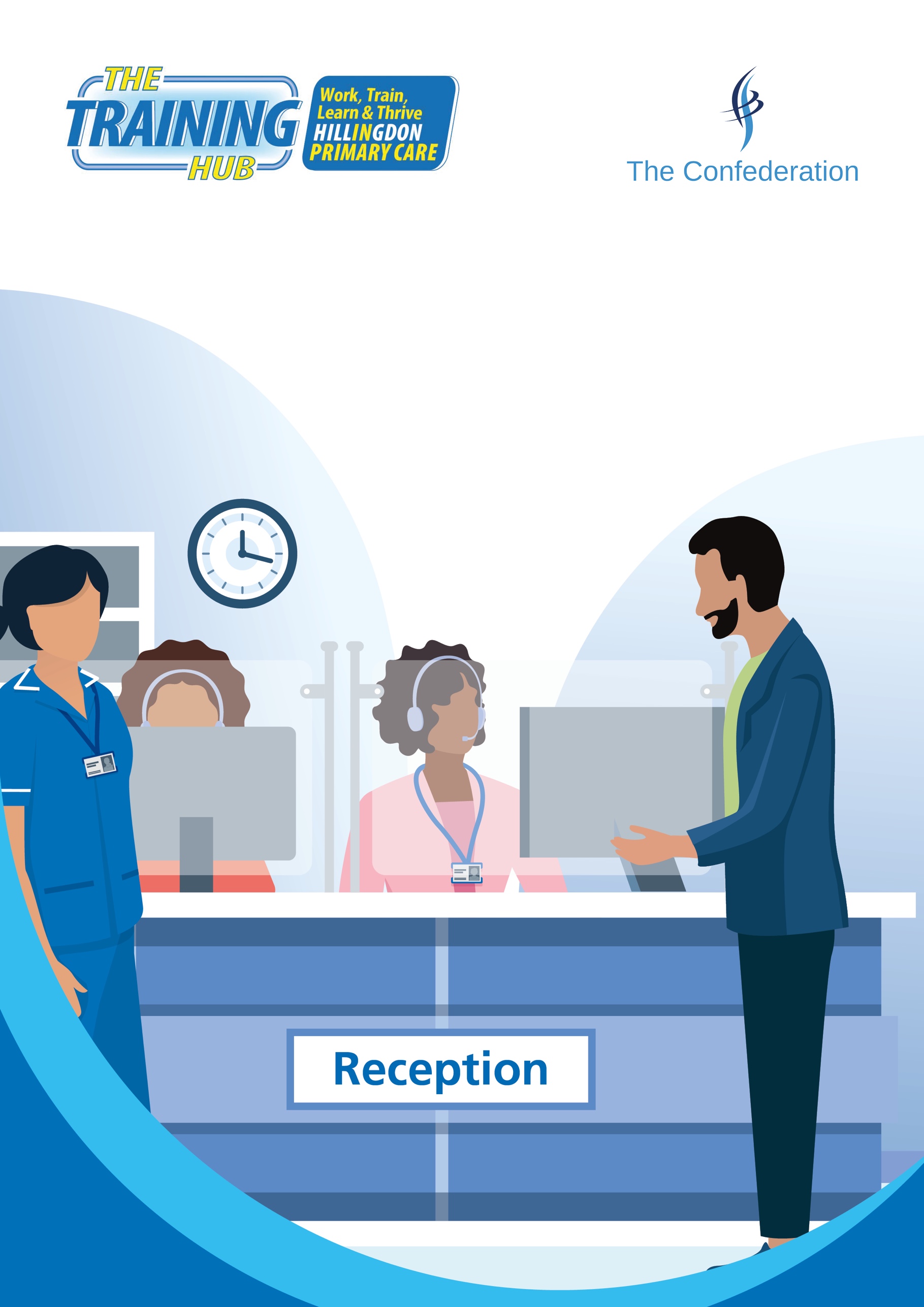
A map of a puzzle

Description automatically generated



**Hillingdon General Practice**

**General Practice   
Competency Framework**

**Level 1**

## Introduction

The Training Hub Team is delighted to support the good work of Hillingdon Practices with the revised version of the Hillingdon General Practice Competency Framework.

