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Addysg a Gwellia Iechyd  
Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)



## Primary Care Workforce Bulletin, Autumn 2022

### Dear Colleague

Welcome to our fourth primary care bulletin, focusing on developments relevant to staff working in primary and community care.

As the strategic workforce body for NHS Wales we have a broad range of responsibilities and functions, including education and training, workforce development, careers and workforce planning. Over the last few years we have been developing and expanding support for our multi-disciplinary teams working in primary care, recognizing the critical importance of our primary care workforce. This has meant increased investment locally and nationally in developing essential education and training capacity and resources, and we are grateful to everyone who continues to support this work, and to help us build strong foundations for the future.

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## An update on Multi-Professional Education and Training Framework in Primary and Community Care

In our last bulletin, we introduced Esther Lomas, Clinical Lead for Multi-Professional Education and Dorothy Edwards, Project Director. We'd like to introduce the team:



Left to Right: Esther Lomas, Clinical Lead for Multi-Professional Education; Khan Prince, Unit Manager; Rachel Brace, Clinical Lead for Pharmacy; Ellie Murphy, Clinical Lead for Allied Health Professionals; and Heather Owens, Clinical Lead for Nursing.

We look forward to welcoming, Jamiee Baines, Clinical Lead for Urgent Primary Care in December.

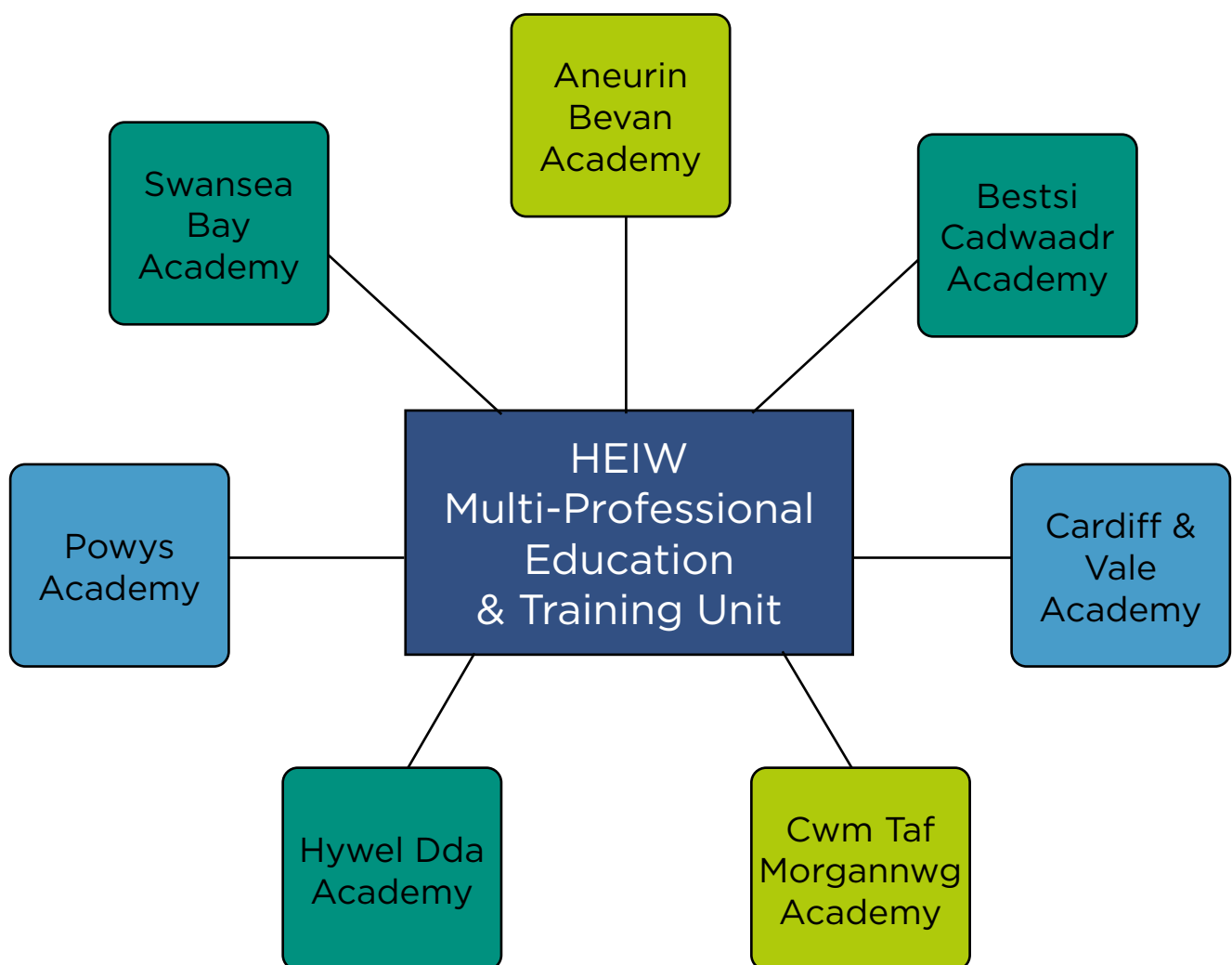
Following engagement with colleagues in primary care we are implementing a new framework by the new year. This will provide national capacity and direction for the development and roll out of essential multi-professional education and training programmes through a national unit in HEIW. We hope to appoint a Director for the Unit before Christmas. The framework includes funding to support a sustainable infrastructure within Health Boards (HB) that will see the creation (or extension) of a Primary and Community Academy within each Health Board. We are working closely with HB colleagues to develop and implement the operating model for Academies to ensure balance national consistency with local flexibility to focus on local priorities and working alongside clusters and professional collaboratives.

