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Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

# Primary Care Newsletter

## July 2024

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# Primary and Community Care Academy Network

It was fantastic to see over 200 attendees at our Stakeholder Engagement Event on 15th May in Cardiff. The theme of the event was 'Empowering the workforce to deliver excellence in healthcare'.

A packed programme included an address from the Cabinet Secretary for Health & Social Care, Eluned Morgan MS. Colleagues received presentations showing how the Strategic Programme for Primary Care, strategic workforce planning and the academy network are working together to meet our population health needs.

Our keynote speaker Dave Dayman, The SuccessFactory, inspired us to lead collaboratively in challenging times and the Director General of Health and Social Services/ Chief Executive NHS Wales, Judith Paget CBE, shared the importance of working together to achieve the ambitious vision for primary care.

The day gave plenty of opportunity for networking, discussing key topics and hearing from colleagues representing Welsh Government, and professional groups across Health Boards in Wales. Thank you to all who contributed to the success of the event.

The [Academy Network](#) has been delivering education and training focused on local priorities such as customer care, prescribing, spirometry and updating core clinical knowledge and skills.

Each academy and the wider network continue to develop, focusing on linking with local teams and workforce as well as understanding the current education and training available to support our workforce to meet population health needs.

## Multi-professional education and training news

### GatewayC

Over 2,000 Primary Care Clinicians in Wales have free access to online cancer education supporting early identification of cancer. Colleagues can access the GatewayC website by following this link [www.gatewayc.org.uk](http://www.gatewayc.org.uk) or by using the Gateway C icon available on all GP Practice desktops.

### Peer Support for Independent & Supplementary Prescribers

In March, we launched the national survey for non-medical prescribers providing an opportunity for us to understand how best to support this key section of our workforce in primary care.

### Primary Care Multi-Professional Musculoskeletal Capability Framework

In May, we consulted on the framework which is being co-produced by multi-professionals across Wales. We look forward to launching the finalised framework in the Autumn. Implementation of the framework will support service development, role development and career development within our primary and community care musculoskeletal services.

**Please contact:** [HEIW.PrimaryCare@wales.nhs.uk](mailto:HEIW.PrimaryCare@wales.nhs.uk) if you would like to be involved in the next stage of these projects.



# National programmes

## General Practice Nursing Foundation Programme

The second cohort is ongoing with 32 GP nurses enrolled or having just completed the programme. **For more information, click on [GPN Foundation Programme](#).**

## Nursing Student Placements in General Practice

Early experience in general practice is essential to inspiring the next generation of nurses to choose primary care. Our 3 dedicated Primary Care Practice Education Facilitators have been supporting practices and student nurses. This is building capacity to train and making the most of the opportunities to learn. Since September 2023, 70 nursing students had a placement in general practice.

**For more information, click on [Nursing placements in GP practices](#).**

## GP Integrated Care Fellowship scheme

Following successful local programmes, we have seen our first iGP begin their role in Hywel Dda UHB. The fellowship aims to provide an opportunity for GPs to consider a portfolio career developing a specialist interest, acquire relevant qualifications and train alongside a GMS role.

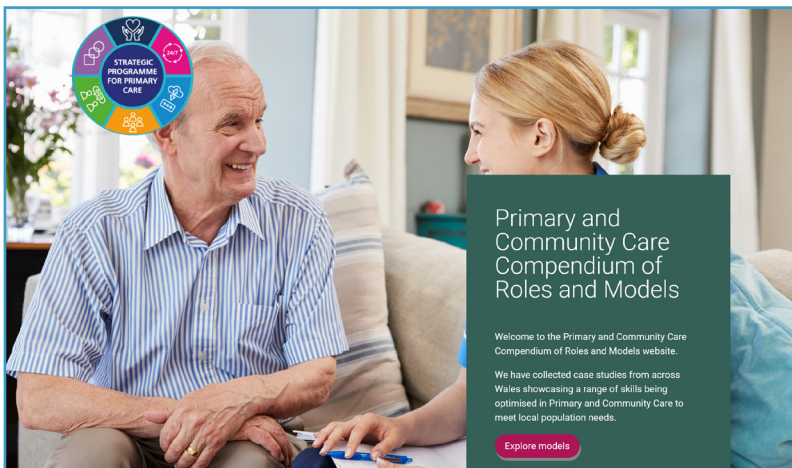
**For more information, click on [Integrated Care GP fellowship](#).**

