

NCL Practice Manager Forum
Tuesday 18th October
Working table feedback on People Plan and Green Agenda

1. Table 'Fantastic 4'

People Plan discussion:

- Basket of training opportunities for practice staff
 - o Onboarding
 - o Retention
- Conferences to share ideas and talk about challenges and success
- Present and review case studies
- Build a support network
- Provide conflict management
 - o Hands on practical sessions – how to?
- IT troubleshooting and support

Green Agenda discussion:

- Quick wins
 - o Raise awareness – what can you/we do?
- Celebrating success
 - o Take stock
 - o Include on
 - Website
 - Social media
- Cartridge recycling
- Share and involve
 - o PPG, Accurx, website sections
- Engage with the team
- Rethink supply chain
- 'Green champion' identified at PCN level

2. Table 'Trent and Friends'

People Plan discussion:

- Accept the recommendations
- Quarterly NCL meeting in different locations to encourage larger attendance
- Dedicated page for PM on NCL website
- Peer to peer appraisal
 - o Working with other boroughs to provide a wider aspect and encourage at-scale thinking

Green Agenda discussion:

- Access current processes to identify areas of improvement
- Try to be more paperless where possible
- Promote NHS app with upcoming online access changes
- Advertise about being a Green Practice to make patients aware
- Update website with plan of action – things you can do
- Recycling audit

3. Table 'The A Team'

People Plan discussion:

- PCN networking
 - o Sharing staff
 - o Non-clinical
 - Super-admin
 - Receptionists
 - General admin
- More PM forums
 - o Share ideas, case studies
 - o [projects that have worked well – good practice
- NCL "Free" face to face training
- Support CQC for practices and PCNs
 - o Preparation
 - o Wellbeing support
- Training for staff with no NHS experience

Green Agenda discussion:

- Green ambassador – team committed
- Recycle/disposal i.e., inhalers and toners
- Use and engage the practices PPGs
- Green meeting – working across organisations and stakeholders
- Breaking bad habits and understand that those habits are

4. Table 'Anonymous'

People Plan discussion:

- More face-to-face training for new staff
- Induction and training to embed new staff with current staff
- Make training accessible
- Networking opportunities
- Support for PMs (new and old)

Green Agenda discussion

- Brother toners
- Climate pledge
- Think before printing
- Green agenda to be an item on regular meetings
- Test requests not printed
 - o Accurx

5. Table "Extra"

People Plan discussion

- simple list of mandatory training required for clinical and non-clinical staff
 - o how often
 - o what platform
- regular networking meetings
- go to page
 - o CQC requirements and learnings
- Newsletters "focused topics"
- Skill up on IT
- Strategies on switching off power

- Evening and weekends
- Change management
 - Understanding
 - Changing in the NHS

Green Agenda discussion:

- Important to add to meeting agenda's
- Introduce more recycling bins in clinical rooms
- Turn off switches
 - Electrical re-education
- Induction video
 - Do's and do nots
- Reusable masks
 - Surgery logo
- Recycle inhalers
 - Back to pharmacies

6. Table 'Athens'

People Plan discussion:

- Landscape
 - Navigating any contractual changes
 - Understanding the practices position within the ICS
- Contractual change for ARRS staff post: 2023 and 2024
- HR and organisation development support
- Operational change
- IT and Digital:
 - Simple familiarisation for all staff
 - Expert support to get the value out of the new tools
 - i.e., Accurx, batch processing

Note:

We do not want flexibility in choosing our tools etc.
Just tell us what to use and train us and the staff so we can deliver.