## What is the competency framework?

The framework is localised guidance, steered to identify the competencies that GP practice staff should have to carry out their roles with skills and confidence. It brings together a range of work areas and important tasks that staff are expected to carry out in their day-to-day roles. It is a checklist that can be interpreted to fit each individual practice and to work within practice policies and procedures. Level 1 is the first of a series of three and is divided into 11 competency areas and each task is outlined.

## Why is it useful?

Hillingdon Practice Managers and staff were consulted upon its design and content with feedback given that it would be very useful to:

* Promote best practice amongst Hillingdon GP practices.
* Enable consistency in standards across Hillingdon GP practice staff.
* Allow staff to showcase their skills and competencies to support appraisal and career development.
* Allow line managers to identify gaps in learning; training needs, plus utilise staff skills and experience for effective working.
* An induction into a new practice role
* Consolidating the skill sets of current staff alongside training.
* A personal record to evidence transferrable skills
* A tool for consistency of practice within and across practice.

## Who is it for?

The Level 1 framework is for:

* Someone that is new to the general practice,
* Someone that is new to the role.

## How do we use it?

The booklet has 11 competency areas with key tasks listed underneath. These form the basis of meeting the Level 1 competency framework requirements (however these can be tailored and added to). For each task or group of tasks, staff can tick the boxes to show they are working towards or have completed the requirements to achieve a good working standard in this subject area. Sign off should be completed by the line manager and is to be given on assessing the adequate delivery of the task under observation. Observing staff at work and with patients and colleagues over a period of time will be the main form of assessment and sign off. However written evidence can be collated and shown where appropriate and relevant.

