



Dear Colleague,

Welcome to our third primary care workforce bulletin, bringing you a variety of updates on work that we are doing in HEIW (Health Education and Improvement Wales) to support workforce priorities in primary care. Since our last update in March 2021, the pandemic has continued to have a significant impact on our daily lives, as we experienced an extended third wave of infection in the Autumn and are now in the midst of a fourth wave triggered by rapid spread of the Omicron variant. However, we are thankful that there are signs that we may have now reached the peak. Coupled with seasonal pressures and facing the reality of significant absence levels, the NHS and social care is operating in unprecedented times. Despite this, we should acknowledge the success of the vaccination programme, which was building up speed at the time of our last bulletin, with a significant contribution being made by primary care from all disciplines. At that time, we probably would not have predicted that just over a year later, the vast majority of people aged 12 and over would have received three vaccinations.

Despite significant challenges, education and training has been maintained over this period. We would like to extend our thanks to all those involved in helping to ensure that our students have the best experience possible in the circumstances.

Looking after our own wellbeing is absolutely vital so that we can continue to look after others. There are resources available to support you so please do make use of them. There is a dedicated section in the bulletin where you can find out more.

Please feel free to share this bulletin and you can provide feedback to us via HEIW.Primarycare@wales.nhs.uk.

Thank you
Best Wishes



Alex Howells (Chief
Executive, HEIW)



Dr. Chris DV Jones
(Chairman, HEIW)



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About us

We are the strategic workforce body for NHS Wales with statutory functions that include education and training, workforce planning, workforce development and transformation, leadership and succession planning, and careers.

Our purpose is to develop a workforce that delivers excellent care to patients/service users and excellent population health.

We are set up as a Special Health Authority alongside the other eleven NHS organisations in Wales, working closely with partners including Social care Wales, education providers, professional and regulatory bodies and Welsh Government.

Shaping the future

Multi-professional education and training framework for primary and community care

Over the last six months, we have made good progress towards developing our vision for a multi-professional education and training framework for Wales. In our last bulletin, we shared a vision paper which set out our key objective which is to design and deliver high quality training and development for all professional groups based on clear and consistent standards.

In October, Dr Esther Lomas and Dorothy Edwards joined HEIW to support the development of the framework.

Esther is a practising GP in Pontypridd and has been seconded from her role as GP Training Programme Director for Bridgend. Dorothy has extensive experience in the strategic development and management of primary care services and joins us from Swansea Bay University Health Board.

Given the ambition to place primary care at the heart of the delivery of 'A Healthier Wales', we recognise the importance of this agenda to ensuring the future

recruitment and retention of staff in primary and community settings.

Dorothy and Esther will be linking in with Health Boards and key stakeholders to learn about what is already in place so that the framework can be developed and implemented in partnership. We envisage that by April 2022, we will have some of the infrastructure in place. Also, importantly we will have a clear set of priorities for developing bespoke training and education programmes for staff working in primary and community settings that will support recruitment and retention to the sector.

We are also keen to develop multi-professional educator roles who will work alongside our GP training leads to ensure that we focus on the needs of the whole workforce. We hope to be able to advertise roles during the spring of 2022, so watch this space.

If you have questions about this work or would like further information, please contact us at HEIW.PrimaryCare@wales.nhs.uk.

Developments in general practice

Recruitment to GP training schemes in Wales

The recruitment process for posts commencing in August 2021 and February 2022 is now complete. We recruited a total of 184 GP Trainees (161 for August and 23 for February). This means that HEIW has continued to meet its agreed Welsh Government target of 160+ trainees recruited each year.

In addition to this positive news, the 1+2 model of GP training, where trainees spend 12 months in hospital posts and two years in GP practice, has now been rolled out across Wales. Wales is the first of the four nations to introduce this new model of training, with England in the implementation phase and Scotland and Northern Ireland in the early planning stages. This new model replaces the old 18 month/18 month split between hospital and General Practice, and means that GP trainees spend more time in the setting for which they are training.

