A map of a puzzle

Description automatically generated

**Hillingdon General Practice**

**General Practice**

**Competency Framework**

**Level 2**

## Introduction

Congratulations on completing level 1 of the General Practice Competency Framework and welcome to level 2. 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 2 is the 2nd of a series of three and is divided into 7 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 2 framework is for:

* Someone that has completed level 1 or has relevant experience at that level
* Someone that is new to the role, but may have some experience in general practice

## How do we use it?

The booklet has 7 competency areas with key tasks listed underneath. These form the basis of meeting the Level 2 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. **Information for Patients** |  |  |  |  |
| **Be able to demonstrate the following and advise patients accordingly:** |  |  |  |  |
| Awareness and understanding of local services, organisations, and voluntary groups to which you can “signpost” patients including:   * Council’s website * NHS app * H4All Wellbeing Service and single point of access, as an example * Carers Services and single point of access. |  |  |  |  |
| Update noticeboards and leaflet holders with relevant patient information and be able to order new supplies when needed |  |  |  |  |
| Know how and where to order/get practice NHS supplies such as GMS forms, urine bottles etc. |  |  |  |  |
| Advertise for the PPG (Patient Participation Group) and be specific about the aims of the group. |  |  |  |  |
| Advertise the “Friends and Family Test” and understand its purpose and how patients can participate. |  |  |  |  |
| Understanding of the “Freedom of Information Act”, what requests can be made under the Act and how the practice should respond. |  |  |  |  |
| Explain who CQC (Care Quality Commission) are and what they do. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Complaints** |  |  |  |  |
| **Know the practice procedure for handling a complaint and be able to demonstrate the following:** |  |  |  |  |
| Know and explain the practice Complaints Procedure including what to advise patients wishing to complain and your role in dealing with complaints. |  |  |  |  |
| Know who the practice “Complaints Officer” is and how and when to contact or involve them. |  |  |  |  |
| Explain the complaints escalation process if the patient is unhappy with the practice response either verbally or formally in writing. |  |  |  |  |
| Know how to deal with complaints not directly related to the practice e.g. the hospital, District Nurses, ARRS staff etc. |  |  |  |  |
| Demonstrate the following:   * Listening without interrupting * Being open and not getting defensive * Responding with ‘sorry’, ‘absolutely’, ‘definitely’ * Expressing empathy and showing interest * Asking open questions and demonstrating you understand * Explaining what you are able to do; agreeing on what you will do * Implementing what you said you would do; following up that it has had an impact and the patient is satisfied. |  |  |  |  |
| Reflect on your behaviour and communication style in order to learn and improve. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **IT Knowledge** |  |  |  |  |
| Be able to resolve basic identified computer and printer problems including:   * how to change a drum and a toner * what to check if you can’t print a document * what to check if paper / prescriptions are not being “picked up” by the printer * where to look to resolve a printer paper jam. |  |  |  |  |
| Know what system problems to report to which company including when and how to contact providers for:   * Clinical system e.g. EMIS * Docman * Local IT support * Telephony * Other local practice systems. |  |  |  |  |
| Be able to demonstrate how to access and use:   * The practice “shared drive” folders * The practice email system * External systems e.g. ICE, eRS, etc. * accuRx * Other local practice systems. |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Clinical Systems** |  |  |  |  |
| **Be able to understand, demonstrate and action the following according to practice procedures:** |  |  |  |  |
| Registration screen / GP Links / PDS / Online services:   * FP69s * Amendments * Unmatched records * FP22 reminders * Duplicate records * Online appointments |  |  |  |  |
| Population Manager:   * QOF “pop ups” * “Patient alerts” * Coding |  |  |  |  |
| Be able to book cross-organisational appointments for patients at local Hubs or other practices for various services locally within your PCN (Primary Care Network). |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Clinical initiatives and services available** |  |  |  |  |
| Be able to demonstrate knowledge of the following services and explain how patients are screened or how their appointments are booked for:   * Diabetic eye screening * Bowel Cancer screening * Cervical screening * Breast screening |  |  |  |  |
| Be able to demonstrate knowledge of how to book an appointment for a patient and with who and where for:   * Learning disabilities * Childhood immunisations * ECG’S * Phlebotomy * Travel clinics * Wound dressings |  |  |  |  |
| What is meant by the Chronic disease register? – explain and give examples: |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Patient administration** |  |  |  |  |
| Demonstrate knowledge of the practice’s policy on Carer’s and give examples of the support the practice can offer/signpost to Carer’s |  |  |  |  |
| Explain the process for:   * Death certificates and death notifications * Firearms licensing * Fitness to travel * Fit notes * Cremation arrangements * Interpreter and translation service * Lost property * Transgender patients/gender reassignment * Military veterans * Out of area patients |  |  |  |  |
| NOTES: |  |  |  |  |

| Areas of Competency | Working Towards | Competent | Evidence  Collated | Assessor  Sign Off |
| --- | --- | --- | --- | --- |
| 1. **Governance and Training** |  |  |  |  |
| Know the practice leads for the following areas as well as an awareness of the policies and procedures, where to find them and your role in their implementation:   * Infection Control – including dealing with sharps boxes, specimens and spillages * Safeguarding – including recognising signs of abuse and how to report them * Information Governance – including confidentiality and record keeping * Caldicott Guardian. |  |  |  |  |
| Ensure completion of all practice mandatory training. Recommended to included:   * 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 * Mental Health Awareness * Dementia Awareness * Autism * Chaperoning * Information Governance including Records, Consent and Confidentiality * Customer Care including Telephone Skills, and Complaints * Summary Care Records * Equality and Diversity * Bullying and Harassment * Whistleblowing * Freedom to Speak Up Guardians |  |  |  |  |
| 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 2. 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 2 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 3 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