



## NCL GP Assistant Training Programme 2024

### Aims & Objectives

The aim of this programme is to provide a consistent approach to developing skills focussed on the administrative role for the General Practice Assistant across NCL, led by GP facilitators from across NCL.

#### Workload reduction

As part of the wider team, General Practice Assistants provide a support role, carrying out administrative tasks focusing on supporting General Practitioners in their day-to-day management of patients. The role is specifically aimed at streamlining document workflow, standardising coding, ensuring prompt and appropriate onward actions, and signposting these to appropriate team members with the aim of reducing the administrative burden of GPs to maximise GP consultation time and support the management of vulnerable patients with often higher administrative clinical workload.

#### Releasing time for patients

[Evidence suggests](#) that effective adoption of this role has the potential to:

- improve patient access and release highly qualified staff to concentrate on treating and managing patients with more complex conditions - HEE GPA Working Group Report 2018
- improve patient flow within surgery hours, increasing the time efficiency of appointments, and reduction of waiting times, supporting patient experience - University of Cumbria 2017
- reduce time spent by GPs on managing correspondence by up to 85% - Surrey Heath Community Providers

#### Workforce resilience, development, and staff retention

The aim is to develop our primary care non-clinical work force, enable career progression, staff retention and resilience.

[Evidence shows that GP assistants have a positive impact on GP retention and job satisfaction.](#)

The Programme enables five of the ten High Impact actions to be met- GP forward View, 2016 pg 52: Personal Productivity, Develop the Team, Productive Workflows, active signposting and Development of QI expertise.

### The NCL Training Hubs General Practice Assistant Programme

- Fully funded programme run over 8 sessions involving:
- Introduction to the programme for GP Assistant trainees and GP mentors and Practice Managers
- Medical Terminology training sessions (basic and advanced)
- Half day (3 hour) remote sessions involving large group learning & small group discussions putting learning into practice.
- Focussed on document management and workflow optimisation for the practice and teams
- Between sessions, learners will be expected to carry out workplace-based learning and supervision from a GP mentor.
- As part of the course, the trainees will be expected to carry out a work-place based Quality Improvement project based around the course content.

#### **GP assistants will be trained to:-**

- Sort and prioritise clinical post



- Extract and code relevant information from clinical letters
- Arrange appointments, referrals and follow up appointments of patients.
- Complete basic (non-opinion) forms for the GP to approve and sign, such as insurance forms and mortgage forms.
- Help the GP liaise with outside agencies, for example, arranging for on call doctors to provide advice on the phone, or to arrange admission, allowing the GP to continue with their consultation(s)
- Support the GP practice team with population health monitoring.

## Outcomes

The outcome for the learner on successful completion of the course will be:

1. A greater understanding of common medical terminology
2. Increased confidence in:
  - critically appraising clinical letters and digital consultation requests extracting all important information from clinical letters that need coding in patient records and understanding the importance of this for future patient care and QOF targets.
  - identifying those letters requiring further input and signposting them to the appropriate team member
  - arranging appropriate onward referrals, tests and follow up appointments.
  - have increased awareness of BAR global & other standard referral letter templates as well as the appropriate use of resilience letters.
  - evaluation of digital consultation requests understanding and identifying more urgent referrals and triaging them to appropriate team members/appointments.
3. An idea of how the role may be embedded into practice including designing a workflow triage protocol and/or digital consultation requests triage protocol that can be adapted and agreed for use in their own practice.
4. Understanding of the importance of communication, support, supervision, and auditing when any new process is rolled out.
5. A platform for role/career progression, increased job satisfaction and workforce retention

**The outcome for each practice** would be to release time for patient facing clinical contact. This will depend on a range of factors including patient's needs, existing skill mix, administrative needs of the individual practice as well as time and financial resources to invest in work-based learning, mentorship, and ongoing supervision.

**The outcome for the wider primary care network** the vision would be to consider PCN or Federation wide working at scale. Many GP practices are now working in practice groups or federations. We are seeing that these can have benefits for patients, practices, and the wider system. By standardising workflow processes this can lead to Economies of scale: practices can create common policies and procedures once, sharing the work between all members. Quality improvement: some federations are becoming a focus for sharing professional development, clinical governance, and service improvement, and are building in-house expertise to benefit all practices.

