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Health Education and
Improvement Wales (HEIW)



Primary Care Workforce Bulletin, Winter 2022/23

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, recognising 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. We are grateful to everyone who continues to support this work, and to help us build strong foundations for the future. We hope you enjoy the bulletin. As always, we welcome feedback.



Alex Howells
CE



Dr Chris Jones
Chair

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Development of Strategic Workforce Plan for Primary Care

Working in partnership with the Strategic Programme for Primary Care, HEIW are developing a Strategic Workforce Plan for Primary Care.

Early engagement with key stakeholders has taken place and there is consensus that there is a need to develop a plan that helps us consider the size and shape of the workforce needed to meet population health need, identifying how we develop a sustainable workforce to deliver the Primary Care Model for Wales.

Our aim is to develop the plan by November 2023 so that it influences the development of Cluster, Pan-Cluster and Health Board Integrated Medium Term Plans for 2024/25 and provides a clear basis for local and national action.

We will be engaging extensively on the plan between February and May 2023 and are keen to link with a wide range of stakeholders. There will be an opportunity to engage via virtual events as well as through local Health Board hosted workshops and national events.

In the meantime, more information can be found on our [website](#). You can also contact us via a dedicated email address heiw.primarycarewfp@wales.nhs.uk.

This is something that impacts on everyone working in primary care whatever your profession or background so we would welcome your involvement to help us shape the plan and generate ideas and actions. More information on how you can get involved will be available on our website in February 2023.

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, Programme Director. We'd like to introduce the team:



Top left to right: Esther Lomas, Clinical Lead for Multi-Professional Education; Khan Prince, Unit Manager; Heather Owens, Clinical Lead for Nursing; Ellie Murphy, Clinical Lead for Allied Health Professionals;
Bottom left to right: Louise Urien, Project Manager; Rachel Brace, Clinical Lead for Pharmacy; Jaimee Baines, Urgent Care, Lucy Steele, Administrator.

