	Training Hub and Spoke	Enhanced, Advanced & Consultant Practice	Practice Nurse, HCA and Non-Clinical Workforce	Primary Care Recruitment and Retention	North Wales Medical School				
Stella Wright Lead Research Officer	Clare Hughes Development Manager	Dr Jess Deacon Clinical Lead	Nia Boughton Professional Development Lead	Clare Hughes Development Manager Gemma Nosworthy Academy Manager	Angela Roberts Education and Training Lead	Nikki Barlow Development Manager	Robyn Watson Development Manager	Dr Meleri Evans Programme Lead	Gemma Nosworthy Academy Manager

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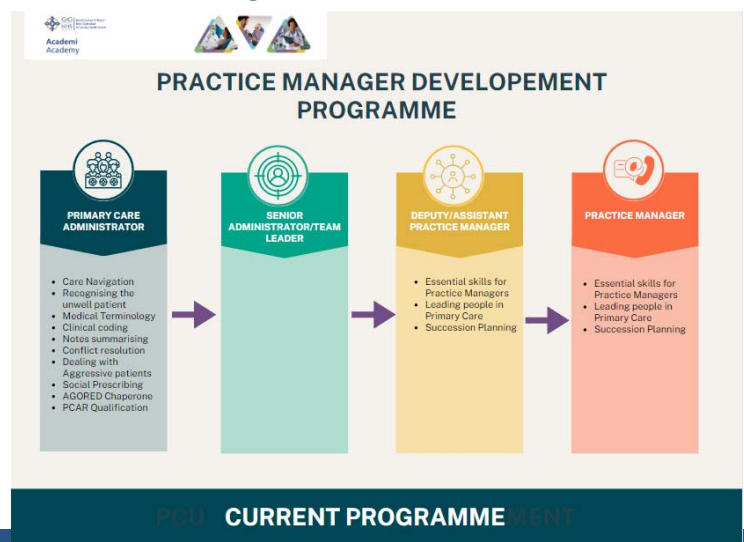
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Practice Manager Development Programme



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What do we currently offer ?



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Practice Managers Survey highlights

71 respondents
representing 66 practices

All clusters were
represented but one

Almost 50% had been
post for less than three
years



29% in post for >9 years

60% planned to stay in
the role

Succession planning

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Practice Managers Survey - challenges

- BCU Orientation
- Practice Manager induction,
- Education and training course availability
- Support
- Contracting
- PET sessions
- Finance & procurement
- Staffing
- Wellbeing

The role of a
**SUCCESSFUL
PRACTICE
MANAGER**



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Practice Managers Survey - Education/training

- BCU Orientation
- General management
- Leadership & coaching
- Finance
- Mentoring
- Succession planning
- Qualifications
- Change /project Management
- Clinical governance
- Health and well being
- Team building
- Welsh courses
- EMIS/Vision



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Practice Managers Survey - PM Support



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Health, wellbeing and engagement



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Practice Managers Survey – outcome plan



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Activity No.1

Looking at the outcomes from the survey we would like your feedback/comments on the following points -

Activity question	Group/table response
<p>Q1. Looking at what you asked for and identified in the diagram overleaf, can you identify any gaps? e.g. Is there anything you have completed /achieved that you would promote/encourage anyone to do?</p>	
<p>Q2. If we were to focus on any of the challenges identified from the Practice manager's questionnaire, what would be your top 3 priorities? (PM/BCU Orientation, course topics/availability, qualifications, staffing, health and wellbeing, finance, contracting)</p>	
<p>Q3. Practice Manager Orientation What would you like to see within an orientation?</p> <ul style="list-style-type: none"> • BCU and/or Primary care service/departments? • What content would you like to be included? • Face to face or virtual? • How often? Any particular day? • Delivered in bite sized sessions or as a block? 	
<p>Q4. Any further suggestions /comments you would like to make?</p>	

Dates for your diary

- Degree apprenticeship consultation - closing date 27th November 2023
- Academy annual questionnaire - ? November 2023
- Develop a bespoke scheme to measure staff experience, engagement and wellbeing in primary care (all contractors, all settings) - end October/November 2023
- Workforce planning and commissioning – February 2024
- Practice Managers questionnaire - May 2024

Summary /update



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Find out more



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[Email: BCU.Academy@wales.nhs.uk](mailto:BCU.Academy@wales.nhs.uk)

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Any Questions ?