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Clinical system** |  |  |  |  |
| **Be aware of how the clinical system is used on a day-to-day basis to input, locate and retrieve data including:** |  |  |  |  |
| Being able to retrieve patient details by name, DOB, address, or NHS Number. |  |  |  |  |
| Be able to check-in patients upon arrival. |  |  |  |  |
| Be aware of the various services the Practice provides and have the ability to make the most appropriate appointment. |  |  |  |  |
| Be familiar with and understandthe relevant elements of the clinical system e.g. consultation screen, repeat prescriptions requests, test results, etc. |  |  |  |  |
| Be able to access and read an attachment, such as a hospital letter from the patients record. |  |  |  |  |
| Demonstrate knowledge of how electronic consultation requests e.g. Patches,  E-Consult etc. are managed within your practice. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Internal Information Distribution** |  |  |  |  |
| **Demonstrate the ability to collect, copy, collate and distribute relevant information to Primary Care Health Professionals within the Practice:** |  |  |  |  |
| Identify the appropriate method in dealing with information including:   * Letters delivered by hand * Prescription requests * General post * Emails that are delivered to the generic practice email mailbox. |  |  |  |  |
| Collect and direct forms relating to requests for private services to the appropriate person. Know what the charges are for this work, or where to find the charges to inform the patient, the payment methods, where to log the payment and to whom to give it to. |  |  |  |  |
| Be aware of the process for taking messages within the practice, including what the “handover” process is so that P/T staff have been updated. |  |  |  |  |
| Be able to scan any relevant correspondence onto the clinical system. |  |  |  |  |
| Know the process for dealing with post leaving the practice. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Stock Control** |  |  |  |  |
| Know the procedure to follow when stationery supplies are low (including prescription pads, printer cartridges, etc.) and identify the person who orders the stock for the practice. |  |  |  |  |
| Be able to find the correct model number cartridge and toner for each printer in the practice, for it to be ordered. |  |  |  |  |
| Know where to store the stationery and the procedure for receiving and checking the stock delivered. |  |  |  |  |
| Know the process for what to do when vaccines are delivered to the practice. |  |  |  |  |
| Be aware of the cold chain storage process and who to report to if this has been broken. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Health and Safety of the Practice and its Staff** |  |  |  |  |
| Make yourself familiar of the process for Visitors/Contractors/External staff that visit the practice. |  |  |  |  |
| Be aware of how to raise the alarm for help and/or who to contact in an emergency situation, such as:   * Violent/aggressive patient * A fire * A medical emergency in the practice |  |  |  |  |
| Know the procedures for opening/closing the practice. |  |  |  |  |
| Know who the following are within your practice: -   * First Aiders * Fire Marshall * Know the location of the First Aid boxes * Know the location of the defibrillator and how to use it * Know where the “emergency drugs” and oxygen are located and how to access them |  |  |  |  |
| Know the location of the Fire Exits within the practice and the procedures to follow should there be the need to evacuate the premises. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Telephone Calls** |  |  |  |  |
| Ensure that all phone calls are answered in a timely manner and that you introduce yourself clearly and politely when making or receiving a telephone call and try and ascertain what the patient “really” wants by asking:   * “Is it an appointment you require today?” * “Let me book this appointment with the most appropriate clinician for you?” * “Is there anything else I can help you with?” |  |  |  |  |
| Receive and make telephone calls as required per your practice protocol |  |  |  |  |
| Be able to divert telephone calls to the appropriate member of staff. |  |  |  |  |
| Be aware of what days/times different clinicians work in the practice, including the staff from the Primary Care Network (PCN) such as the Pharmacist, Physiotherapist, Dietician etc. so that you can inform the caller if appropriate. |  |  |  |  |
| Ensure the telephone system is operational at the beginning and end of each day in accordance with practice protocol. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Greeting Patients** |  |  |  |  |
| LOOK UP, smile, acknowledge and introduce yourself – be courteous, welcoming and friendly. |  |  |  |  |
| Listen, ask questions, and repeat information back, if appropriate, to ensure accuracy. |  |  |  |  |
| Demonstrate empathy and understanding and be able to demonstrate politeness and professionalism at all times. |  |  |  |  |
| Ensure confidentiality and dignity are maintained when discussing issues with patients at the reception desk |  |  |  |  |
| Be able to recognise when a patient may be upset or may need to be taken to a “quiet area” to discuss their issues |  |  |  |  |
| Receive and respond to routine and urgent requests for assistance from and for patients, carers and others. |  |  |  |  |
| Know how to offer and arrange a chaperone or interpreter either yourself or by referring to a more senior / qualified colleague. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Prescriptions** |  |  |  |  |
| Advise patients on how to complete a request for:   * Repeat prescription * Non repeat items |  |  |  |  |
| Be able to respond to queries from community pharmacists, patients and the hospital re medications that patients are taking |  |  |  |  |
| Be able to understand electronic prescribing (EPS) including:   * Setting patients up on the clinical system for their preferred pharmacy * Changing pharmacy details for patients already registered for EPS if they request to change their nomination * Knowing how to find in the clinical system that the prescription has been sent to the pharmacy. |  |  |  |  |
| Be able to show/tell patients how they can request their prescription using the NHS App. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Patient Registration** |  |  |  |  |
| Explain to patients requesting registration the practice arrangements and formal requirements as per Protocol and Guidance. |  |  |  |  |
| Ensure patients are given a practice leaflet/brochure/information pack. |  |  |  |  |
| Be aware of the guidelines for registering overseas/ homeless/ asylum seeker/refugee patients. |  |  |  |  |
| Know how to advise patients to register for Patient Access (Patient Online) and setting up accounts and passwords. |  |  |  |  |
| Know how to enter a new patient registration on the system. |  |  |  |  |
| Recommend and explain to visiting patients seeking an appointment, the correct registration status, depending on their circumstances, including:   * ‘Urgent and necessary’ * Overseas * Private |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Primary Care Networks (PCNs)/Neighbourhoods** |  |  |  |  |
| Be able to explain what a PCN is and its purpose. |  |  |  |  |
| Be able to name your PCN Clinical Director and your PCN Manager. |  |  |  |  |
| Be able to name the other practices within your PCN. |  |  |  |  |
| Be able to list the roles of the ARRS (Additional Roles Reimbursement Scheme) staff that visit your practice or provide services to your patients. |  |  |  |  |
| Be able to demonstrate an understanding of what each of the ARRS roles do for the patients. |  |  |  |  |
| Be able to explain the role of the Neighbourhoods. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Training and Development/Wellbeing** |  |  |  |  |
| Be able to know where to look/go for local training to help support you in your role |  |  |  |  |
| Be aware of yours and your colleagues’ wellbeing and understand yours and others’ mechanisms to manage stress – highlight to the Practice Manager if you are concerned about yourself or a colleague feeling stressed or anxious about work. |  |  |  |  |
| Be familiar with the practice’s Mental Health and Wellbeing Policy. |  |  |  |  |
| Be aware of local organisations and NHS support groups who can help you with your mental health and wellbeing, financial difficulties etc. These should be advertised and promoted within your practice. |  |  |  |  |
| Be aware of the role of the Speak Up Guardian and who the individual is within your locality and how you can contact them. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Governance and Training** |  |  |  |  |
| As well as all the above, ensure awareness of practice policies and protocols, know the leads for these, but also individual responsibilities. In particular for:   * Complaints * Incidents * Health and Safety * Safeguarding * Information Governance * Whistleblowing |  |  |  |  |
| Ensure completion of all practice mandatory training. Recommended to include:   * Induction – consider standards in Care Certificate * Basic Life Support * Fire and Evacuation procedures * Health and Safety including Moving and Handling, and Display Screen Equipment * Infection Control * Safeguarding – children and adults * Information Governance including Records, Consent and Confidentiality * Customer Care * Equality and Diversity * Bullying and Harassment * Mental Health Awareness including Dementia * Chaperoning |  |  |  |  |
| NOTES: |  |  |  |  |