## Primary and Community Care Compendium (PCCC) of Roles and Models

The [Primary and Community Care Compendium of Roles and Models](#) website was formally launched at the Primary and Community Care Stakeholder Event in May. It includes new content from across Wales and you can upload your case study on the website. It includes Urgent/ Same-Day Emergency Care; Direct access to the right professional at the right time; Supporting people with complex needs; and Planning, prevention and promotion.

Case studies showcase innovative examples of integrated multi-professional working to provide person centred care closer to home. If you would like to get involved, please contact [SPPC@wales.nhs.uk](mailto:SPPC@wales.nhs.uk). We are also progressing projects to develop [digitisation of the Advanced Care Practitioners in Primary Care Competency Framework](#), [Urgent Care Practitioner Competency Framework](#), practice manager development and educator training.

**For any inquiries regarding the developed programmes, contact: [HEIW.PrimaryCare@wales.nhs.uk](mailto:HEIW.PrimaryCare@wales.nhs.uk).**



## Strategic Pharmacy Workforce Plan

A large proportion of the pharmacy workforce are based in primary and community care, so keep up to date with progress on implementation of the Strategic Pharmacy Workforce Plan via our [quarterly newsletter](#).

## Pharmacist Independent Prescribing

Our analytics team reported that in April 2024, 1013 of the 2760 pharmacists registered with GPhC in Wales, were annotated as Independent Prescribers.

This year HEIW have funding for 150 independent prescribing courses for primary and community care to allocate during 2024-25.

**To apply for funding to support this training click on the link below:**  
<https://forms.office.com/e/jEV8BtdnUe>.

## Advanced and Extended Practice

There are further opportunities to develop the pharmacy workforce to contribute to improving primary care services, through HEIW Advanced and Extended practice funding in 2024-25.

Funding is available to support training in these priority areas: diagnostic clinical skills, unscheduled care, mental health, critical care, palliative care, education & training and research skills.

**To apply for funding to support training click on the link below:**  
<https://forms.office.com/r/JjH0cT5AJH>.

## New Initial Education and Training Standards for Pharmacists

New regulator standards mean all pharmacists registering in 2026 will be independent prescribers.

Partners in primary care are working with us, through a short life working group, to ensure new Independent Prescriber pharmacist registrants in August 2026 have the right support. We will keep you informed as evidence-based plans are agreed.

## HEIW Post Registration Foundation (PRF) Pharmacist Programme

**For available posts and information please access this link:**

[Post-registration foundation pharmacist training programme - HEIW \(nhs.wales\)](#)

## Trainee Pharmacists - Foundation Training

This month, 113 Trainee Pharmacists start their Foundation Training Year in Wales. Each trainee will spend the majority of their time developing skills in primary care, with 4 months in each of general practice, community pharmacy and secondary care. If you are a general practice with an interest in being involved in future Foundation Pharmacist training, you can contact us to host one of the 116 trainees commencing in July 2025.

**Email [HEIW.PRP@wales.nhs.uk](mailto:HEIW.PRP@wales.nhs.uk).**

## Funded Pharmacy Undergraduate Placement Programme (FPUPP)

Thanks to all community pharmacy and general practice partners who have been involved in hosting pharmacy students in 2023/24. It was the second year that MPharm students from Cardiff and Swansea universities experienced placements through the FPUPP Programme.

Over 450 students had at least one week placement.

Work continues, to ensure every student has primary care experience during their undergraduate years and there is a scheduled increase in clinical placement weeks in 2024/25. Those who expressed an interest in hosting students in the coming academic year can expect communications from HEIW and the Schools of Pharmacy over the summer, to confirm student and placement supervisor details.

We expect clinical placements for the first students at Bangor University School of Pharmacy to be introduced in academic year 2025/26.