Continued increase in GP training practices and trainers

We have continued our expansion of GP trainers and training practices across all parts of Wales. By July 2021, nearly half of all GP practices in Wales were accredited as training practices, with a further 12 practices currently going through the accreditation progress.

Improving access to training is a key priority. We are pleased that the number of trainers in Wales has increased from 457 to 528, and also that the geographical spread of training has also improved with an increase in training provision across North, West and mid Wales. The majority of new applications have also come from these areas. There is at least one GP training practice in all bar one cluster area in Wales. We will continue to build on this expansion over the forthcoming year.

Wales Enhanced Support for Trainees (WEST)

In September 2021, the GP Training Team in HEIW introduced enhanced support for International Medical Graduates (IMGs), and those recruited to GP training schemes with less than two years NHS experience.

It is recognised that those with little or no experience of the NHS may struggle during their training and may benefit from extra support. This group of newly recruited GP trainees have been prioritised to give them their first post in general practice to facilitate the formation of a productive Educational Supervisor-Trainee relationship. This closer working relationship developed at an early stage during training will enable a fuller and earlier needs assessment and implementation of additional support where required.

In addition, a series of workshops have been delivered on a sub-regional basis for all IMGs, with a regular programme of workshops planned to be delivered during their first two years of training. The focus of the workshops is to enhance understanding of UK GP, what is expected of GPs in the UK, and how to be a more effective GP.

For further information on GP training please contact Mary.Beech@HEIW.wales.uk.



Practice Based Small Group Learning (PBSGL)

PBSGL, a partnership initiative with NHS Education Scotland, is a means of facilitating discussions to promote interprofessional learning and strengthen multi-disciplinary teams. Offered originally around 18 months ago to clusters across Wales, only a small percentage were able to take up the offer as Covid-19 escalated.

We have now extended the offer of subsidised sign-up fees for PBSGL and a refreshed PBSGL communications pack in **English and Welsh** has been issued to rekindle interest and encourage enrolment. The updated communications pack includes feedback from subscribers on the benefits of PBSGL during the pandemic.

Practice Management and Administration Toolkit (PMAT)

A digital resource to support the education, training and career development of practice managers and administrators in general practice has now been launched and is available [here](#). The toolkit has been designed in collaboration with practice managers. Its aim is to support the professional development, education and training of practice managers and administrators working in general practice.

A pre-launch communication (Imagine our world without Practice Managers) raised interest and anticipation. Launched in a beta version, the toolkit is still under development and we welcome user feedback. You can provide feedback when you are using the resource which has been made possible through an integral feedback function. The resource is also undergoing formal evaluation through HEIW partnership with Aneurin Bevan University Health Board and Eliesha, an international learning company specialising in management and leadership solutions.

It is acknowledged that much of the toolkit could be applicable to non-clinical staff in areas other than general practice. Conversations to explore this have been initiated for the next phase of development. Pending feedback, the next phase will be to expand the user base and extend its scope into other areas.

Bilingual remote consultation training package

HEIW has facilitated the development of a resource to support remote consultations. The e-learning pack was commissioned by the General Practice Nurse Leads Group but can be utilised as a training pack by all those undertaking video and/or telephone consultations. It is based on quality assured, existing resources and signposts to further current information on remote consultation.

Remote consultation training package - Cymraeg Remote consultation training package - English

For more information on PBSGL, PMAT or remote consultation learning please contact [**Krysia.Groves@wales.nhs.uk**](mailto:Krysia.Groves@wales.nhs.uk).

GP Appraisal

Following the reintroduction of medical appraisal for all doctors in Wales from 1 April 2021, there has been a substantial uptake in GP appraisal with a continued focus on wellbeing and any changes to practice as a result of the pandemic. An 'appraisal re-balanced' online workshop was held on 4 November to support a focus on wellbeing. One of the outcomes of the event is the planned development of a wellbeing resource for appraisers and GPs, signposting support available.