## Final Sign Off

**Disclaimer:** I can confirm to the best of my knowledge during this observation the employee demonstrates a level of competence against the outcomes documented above that is a true account of the employee’s normal practice.

|  |  |  |  |
| --- | --- | --- | --- |
| Assessor Name | Job Role | Date | Signature |
|  |  |  |  |

## Certificate of Achievement

Final sign off of all competency areas and tasks should be completed by the Line Manager and a Hillingdon certificate awarded for completion of the Competency Framework Level 1. These certificates will be standard across Hillingdon and will provide staff with recognition of the good work that they do in general practice every day.

## Some Useful References

* The Confederation, Hillingdon CIC Website – <http://www.theconfederationhillingdon.org.uk>
* Skills for Health Website – <http://www.skillsforhealth.org.uk>
* The Training Hub team email – [hillconfed.traininghub@nhs.net](mailto:hillconfed.traininghub@nhs.net)
* Confederation Communication email – [hillconfed.comms@nhs.net](mailto:hillconfed.comms@nhs.net)

## On Completion

Congratulations! You have successfully completed and have been signed off as achieving the Level 1 Competency Framework. Your certificate will be presented to you by your Line Manager.

We wish you every success in the important role you currently play in general practice and any career progression you may wish to undertake. If you would like to work towards the next competency level, you can download the Level 2 Competency Framework from the Training Hub page on TeamNet or by contacting the training hub team. Good luck!

If you have any further questions, suggestions or requests regarding education and training please do not hesitate to contact us at [hillconfed.traininghub@nhs.net](mailto:hillconfed.traininghub@nhs.net)

The Hillingdon Training Hub Team

With Thanks To:

Marie Franklin – Non Clinical Lead, The Hillingdon Training Hub

Version 2 – October 2023