## Cohorts

There will be 3 cohorts open to your reception and admin teams. **35** places on each cohort and these will be shared out across our 5 boroughs approximately 7 places per borough on each cohort

**Attendance:-** 80% - 6 out of the 8 sessions (at least) is expected

**Work to be completed as part of course: -**

- A Quality Improvement (QI) project – based on practice operations and course content



- Designing a workflow triage protocol and/or digital consultation requests triage protocol that can be adapted and agreed for use in their own
- Learning portfolio submitted at the end which includes redacted letters/admin examples of their work in action and glossary/medical terminology

### Requirements for the course:-

- MS Teams – NHS Login is most effective
- Working Camera and Mic to join in each session – it is an interactive and collaborative course
- Mentor – to support and engage with GP Asst as they complete the course to support the course content and embed them in their new role - this is usually a GP but can be anyone that will support and assist the trainee in their learning

### Who is it for:-

- Admin and Reception team
- Those who have been in practice at least 6 months

### Dates:

#### Cohort 1

DATES - TUESDAYS	TIMES	Session	
20 <sup>th</sup> February 2024	0915-1230	Session 1 - Programme introduction meeting & 1 <sup>st</sup> session Clinical documentation ins and outs	Intro :- GP mentors, GP Assts and PMs required for first 30 mins 1 <sup>st</sup> session GP Assistants stay on for the first session
27 <sup>th</sup> February 2024	0915-1230	Session 2- Medical Terminology Training 1 - beginners - PMA	GP Asst
12 <sup>th</sup> March 2024	0915-1230	Session 3 Respiratory	GP Asst
26 <sup>th</sup> March 2024	0915-1245	Session 4 - Medical Terminology training 2 - advanced - PMA	GP Asst
16 <sup>th</sup> April 2024 30 <sup>th</sup> April 2024 14 <sup>th</sup> May 2024 4 <sup>th</sup> June	0915-1230	Sessions 5-8 CVD, Diabetes, Gastro, Neuro/Mental Health	GP Asst  GP Mentors and PMs required for the last 45 mins of the final session on the 4 <sup>th</sup> June

#### Cohort 2 (TBC but likely to be March)

DATES - WEDNESDAYS	TIMES	Session	
27 <sup>th</sup> March	0915-1230	Session 1 - Programme introduction meeting & 1 <sup>st</sup> session Clinical documentation, Clinical workflow, good practice, what do you know – DOCMAN, SNOMED, EMIS	Intro :- GP mentors, GP Assts and PMs required for first 30 mins 1 <sup>st</sup> session GP Assistants stay on for the first session
17 <sup>th</sup> April	0915-1230	Session 2- Respiratory	GP Asst



<b>1st May</b>	0915-1230	Session 3 Medical Terminology Training 1 - beginners – PMA (Date TBC)	GP Asst
<b>15th may</b>	0915-1230	Session 4 - CVD	GP Asst
<b>5th June</b>	0915-1245	Sessions 5 Medical Terminology training 2 - advanced – PMA (date TBC)	GP Asst
<b>19th June</b>	0915-1230	session 6-8 Diabetes, Gastro, Neuro/Mental Health	GP Mentors and PMs required for the last <b>45 mins of the final session on the 15th July</b>
<b>3rd July</b>	0915-1230		
<b>17th July</b>	0915-1230		

Cohort 3 will be advertised in due course

### Bookings:-

To book a place for one of your reception/admin team.

Please contact Emily on:- [barnet.cepnadmin@nhs.net](mailto:barnet.cepnadmin@nhs.net) by the Friday 9<sup>th</sup> February 2024

- Their name
- email
- current role of your person(s)
- Practice, Borough and their Practice Manager
- and who their Mentor will be with their name and email address.
- And finally which cohort in order of preference

Places are limited and will be allocated on a first come first serve basis

Any questions please do not hesitate to get in touch.

We look forward to hearing from you.

### Feedback from previous cohorts:-

'It's been a wonderful experience participating in this training. I've learnt a lot throughout this course and already feel much more confident in my role.

Thank you all for organising such good trainings and enabling us to be part of this amazing learning journey'.



'Thank you for your help in making my dreams a reality. Your guidance and shared experiences and knowledge have been invaluable. I very enjoyed to take part of this course and I will be missed. Many thanks to each one of you. Good luck to all of us!'

'Thank you so all so much , this has been an amazing course. Xxxx'

Describe what you feel able to do differently in your role following attending the GPA programme.

18 Answers



More confident in reading and understanding letters

Ready code with accuracy

Able to code better

understand coding and be able to code, confident with terminology

Add value, QOF understanding

better managing correspondence. Actioning qof related to patient

more confident on dealing with clinical letters and doing referrals

We will start from Monday having rota in place for shared scanning/ coding

know where to refer patients with conditions such as stroke & diabetes

Describe what you feel able to do differently in your role following attending the GPA programme.

18 Answers



Triage clinical letters etc more appropriately

I feel more understanding of clinical letters which i feel makes it easier to understand what the patient has gone through/going through which i think as a receptionist makes a better connection

coding still working on it

A more advanced coder. More knowledgeable and a better understanding of medical terminology

confident, understanding the diagnosis more easy

knowing that you can help patient more effectively

feel a lot more understanding around coding and new diagnoses

I feel more confident when coding, doing referrLS INCLUDING 2WW

everything for me will be so different from learning something new with each department.

# Think of 3 words that describe how you are feeling about your role