Virtual appraisal continues to be an acceptable option until end of March 2022, with 93% of appraisals in primary care currently taking place virtually. The Revalidation Support Unit is currently evaluating the quality and experience of virtual appraisals compared to face to face and we will share outcomes in the new year.

A recruitment exercise to appoint six new GP appraisers to our regional teams across Wales took place on the 3 December. We were delighted to see that role remains popular with a large number of applications received. The successful candidates will attend training in January 2022 before becoming available for selection on the MARS system.



Continuing Professional Development (CPD)

We are continuing to expand our offer of online CPD events and resources. This is to maximise opportunities for GPs and the wider primary care workforce to access ongoing learning and development.

In addition to our existing library of over 40 modules on a range of clinical and non-clinical topics, the GP CPD website also includes opportunities to book onto virtual learning events and to access on-demand content.

Virtual learning events – Led by our three regional CPD Leads, Dr Nicola Flower, Dr David Lupton and Dr Nimish Shah. We provide a programme of free webinars designed to update clinical knowledge on a range of key topics. Book onto our upcoming **virtual events** now.

CPD on demand – This service enables viewers to watch a recorded learning event from our virtual delivery programme at their convenience.

General practice nursing framework

General practice nurses have a key role to play in the delivery and development of primary care services in Wales. So, in October we were delighted to launch a **new framework for nurses** working in general practice.

The framework was developed in collaboration with Health Boards and via the all-Wales professional group of Primary Care Lead Nurses.

The aim of the framework is to develop a clear and consistent approach to preparing and developing nursing roles, teams and careers in general practice to meet the care and support needs of people registered with practices across Wales.

It has been designed to be a practical resource for nurses and employers and can be used to support recruitment, professional development and a resource for training providers. To support implementation of the Competency Framework we are undertaking a 'deep dive' into future provision of training and education programmes for General Practice Nursing to encourage new entrants to the provision. We will have more details on this to share with you in Spring 2022.

For individuals, the framework sets out expectations of competence for all levels of nurses planning or currently working in general practice, setting out what is needed to provide safe, effective and up-to-date care. It can be used to conduct a training needs analysis as well as for clinical supervision, appraisal and to support NMC revalidation requirements.

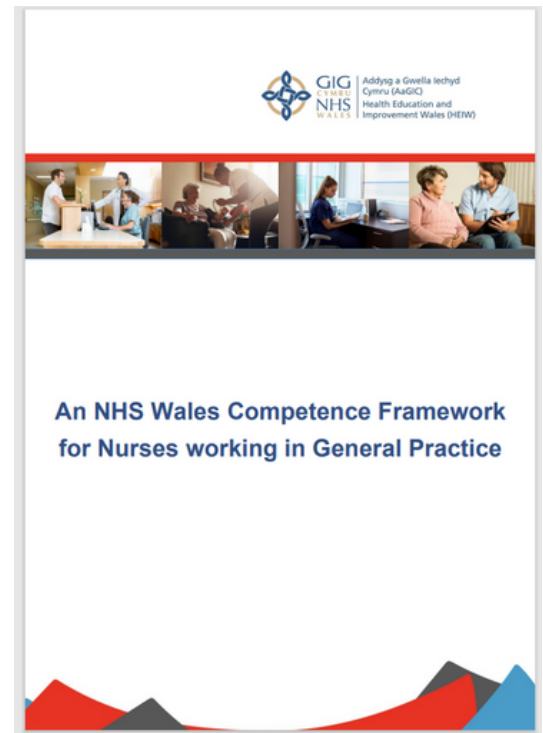
For employers, the framework will help with recruitment and employment of nurses to a practice-based team. It will also help to shape education and training support for new and existing employees.

For clinical supervisors and supervisees, the framework provides supervisors with guidance and an understanding of the levels of practice, so that the clinical supervision process is focussed on the role being delivered helping to support individualised professional development plans.

The framework can also help education providers in the planning, design and delivery of educational programmes, including developing learning outcomes.

The framework builds on existing national resources, for example the Royal College of General Practitioner's Framework for General Practice Nurses developed in 2018. It is informed by National Midwifery Council (NMC) Standards for Specialist Education and Practice, and guidance produced in other parts of the UK.