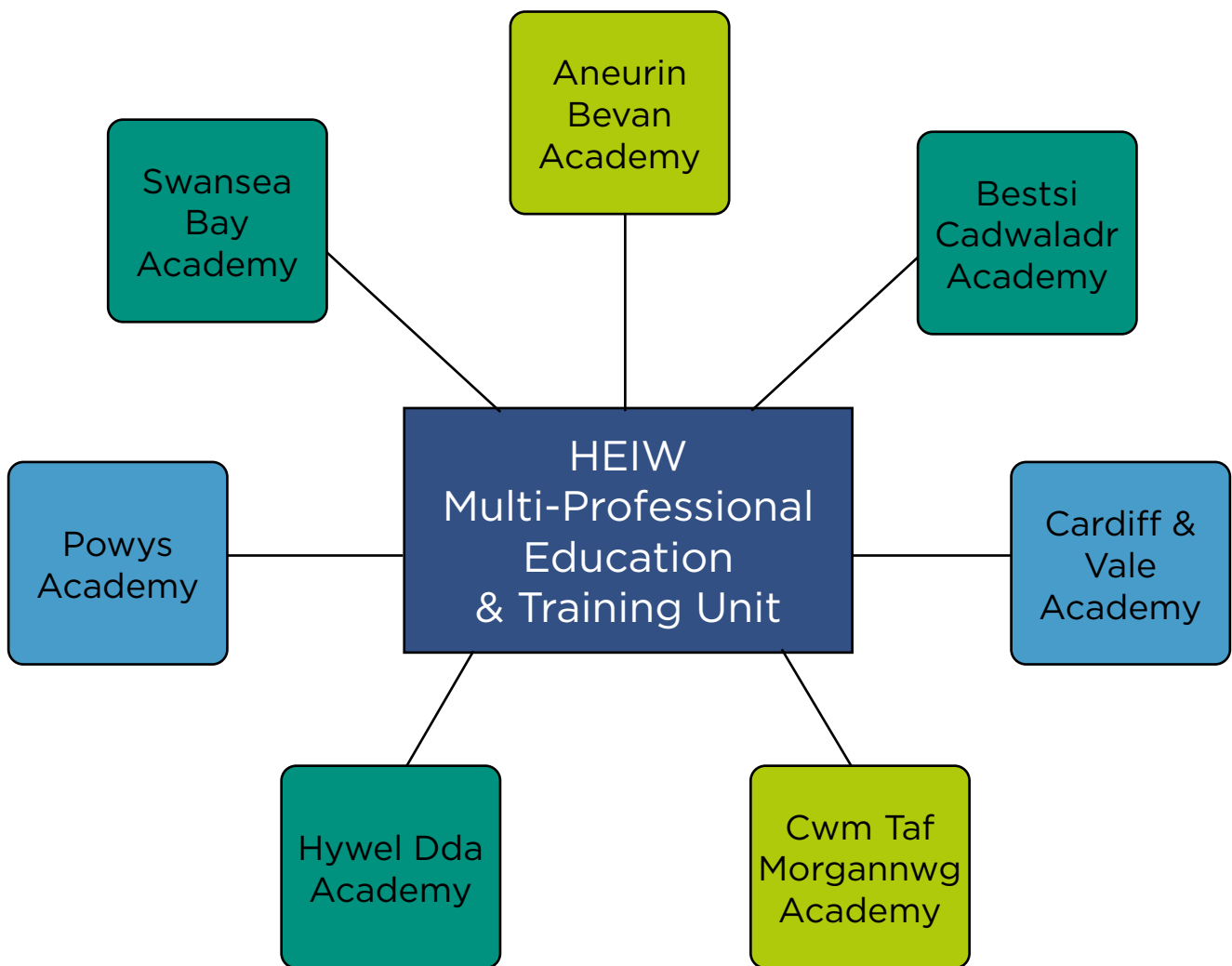
Following engagement with colleagues in primary and community care we have implemented a new framework. This will provide national capacity and direction for the development and roll out of essential multi-professional education and training programmes through our national unit in HEIW. The framework includes funding to support a sustainable infrastructure within Health Boards (HB); so that each HB can create or extend a Primary and Community Care Academy to further the planning, promotion and delivery. We are working closely with HB colleagues to develop and implement the operating model for Academies to ensure we balance national consistency with flexibility to focus on local priorities.

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 and training
- develop national workforce plans
- commission under and post-graduate training.

Academies will:

- assess local need and identify solutions
- support local multi-professional teams to work together effectively
- plan future workforce needs to inform national commissioning and education pipeline
- support primary and community care in developing skills
- develop local capacity to expand training environments and educators.



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).

Each of the Health Boards are at different stages of the process to establish their Academies. The following individuals are leading their development in the local Health Boards:

Health Board	Strategic Lead	Academy Manager
Aneurin Bevan	Lucy Kings	Andy Williams andrew.williams22@wales.nhs.uk
Betsi Cadwaladr	Karen Higgins	Gemma Nosworthy gemma.nosworthy@wales.nhs.uk
Cardiff & Vale	Emma Lewis	Appointment process ongoing
Cwm Taf Morgannwg	Hayley Pugh	Appointment process ongoing
Hywel Dda	Rhian Bond	Sam Hughes Samantha.Hughes8@wales.nhs.uk
Powys	Jayne Lawrence	Appointment process ongoing
Swansea Bay	Sharon Miller	Rhian Jones rhian.jones50@wales.nhs.uk

Pre-Registration Nursing Placements in Primary Care

General Practice Nursing (GPN) has been described as the 'hidden profession' within nursing. 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 GPN placements across Wales. 23 out of 397 practices currently provide 34 student placements each year. In CTMUHB, a hub and bespoke 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 (ACP) 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 2023.

Primary and Community Care Compendium (PCCC) of New Roles

In collaboration with the Strategic Programme for Primary Care (SPPC), 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 to showcase 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 in March 2023.

Developments in General Practice

General Practice Nursing Foundation Programme

Many 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 create 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 will commence in 2023. Initially there will be 21 nurses, (three 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 four 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.