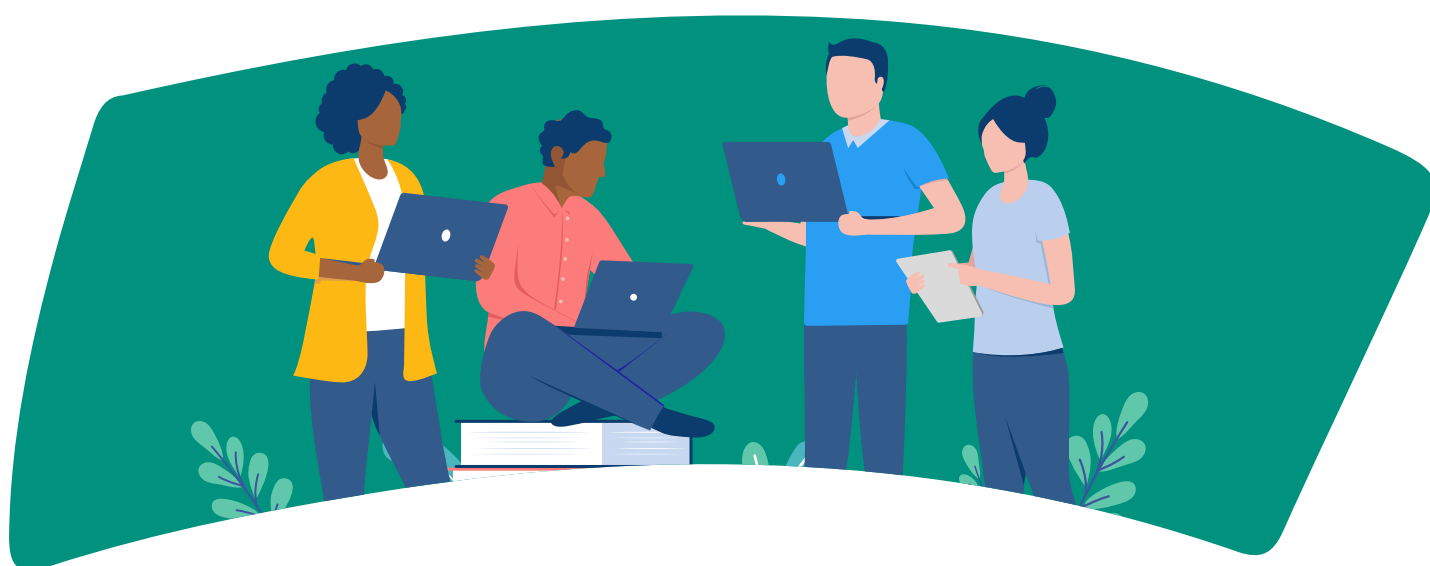
**If you have any questions about these funded placements, please contact:**  
[HEIW.FPUPP@wales.nhs.uk](mailto:HEIW.FPUPP@wales.nhs.uk).

## Pre-registration Pharmacy technicians

We are pleased to report that there are now 11 community pharmacy technicians newly registered with GPhC from the first cohort that completed the Level 4 HEIW Pre-registration Pharmacy Technician Programme in January 2024.

The initial feedback from employers is positive, and the training programme is currently being externally evaluated. There are 40 HEIW pre-registration pharmacy technician programmes available for allocation to community pharmacy in 2024/25.

- 📄 You can view more information on the training here [Train to Become a Pharmacy Technician: What You Need to Know - Community Pharmacy Wales \(cpwales.org.uk\)](https://cpwales.org.uk)
- 📄 You can complete an Expression of Interest here [HEIW Pre-Registration Pharmacy Technician Training Programme September 2024 \(office.com\)](https://office.com)



# Optometry

In addition to the mandatory WGOS compliance modules on [Y Ty Dysgu](#), additional CPD modules have been added to including Basic Life Support, Low Vision Service Wales Falls Prevention and Low Vision Service Wales Depression Screening.

The HEIW Optometry led Independent Prescribing Peer Support Forum is just about to start on its 4th cohort following its successful rollout of the previous cohorts.

