

The role of Practice Managers and its impact on primary care

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Listening and Engagement exercise

- Purpose: scoping the regional support required for Practice Managers/PCN managers; ascertain the potential support offer from the region.
- Period of investigation: June – August 2023
- Two questions are:
 - What do you think the key challenges for you to do your job well in primary care?
 - What do you think the region can help and support you?
- Target groups: individuals and groups including Workforce Transformation and LMC colleagues, Training Hub leads, ICB Workforce leads and PM groups in Newham, Brent, Hillingdon and Haringey and some individual practice managers
- Meetings – by appointment or by invitation only; each group meeting lasted not more than 25 minutes: mostly a slot to discuss the key enquiries as part of the meeting agenda
- Duration of individual meetings – 30 minutes to an hour per meeting

Key messages

- Mapping out the training needs of the Practice/PCN managers – existing skills and experience; accredited professional qualifications and the gap in skills and experience to fulfil the role of Practice/PCN managers; in recognition of the role of training hubs and its functions in supporting training and professional development for non-clinical staff such as PMs/PCN managers e.g. careers/apprenticeship and business admin
- Developing a helpline for PMs or monthly drop in sessions - overloading incoming information to PM email inbox and incoming mails through practice every day – prioritisation of workload; new ways of working e.g. admin staff huddle; need a co-ordinated approach to practice admin systems and organisational planning; marketing campaign – tell patients there are other professionals e.g. ARRS who can see them.
- More coaching and mentoring offers to Practice/PCN managers – lack of coaching/mentoring opportunities due to lack of protected time to do this; more support from GP partners or practice/PCN
- More support with the recruitment of practice staff (poor across all staff teams) – allocate HR resource to support this; more training or learning resources or materials available – employer toolkit; training opportunities for practice staff e.g. care navigation and D&T Lead training
- Career progression for practice staff – review the career framework from the National team; staff training and upskilling; options for career paths for reception and admin staff; how to retain reception staff; a webinar or conference/event for PMs/PCN managers annually

Key messages from the Listening feedback exercise



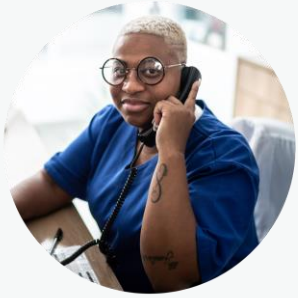
Care navigation training

Nationally funded training available to March 2024

- Effective care navigation could direct **over 15% of patients** to teams that could better help them, such as administrative teams, self-care, community pharmacy or another local service.
- The [delivery plan for recovering access to primary care](#) committed to training **6,500 staff** (one person from every practice in the country) in care navigation skills.
- Our aim is for every practice and PCN in England to access care navigation skills training to drive transformation and improve patient access at first contact with the practice.

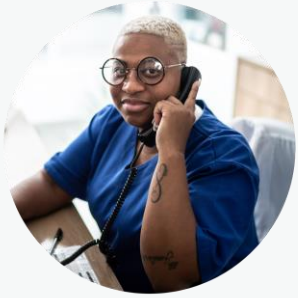
An overview on Care Navigation training

| Care Navigation Training | | Foundation | Advanced |
|--------------------------|---------------------------------------|---|--|
| | Overview | <ul style="list-style-type: none"> • 1 slot per practice • Recommended for receptionist or staff member with a care navigator function • Will be appropriate for those who have not undertaken previous care navigation training or who are new to a care navigation role. It can also act as a refresher for those who have had other introductory training | <ul style="list-style-type: none"> • 1 slot per PCN • Recommended designated person from PCN who has a care navigation responsibility and will be able to support PCN staff • Dives deeper into key skills that underpin effective care navigation with particular emphasis on communication and health coaching skills as well as exploring professionalism and effectiveness within the integrated primary health and social care team. This is recommended for those who have undertaken our foundation training or other introductory training wishing to deepen their skills |
| | Format | Virtual 2x 2.5 Hours 1x 1 hour knowledge Transfer session | Virtual 2x 2.5 Hours 1x 1 hour knowledge Transfer session |
| | Application form to register interest | Care Navigation (qualtrics.com) | |
| | Deadline for sign up | Multiple dates are available throughout Q3. Likely will be added in Q4 also. Training is only available during 23/24 | |
| | Web information | Universal offer - Primary Care Improvement Connect - FutureNHS Collaboration Platform Care navigation training - Managing in Primary Care - FutureNHS Collaboration Platform | |
| | Contact for further information | carenavigationtraining@england.nhs.uk . | |
| | Further info | Delivered by the National Association of Primary Care, and based upon the HEE Competency Framework FAQs are available at Care navigation training - Managing in Primary Care - FutureNHS Collaboration Platform | |



Care navigation training

- Practice and PCN managers can nominate **one member of their team**, ideally **reception staff** and care navigators involved in triaging requests, to complete the virtual training. There are two levels of training available (foundation and advanced). Places are limited to one member of staff per practice to attend **either** the foundation **or the** advanced sessions and this is due to availability of funding.
- Two sessions will last up to 2.5 hours each. A final knowledge transfer session will last around 1 hour. All training is delivered and facilitated using MS Teams.
- On completion, individuals will be confident to communicate effectively with patients and be able to signpost to the most relevant team member or local services depending on patient needs.
- The advanced training offer is for those with experience of care navigation who can support and embed it into practices and networks for sustainability and standardisation.
- Please go to the [nomination](#) link to find further information including dates and to book training.
- Information can also be accessed on our FutureNHS Platform. [Care navigation training - Managing in Primary Care - FutureNHS Collaboration Platform](#).



Care navigation training

- We are aware some nominated members of staff are attending without access to a camera or microphone. Please note this is something that could negatively affect the session(s). We strongly encourage that staff have access to both so that they are able to contribute alongside their peers and get the most out of the training.
- Booking platform [link](#)
(https://capitaknowledgepool.fra1.qualtrics.com/jfe/form/SV_2s4oUQaWXx8CZKu)
- National comms plan including a generic mailbox to contact the National NHS England Team (carenavigationtraining@england.nhs.uk)
- For any technical issues relating to the training nomination platform please email pclearning@capita.com



Care navigation training – **As at 5 September 2023**

- Overall take up to date = **47%** (644 out of 1365*)
- **Foundation level**
 - Attending module one = 310
 - Attending module two = 197
 - Total numbers attending knowledge transfer = 28
- **Advanced**
 - Total numbers registered for module one = 45
 - Total numbers registered for module two = 39



Care navigation training – **As at 5 September 2023***

| Name of Integrated Care Board (ICB) London | Total Numbers by ICB – 5 September 2023 |
|--|--|
| NHS NORTH CENTRAL LONDON INTEGRATED CARE BOARD | 127 |
| NHS NORTH EAST LONDON INTEGRATED CARE BOARD | 89 |
| NHS NORTH WEST LONDON INTEGRATED CARE BOARD | 158 |
| NHS SOUTH EAST LONDON INTEGRATED CARE BOARD | 132 |
| NHS SOUTH WEST LONDON INTEGRATED CARE BOARD | 137 |
| LONDON REGION ICB TBC | 1 |
| Grand Total | 644 |

| Total numbers by ICB - 11 August 2023 |
|--|
| 119 |
| 85 |
| 137 |
| 73 |
| 116 |
| 530 |



Any questions?

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