#### HEIW will:

- Develop national training programmes in response to local and national priorities
- Provide resourcing for Academies
- Set quality standards to ensure that students and learners have quality education & training
- Develop national workforce plans
- Commission under and post-graduate

#### Academies will:

- Assess local need & identify solutions
- Support local multi-professional teams to work together effectively
- Plan future workforce needs to inform national commissioning and education pipeline
- Support primary & community care in developing skills



We hope that this new approach will bring a range of benefits including:

- Improved recruitment and retention of staff in primary and community settings
- Improved quality and availability of multi-professional training for staff in primary and community services across Wales
- Improved access to clinical placements and work-based learning within primary and community settings leading to improved patient experience and care, and inspiring a new generation to take up careers in primary care
- Strengthened learning infrastructure developing and extending support for trainers
- Improved workforce planning
- Ensuring commissioning of training and education programmes at an All-Wales level reflects the workforce requirements to deliver the Primary Care Model (numbers, skills and competencies).

The following individuals are leading the establishment of Academies in local Health Boards:

<b>Aneurin Bevan</b>	<b>Lucy Kings</b>
<b>Betsi Cadwaladr</b>	<b>Gemma Nosworthy</b>
<b>Cardiff &amp; Vale</b>	<b>Emma Lewis</b>
<b>Cwm Taf Morgannwg</b>	<b>Hayley Pugh</b>
<b>Hywel Dda</b>	<b>Rhian Bond</b>
<b>Powys</b>	<b>Jayne Lawrence</b>
<b>Swansea Bay</b>	<b>Sharon Miller</b>

### **Pre-Registration Nursing Placements in Primary Care**

General Practice Nursing has been described as the ‘hidden profession’ within nursing and one reason that it has been historically difficult to attract nurses to general practice early in their career due to a lack of exposure to general practice nursing placements during their undergraduate training.

We commissioned a review of the current opportunities and challenges with pre-registration nursing students’ access to General Practice Nurse (GPN) placements across Wales. 23/397 practices currently provide 34 student placements each year. In CTMUHB, a hub and spoke programme has helped develop placements. We are developing an action plan to build on the report recommendations to increase the number of clinical placements within primary care from Spring 2023.

### **Advanced Practice Competency Tool – Nursing and Allied Health Professionals**

A framework for Advanced Clinical Practice in Primary Care has been developed by a group of ACPs in North Wales with representation from Pharmacy (Practice & Community), Therapies, Nursing (both GMS & Managed Practices) and Paramedicine, with a view to founding a structured format upon which evidence of ongoing competency attainment and maintenance can be collated. The framework also identifies key areas for learning and facilitates the development of clear learning objectives for role and career progression. HEIW has agreed to lead the ongoing development and digitisation and roll out of the tool across Wales over the course of 2022/23.

