

NCL Training Hub Update: Resources and Training for the Modern General Practice Access Model

13 June 2024

The [Modern General Practice Access Model](#) has been created to address the needs of both patients and general practice staff. It aims to support:

- **Inclusive and Effective Access Routes:** enhance patient experience by offering online, telephone, and walk-in options.
- **Workload Management and Understanding Demand:** assist practices in understanding their workload and patient needs.
- **Enhancing Digital Channels:** improve access and processes using digital tools.
- **Streamlined Triage and Care Navigation:** Ensure patients are directed to the appropriate staff member or service for continuous care.

Each practice in NCL will implement the Modern General Practice Access Model at their own pace and level.

This bulletin provides resources and training to support practices as part of [the General Practice Access Support programme](#).

For questions about any of the information listed, or for local change management support available to practice, please contact igpf.ncl.pcarp@nhs.net

Upcoming training sessions

X-On Access Optimisation Programme:

This month, X-On will be hosting a series of webinars focusing on key features of improved access:

- Call Routing (17/06 & 25/06)
- Management Reporting (18/06 & 26/06)
- Patient Call back (19/06 & 27/06)
- Advanced Clinical Systems Integration (20/06 & 28/06)
- Softphone Usage (Phonebar) (21/06 & 24/06)

To find out more about each session and to register, please visit: [Access Optimisation Programme | X-on Health](#)

Care navigation training:

Primary Care Learning is running two levels of e-learning training for general practice, both are free of charge:

- Foundation Digital Learning: designed for those who are new to care navigation and provide day-to-day and routine signposting.
- Advanced Digital Learning: provide an overview of developing a coaching style approach to care navigation to implement within their wider practice care team.

To register your staff for training, please click here: [Care navigation training - register your nominated member of staff \(office.com\)](#)

If you experience challenges with registration, please contact:
pclearning@capita.com

Care Navigation Community of Practice:

Staff are also encouraged to register for the Community of Practice on Care Navigation, hosted by BrightWave/Capita.

The Community of Practice is an online portal whereby teams can connect with other navigator, have access to resources and learning events.

To find out more and get involved, please visit: [Care navigation connect - Login \(tessello.co.uk\)](#)

Modern General Practice 'How to' Guides

NHS England has published several guides to support general practice teams step-by-step with different components of modern general practice:

1. [How to improve care navigation in general practice](#): this guide will help practices to create or improve a single care navigation model or process so patient requests can be directed to the right staff member. This guide will also help practices to integrate online consultation, messaging and booking tools to their practice workflow.

This guide is accompanied by a [skills matrix template tool](#).

2. [How to align capacity with demand in general practice](#): this guide will help practices measure and understand patterns of patient contact and type of need to determine how much and what resource is needed to support management of workload.

This guide is accompanied by the following tools:

- [Appropriate appointment data collection sheet](#)
 - [Demand and capacity data spreadsheet](#)
 - [Digital triage calculator](#)
3. [How to improve telephony journeys in general practice](#): this guide will show how practices can shorten call queues, use call backs, recorded messages, signpost, keypad and voice options.
4. [Creating usable and accessible GP websites for patients](#): this guide will show what improvements practices can make to their GP websites and apps to make it easier for patients to find and request the help they need.

This guide is accompanied by the [GP website benchmarking and improvement tool](#).

5. [How to improve care-related processes in general practice](#): this guide will support practices manage common processes more efficiently, including new and repeat prescriptions, recall and patient registrations.

NHS Futures Platform

NHS Futures is a collaborative platform designed to support healthcare colleagues in connecting, sharing, and learning across boundaries. It is an excellent resource for various aspects of the Modern General Practice Access Model.

Some NHS Future Communities NCL practices can explore:

- Primary Care Improvement Connect
- Digital Primary Care
- Communication and Engagement
- Quality Improvement, Innovation and Transformation
- Workforce and Organisational Development.

To access the NHS Futures Platform, please visit: <https://future.nhs.uk/fnhsforyou>

Call for practice case studies

NCL Training Hub is seeking case studies and examples from NCL practices that have successfully implemented aspects of the modern general practice model.

To share a case study or learn more, please contact us: igpf.ncl.pcarp@nhs.net

Expression of Interest for Change Managers – closing date 16 June 2024

Islington GP Federation, commissioned by NCL ICB to provide change support to practices across North Central London focused on implementing the Modern General Practice Access model, is looking for three change managers with experience supporting GP change projects to provide hands-on support for primary care access recovery work with NCL practices.

Please see the job description attached and submit your expression of interest by Sunday 16 June.

Feedback and Questions

Please contact igpf.ncl.pcarp@nhs.net.

We will continue to add new training and resources each fortnight.