It has achieved an average score of 100% on the feedback scores across all six sessions with outstanding complimentary comments. An independent evaluation will be carried out in conjunction with Cardiff University to assess change in behaviour and effectiveness.

Optometry continue to hold regular peer reviews and workshops for optometrists starting in Wales to ensure compliance with the new legislation.

HEIW held two conferences this year: one in South Wales and one in North Wales.

We had over 150 delegates attend and the events provided an opportunity for free CPD, including peer review, case-based discussion and a keynote lecture.

The conference cut down the use of paper with the presentations and case histories available to all users on-line live at the event, instead of paper brochures.

The HEIW conference received an overall rating of 4.6/ 5.0 for South Wales and 4.8/5.0 for North Wales.

**If anyone has any questions regarding any of the above, please contact:**

[heiw.optometry@wales.nhs.uk](mailto:heiw.optometry@wales.nhs.uk)

# Dental

## Strategic Dental Workforce Plan

<https://heiw.nhs.wales/workforce/dental-strategic-workforce-plan/>

The Dental Workforce Plan was launched alongside the Primary Care Strategic Workforce Plan on May 15th. Specific actions in the Primary Care Strategic Workforce Plan will apply to the dental workforce along with a set of specific actions for dentistry. Supported by the Oral and Dental service response to “A Healthier Wales”, the plan focusses on ensuring the General Dental Service workforce has the breadth of skills and competencies needed for the future delivery of oral health care.

There are significant challenges in dentistry impacting provision of NHS services, including the unique mixed economy of dental services along with wider system and contract reforms. Availability of workforce and difficulties in recruiting and retaining staff along with high workload are factors impacting on the health, wellbeing and morale of the existing workforce.

## Dentists with enhanced skills (DES)

[Dentists with enhanced skills - HEIW \(nhs.wales\)](#)

HEIW has established and launched a nationally recognised ‘Once for Wales’ accreditation process for Dentists with Enhanced Skills, initially for dentists with demonstrable skills in Oral Surgery. This will provide confidence to Local Health Boards in contracting dentists to deliver more complex dental care and ‘tier 2’ enhanced services in specific specialties to meet patient need.

This offer creates a career pathway for GDS dentists that is presently limited. Contracting these services also mitigates community and secondary care dental services being over-used.

## Dental Foundation Training Wales Enhanced Recruitment Offer (DFT WERO)

[Dental foundation training Welsh enhanced recruitment offer \(DFT WERO\) - HEIW \(nhs.wales\)](https://www.nhs.uk/news/2023/07/23/dental-foundation-training-welsh-enhanced-recruitment-offer-dft-wero-heiw)

The number of DFT WERO posts has been increased from 12 to 15 for a September 2024 start.

The rural incentive grant attached to these posts has been increased to £7,000 to mitigate salary differences between England and Wales.

WERO aims to enhance recruitment to the Welsh dental workforce particularly in rural areas of Wales and has a criteria that candidates must have a pre-existing link to Wales.

The WERO offer for 24/25 has 15 places available and 13 Cardiff Graduates were invited to interview along with 9 additional graduates from other universities. 8 of the places accepted have been taken by Cardiff Graduates.

The remainder are from Glasgow, Plymouth and Bristol Dental Schools. The practices they will be placed in are in Hywel Dda, Powys, Cwm-Taf Morgannwg, Swansea Bay, Betsi Cadwaladr

## Continuing Professional Development update

In the past 6 months we have organised 170 CPD courses, 83 online and 87 face to face, training a total of 3,491 dental professionals this year. The large majority of those who attend the courses work in primary and community care.

## Career pathway for Dental Nurses

One of our two Dental Clinical Fellows continues to explore the challenges that face the dental nurse profession in regard to both retention and recruitment.

One of the key themes emerging in retention is the lack of a structured career

pathway and opportunities for professional progression and growth in place for dental nurses who work in primary care, which is where the majority of the profession is employed.

The dental nurse network on Y Ty Dysgu currently has 168 members and we will continue to work with this and other dental nurse groups to ensure we provide training and education that is of value to the work that they carry out in primary care.