### **Primary and Community Care Compendium (PCCC) of New Roles**

In collaboration with the Strategic Programme for Primary Care (SPPC), in December, we are re-launching a compendium of new roles and models in primary and community care. The compendium will share best practice in bringing care closer to home through seamless multi-professional services by highlighting innovative ways of working. It will also showcase forward-thinking organisations doing things differently to improve service quality and patient care. The resource will capture case studies, using spotlight videos, showcasing skillsets and non-traditional roles and ways of working in primary and community care settings across Wales. It will help to provide colleagues with an evidence base and relevant resources for re-shaping the local workforce to meet local population care needs by emphasising skills over roles.



## Supporting Educators

A review of the requirements and availability of education and training for clinical educators in Wales has identified there is no single standard for the development of educators across professions. Increasingly, there is a need for clinicians to be able to supervise, train and assess both within and outside their own profession, but there is no specific training in training others from outside their own profession. We have started to work internally to scope what the role of HEIW should be with regards to educator development and what the initial first steps might be. Where educator training is not mandated, we can strengthen our offer to support professionalisation of the educator role here in Wales, building on what is already in place such as the All-Wales Medical Trainer Agreement, GP Prospective Trainers Course and Supervisor/Assessor training.

## GatewayC is coming soon...

Detect cancer early with GatewayC.

HEIW are working with GatewayC to extend the rollout of their online cancer education across Wales. GatewayC is a helpful and accessible tool which can be utilised both inside and outside of the clinic to support faster cancer diagnosis and improved patient experience. This online tool uses courses, in-clinic pathway guides, and other learning materials to support clinical decision-making, early detection of cancer, and improved management, care and support of people affected by cancer. Designed by healthcare professionals, for healthcare professionals. We are planning to launch early in 2023.

## Developments in General Practice

### General Practice Nursing Foundation Programme

Many general practice nurses (GPNs) are approaching the end of their career, with around 50% of the workforce aged 50 and over with a significant percentage working less than full time. There is a pressing need to recruit and train more GPNs to sustain and expand the workforce. A collaborative Task and Finish Group was established between Health Boards and HEIW, to develop and implement a programme to develop each nurse with core skills for general practice nursing. The GPN Foundation Programme was launched in Autumn 2022 and the first cohort commences from November 2022. Initially there will be 21 nurses, (3 in each Health Board) with a shared funding model whereby HEIW, Health Boards and GP practices all make a financial contribution to the programme.

<https://heiw.nhs.wales/programmes/primary-care/gpn-programme/>

### Recruitment for GP training schemes in Wales

The agreed Welsh Government target for recruitment of GP trainees is 160+ each year. In round 1 of the annual GP trainee recruitment process 144 trainees began their training in August 2022 with another 4 deferring their start date due to taking statutory maternity leave. Round 2, for posts commencing in February 2023, with 24 posts being advertised and 20 posts accepted.

### Welcome to Wales (GP Training)

International Medical Graduates continue to make up a significant number of our trainees. The previous Wales Enhanced Support for Training (WEST) course has been adapted to provide these doctors with an induction into the UK NHS and general practice.



## Programme of Additional Specialised Support (PASS)

The PASS programme has been [introduced](#) to provide educational support to GP Trainees identified as likely to require additional support during their training to maximise their chances of achieving licensing.

For further information on GP training please contact [HEIW.GPTraining@wales.nhs.uk](mailto:HEIW.GPTraining@wales.nhs.uk)

### GP integrated Care Fellowship

A locally funded Integrated Care GP Fellowship Scheme has been in place in Hywel Dda University Health Board for 3 years.

GPs

follow a programme of primary care sessions, sessions in other clinical areas, a structured education session and can pursue a postgraduate qualification. A Bevan Commission evaluation of the scheme indicated impactful outcomes including:

- Attracting GPs to work in areas they may not otherwise have chosen
- Stabilising GP practices where there were recruitment difficulties, and
- Testing a model of portfolio working that blends primary and secondary care experiences.

We have agreed to develop this into a national programme which can be adapted to address local need by committing to creating an Integrated Care GP Fellowship in each HB in Wales with the first fellows due to be recruited in 2023.

For further information on GP training please contact [HEIW.GPTraining@wales.nhs.uk](mailto:HEIW.GPTraining@wales.nhs.uk)

### Practice Management

We are working closely with the Institute of General Practice Management (IGPM) which is the representative body for all managers working within general practice in the United Kingdom. An accreditation scheme has been developed to support the practice management community allowing practice managers to become formally accredited and obtain professional status (MIGPM) and open to all managers working within general practice with over two years' experience. IGPM has relationships with all national bodies and speak on behalf of managers in general practice in Wales, England, Ireland and Scotland.