GP Integrated Care Fellowship

A locally funded Integrated Care GP Fellowship Scheme has been in place in Hywel Dda University Health Board for three years. The scheme follows a programme of sessions in primary care and other clinical areas as well as a structured education session and GPs 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.
- 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 needs 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

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). This is 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](#)

[Sign up to the IGPM newsletter to stay up to date with developments](#)

Developments in Dentistry

Dental Workforce Planning

One of our objectives is to develop a workforce plan for dentistry. Consideration is being given on how to plan and prepare for the future to ensure we have the right workforce in place to meet patient demand. Taking a collaborative approach, we are working with stakeholders to consider the priorities and scope solutions for a long term sustainable dental workforce in Wales.

The Dental Workforce Plan will provide an overarching context and framework for the development of this workforce and consider ways to train and deploy the existing and future workforce to best effect. This is likely to include enhanced use of multidisciplinary teamworking, role adaptation, development of new roles and supporting and enabling individuals to develop a sustainable career pathway and work at the top of their license.

Early actions in 2023 include:

1. Establishing a governance structure and Programme Board to scope and set timeline of work programme.
2. Convening a Wales wide WP steering group identifying key partners and stakeholders to encourage insight, seek support and involvement at an early stage.
3. Identifying Priorities for workforce planning - ensuring they are aligned to WG Policy direction.
4. Scoping current internal and external data on dental workforce.

To find out more and get involved with the development of the plan, contact kathryn.marshall4@wales.nhs.uk



Dental Workforce Development

Our new Dental Nurse Training Lead is now in position and the development of the HEIW NEBDN programme continues. The recruitment, selection and application process for trainee dental nurses is now open. Applications are being received from both individuals who are wanting to begin a career as a dental nurse, and from dental practices who are interesting in supporting a trainee dental nurse through the programme.

For more information; please contact
Dental Nurse Training Support Officer Bethan.withey2@wales.nhs.uk.

At the end of 2022, 19 dental nurses successfully completed their Making Prevention Work in Practice (MPWiP) work-based learning programme. This new set of extended skills and competencies enables the dental nurses to apply fluoride and deliver the step-up in prevention needed to support patients in improving their oral health.

We have a new Dental Educator for Workforce Development, whose primary focus is to develop and deliver educational initiatives and resources for Dental Care Professionals (DCPs). Our new Dental Educator will be seeking to establish and build on effective networks in Wales to gather intelligence with regards to the development needs of the profession.

The Dental section continue to deliver CPD courses with 65 delivered in Q3, 39 online and 26 face to face; training 1,655 dental professionals during this period.

On 18 October, we delivered another successful course regarding 'antibiotics in the new normal'. 80 delegates were in attendance to highlight how dental teams can help keep patients safe from un-treatable infections, to explore why dental teams over prescribe antibiotics and the impact of COVID-19, and to refresh knowledge about antimicrobial prescribing in dentistry.

Multi-professional working

Recognising the advantages of multi-professional working; the dental and pharmacy sections have held two joint on-line CPD events in recent months. The principles of Prudent Healthcare highlight the importance that the right person receives the right care at the right time. Building on multi-professional development opportunities, the dental section will join with the GP Revalidation Support Unit in HEIW, to deliver a joint event in the spring. This will explore how GPs and GDPs can work together to improve the care of diabetics and consider what information should be shared between GPs, GDPs and their patients to improve the patient journey.

Quality and improvement and patient safety

Our team of Quality Improvement Dental Educators allocated to each of the Health Boards is available to support teams with PDPs, quality improvement and peer review projects to evidence engagement with continuous quality improvement and underpin patient safety.

Funding is available for projects, and they can be led by a DCP as well as a dentist. Current and future projects are centred around For more information and to request training or a practice visit for any aspect of QI above contact 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 Pharmacy 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 two qualifications to meet the Pharmacy Technician programme entry criteria.



Developments in Optometry

New Contract

With the anticipated launch 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 Spring 2023.

Social Prescribing

As a key component of Welsh Government's programme of work to establish a [National Framework for Social Prescribers in Wales](#), we are 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.

The aim is to launch the framework early in 2023.

Contact Krysia Groves for more information: krysia.groves@wales.nhs.uk.



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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[NHS HEIW website](#)