## New networking opportunities for the Dental Profession on Y Ty Dysgu

We have established a series of local network groups on HEIW's Learning Management System, Y Ty Dysgu to inform the dental profession about events being organised within their Health Board area, as well as promoting wider Wales programmes and multi-professional learning opportunities.

The networks also enable members of the dental team to access resources, hold discussions, share information and discover learning opportunities together as a peer group. One example of this is the Dental Therapist and Hygienist network which has 81 members.

The network was set up to allow these dental care professionals (DCPs) to access resources, hold discussions, share information and discover learning opportunities together as a peer group. Building on the virtual network, we held a face-to-face evening study club at HEIW on April 23rd.

A small group came together to discuss current working practices, barriers within the profession and critique a recently published paper on well-being and stress among Dental Therapists and Hygienists in Southwest England.

**If anyone has yet to sign up to Y Ty Dysgu to make the most of all that is on offer and perhaps join one or more of these Networks then register for an account**  
**Website address: [Welcome! - Ytydysgu Heiw](https://www.welcome!-ytydysgu.heiw.com) / <http://ytydysgu.heiw.wales>**

## GP CPD Conference

A successful GP CPD conference was held in Cardiff in May. Dr Rowena Christmas' keynote address was followed by a programme of presentation and workshops.

Updates on Diabetes and Asthma were combined with opportunities for GPs to discuss lifestyle medicine, safeguarding cases and Death Certification Reforms.

## 3D Discovering, Developing and Delivering in Healthcare Conference

We celebrated the success of this year's 3D cohort at our conference in May. The range of 3D projects focusing on improving patient care included Caseload Management for Learning Disability Psychiatry, Reducing Anticholinergic Burden Scores in Care Home Patients and Developing an All-Wales Mesothelioma MDT.

Dr Lucy McKay, Founder and CEO of Medics4Rare Diseases inspired the group with her keynote address and Dr Ian Collings, Consultant Psychiatrist, PTHB and Director of Medic Professional Support and Development, HEIW. facilitated Compassionate Leadership.

[Applications are now open for September.](#)

## GP CPD Resources on Y Ty Dysgu

GP CPD resources are now available on [Y Ty Dysgu](#).

You can access many of our popular series which include Safeguarding, Mental Health and Diabetes as well as new resources which include Dermoscopy, Lifestyle Medicine and GP Premises.

From August, details about our live webinars and information about free in-person events will be advertised on Y Ty Dysgu.



# Strategic Workforce Plan for Primary Care

The National Primary Care Board commissioned the Strategic Workforce Plan for Primary Care in November 2022 to address workforce challenges in primary care in Wales. The Plan, developed by HEIW and the Strategic Programme for Primary Care in collaboration with a wide range of stakeholders.

We are delighted to announce that the plan was formally launched at our Primary Care Conference on 15th May 2024. Sincere thanks to all colleagues that attended the conference. Implementation is now underway, and this presents a great opportunity for both Primary Care delivery across Wales and for our Primary Care colleagues to get involved and support delivery of the plan.

## **The plan sets out actions that focus on the following areas:**

- 🔧 A strong focus on embedding multi-professional working in all sectors including urgent primary care
- 🔧 Focussed action that supports a healthy, motivated and engaged workforce in primary care.
- 🔧 An ambition to significantly expand training & education in primary care to develop our current workforce and but also to create future workforce pipelines.
- 🔧 Improved workforce planning at all levels (practice, cluster, pan-Cluster, HB, national) including demand modelling that consider future scenarios
- 🔧 A focus on leadership development both in terms of professional but also system leadership.
- 🔧 An equitable offer for primary care in terms of access to benefits, health and wellbeing, support and development opportunities which was a common theme through the engagement.
- 🔧 More sustainable workforce solutions decreasing reliance on temporary staffing
- 🔧 Exploiting new technologies and scientific advances to free up time to care.

**For further information please visit our website [here](#) or contact us via our dedicated email inbox: [heiw.primarycarewfp@wales.nhs.uk](mailto:heiw.primarycarewfp@wales.nhs.uk).**