[You can join the IGPM here](#)



## Developments in Dentistry

### Workforce learning and development

The HEIW Annual Dental Team Conference took place in Cardiff on October 14. Over 130 delegates came together to discuss 'choices', both in our professional lives and around the choices that patients make.

### Dental Nurse training and development

Supporting the training and development of our 2,900 registered dental nurses is a key part of our work. Our new Dental Nurse Training Lead took up their position on 14th of November. This individual will be developing, delivering, and overseeing a high-quality dental nurse training programme for HEIW (NEBDN Diploma). The Diploma will start in 2023, and the recruitment, selection and application process for trainee dental nurses begins at the end of the year. For more information on the course contact ([Bethan.withey2@wales.nhs.uk](mailto:Bethan.withey2@wales.nhs.uk))

Our course programme continues for the remainder of 2022. Spaces are available on November 16th on our Making Prevention Work in Practice (MPWiP) work-based learning course for dentists to support dental nurses in extending their skills to support patients in maintaining their oral health.

Other course highlights include: Sustainability in Dentistry 7th December, and an update in Conscious Sedation 9th December. Both these events are on-line. To book [Dental Postgraduate Section, HEIW - Course list \(maxcourse.co.uk\)](https://maxcourse.co.uk)

We have continued to develop blended learning CPD and increased face to face training for the profession.

## Quality Improvement (QI) news

As part of the QI curriculum for newly qualified dentists in Wales, we have launched a new project focusing on the patient's risk of dental disease based on the Assessment of Clinical Oral Risk and Needs (ACORN) process that is completed annually for all NHS dental patients in Wales.

The use of the ACORN tool underpins a 'values based' and 'needs led' healthcare approach implemented in primary care reform in NHS dentistry in Wales. If our pilot with the DFTs is effective, we will look to make the offer of the new interventions available to the wider dental team who have previously completed the original D2S project. For more information contact [HEIW.DentalQI@wales.nhs.uk](mailto:HEIW.DentalQI@wales.nhs.uk)

Our team of Dental Educators allocated to each of the Heath Boards is available to support teams with quality improvement and peer review projects to evidence engagement with continuous quality improvement. Projects may include; considering initiatives around adopting a greener and more sustainable strategy in the delivery of care to patients, or looking at processes to support increasing access for being able to see and care for more patients, or exploring skills-mix in delivery of care to patients. Full funding is available for projects, and they can be led by a DCP as well as a dentist.

For more information and to request training or a practice visit for any aspect of QI above contact [HEIW.DentalQI@wales.nhs.uk](mailto:HEIW.DentalQI@wales.nhs.uk)



# Developments in Pharmacy

## New Contract

Released in April 2022, **A New Prescription: The future of community pharmacy in Wales** is the new community pharmacy contract for Wales requiring a pharmacy workforce with a consistent 'person-centered' skillset to deliver expanding clinical services. To support this, HEIW are rolling out Sore Throat Test & Treat training for community pharmacists across Wales and a Discharge Medicine Review eLearning for pharmacy technicians.

## Independent Prescribing

Following a long-anticipated announcement in May 2022 by GPhC that pharmacists can begin independent prescriber courses whenever they have "the relevant experience and awareness", we anticipate greater demand for Independent Prescribing (IP) courses to allow pharmacists to deliver the new contract. In response, we are increasing availability to 300 places for 2023-24, including centrally funding 150 courses for pharmacists working for NHS contractors. The established backfill payment for community pharmacists will continue.

## Post-registration Foundation Pharmacist Training

HEIW has commissioned Cardiff University to provide a post-registration foundation pharmacist training programme from August 2022. This is a bridging programme for emerging new pharmacist registrants and supports the transition to the new Initial Education and Training Standards for pharmacists, due to be fully implemented by July 2026. This opportunity is open to all sectors of practice and HEIW will be seeking further expressions of interest before the end of 2022, for employers to support a new pharmacist on this programme for the September 2023 intake.

We are also providing funding for Advanced and Extended Practice course fees for all registered pharmacy professionals who provide public facing services in a community pharmacy or GP practice (including self-employed locums). Click here to find out more about the courses available and access an application form: [Advanced and extended practice training and funding opportunities - Overview](#)

## Pharmacy Technicians

The new pharmacy contract offers new financial incentives for recruitment and training of pharmacy technicians, signaling the value of this role in delivering primary and community care. From 2024, newly registered pharmacy technicians will qualify from Wales's Level 4 Pre-registration Pharmacy Technician Training Programme. In addition, to support existing pharmacy technicians currently qualified to Level 3, there are twenty £2,000 employer bursaries available this financial year to upskill technicians to achieve Level 4 qualifications. We are also pleased to share the launch of an 'Access to Programme' for community pharmacy support staff who aspire to join the pharmacy technician programme. The will allow support staff to access funding for up to 2 qualifications to meet the Pharmacy Technician programme entry criteria.



## Developments in Optometry

### New Contract

With the potential of a new contract for Optometry, we have been preparing to develop our online resources to support the new contract. Our offer of education and support will be:

- Proportionate and in line with expectation of services
- Inclusive and supportive to the learner for the stage they are at in their learning journey
- Continuously developed following feedback and regular audits from the service.

We are working with Welsh Government and our other stakeholders to implement HEIW's education and training as well as ensuring accurate reporting of workforce data for optometrists and the optometry practice team in Wales.



## Leadership

HEIW has statutory responsibility for leading and developing the strategic direction of leadership and succession planning in NHS Wales. Gwella is our leadership portal which hosts a significant range of leadership resources and provides details of our leadership programmes. We have recently upgraded the site following user feedback. You can take a look at our new site [here](#).

## Accelerated Cluster Development Leadership Resources

Working with the Strategic Programme for Primary Care, we have developed dedicated portals on Gwella to support leadership development of professional collaboratives and clusters which were launched in September. You can access the landing pages for the new portals [here](#) where you can sign up and access the dedicated resource portals. We are also commissioning a bespoke leadership support programme for cluster representatives who will be attending pan cluster planning groups to ensure they have the requisite skills and knowledge to make an active contribution to the new planning arrangements. This programme will be launched in early 2023.

Each element of the plan has been assessed in terms of its benefit to patients, and to the wider objectives of A Healthier Wales. We are waiting for approval from Welsh Government, but in the meantime, some short term priorities have been identified that we will start to deliver in 2022/23. We will work closely with the Strategic Programme for Primary Care who have prioritised Mental Health and Well Being as one of their key programmes of work so will ensure that our work programmes are aligned. The plan can be accessed [here](#).

## Social Prescribing

As a key component of Welsh Government's programme of work to establish a [National Framework for Social Prescribers in Wales](#) (currently out for consultation until 20th October 2022), HEIW is leading on the development of a core knowledge and capability framework for social prescribers.

This framework will define behaviours, skills and knowledge to equip the workforce to provide personalised, high quality social prescribing services. A Project Steering Group has been created with broad stakeholder membership representative of social prescribing across Wales.

To support the framework development, Expert Reference Groups (ERGs) are taking place with the next one being held 17th November, with anticipated completion of the Framework by the new year.





## Fit Notes

From July 2022, fit notes can be certified and issued by nurses, occupational therapists, pharmacists and physiotherapists in addition to doctors. Training has been developed in partnership with Health Education England (HEE) which is being rolled out across the four nations. This can be accessed via ESR called '000 The Fit Note'. The course explains the importance of good work for good health and how the fit note can be used to support good quality work and health conversations. This course must be successfully completed (achieve a minimum of 80% in the final assessment) before an eligible health professional can certify and issue a fit note. The course can be found by using your learner homepage and searching 'Fit Note'. From here you have the option to enroll.

## Fundamentals of Care Navigation

The development of a structured e-learning package to support the GMS contract requirements around care navigation is now available. The eLearning comprises three knowledge and theory modules:

- Fundamentals of Care Navigation
- Skills for Care Navigation
- Care Navigation in Action

A fourth module is included in the package to encourage and facilitate application of learning in the workplace via a downloadable workbook to guide users in the exploration of their local resources and community assets, and to aid effective signposting.

The package can be accessed [here](#).

## Supporting health and wellbeing across the workforce



Health and wellbeing of our workforce is front and center of all that we do. HEIW hosts a [central repository](#) of information, curated resources and signposting to support with links to each individual health board wellbeing services. We also have access to specialist services such as [Canopi](#), which offers a free, confidential service that provides health and social care staff in Wales with access to various levels of mental health support, they offer self-help, guided self-help, peer support, and virtual face-to-face therapies with accredited specialists.

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