For more information, please contact kerri.eilertsen-feeney2@wales.nhs.uk.



Developments in dentistry

System reform

We have been focused on learning and development to support primary care (dental) system reform, which is expected to continue during 2022/23. During the summer months we facilitated blended learning sessions with Prof. Avi Banerjee on minimum intervention oral healthcare. We also welcomed Dr Koula Asimakopoulou, a health psychologist, who shared with us her knowledge on patient behaviour change in oral health settings and the communication of risk information to increase patient engagement. These events support dental teams in helping patients make the changes they need and prioritise prevention, which is in line with the vision set out in 'A Healthier Wales'.

Events and training

In October, we hosted our annual Dental Team conference. This year the focus of the event centred around workforce development, leadership, stress and mental health in the workplace. There was a smaller than usual attendance this year due to teams making patient care their priority. However, it was great to hear the personal journeys of individuals including our own Kirstie Moons, who began her career as a dental nurse and is now Postgraduate Dental Dean at HEIW.

We are continuing to offer a wide variety of courses and educational programmes for teams. We have over 30 CPD courses and 60 training study days scheduled between now and March 2022, with a mixture of online and hands-on learning opportunities, with face to face training continuing for essential training only. We recognise that the pandemic impacts on the ability for teams to engage through traditional medium of attending courses and events, so we are committed to remaining agile in the design and delivery of our educational programmes.

Advisory forum

We have now established a Dental Care Profession (DCP) Advisory Forum and the first meeting took place on 12 October. The Wales DCP Advisory Forum provides an environment for DCPs to collaboratively identify, discuss and take forward matters, decisions and actions regarding DCPs in Wales, including the primary care reform programme and education and training for DCPs. We would like to hear from as many DCPs as possible across the whole of Wales. Please contact kathryn.marshall4@wales.nhs.uk to find out more about how you can add your voice and network with others in your profession.

Workforce Planning and Quality Improvement

We are working with colleagues to support the delivery of a multi-disciplinary team approach. This will help us continue to support the development of a range of professionals and develop a sustainable dental model for Wales.

As part of this we have begun working with our colleagues at NHS Business Services Authority (NHSBSA) on the development of a tool that will help us to capture workforce information. This information can be used to inform future education and training needs. The Wales National Workforce Reporting Tool (WNWRS) will be launched early in 2022. Further information on the tool will be available early in 2022.

We have also been working with the NHSBSA to launch an online application that allows practices to review their activity data to monitor progress against national standards. The system is called eDEN and data held in the system can be used to generate ideas for quality improvement projects at a practice level to improve the care that is delivered to patients. You can learn more about this system here: <https://ytydysgu.heiw.wales/go/fkxnf1>

For more information on developments in dentistry, please contact Kathryn.Marshall4@wales.nhs.uk.



Developments in pharmacy

New standards for pharmacy education

The initial education and training of pharmacists is undergoing a radical change, led by the General Pharmaceutical Council (GPhC). The aim of this is to ensure that new pharmacists are equipped to play a much bigger role in providing clinical care to patients in the future.

These changes include:

- incorporating the skills, knowledge and attributes for prescribing, to enable pharmacists to independently prescribe from the point of registration with the first cohort due to graduate in 2025
- introducing a new set of learning outcomes that will be used to assess the full five years of education and training, and which can link to a continuum of development into post-registration
- emphasising the application of science in clinical practice and including a greater focus on key skills needed for current and future roles, including professional judgement, management of risk, and diagnostic and consultation skills (including for remote consultations)
- making the fifth year of initial education and training a foundation training year with strengthened supervision, support and collaborative working between higher-education institutions, statutory education bodies and employers
- having a greater emphasis on equality, diversity and inclusion to combat discrimination and address health inequalities.

Collectively, these changes have significant implications, as we will want to ensure that current learners who graduate before 2025, or those who have already graduated, can also have the same opportunity to extend their knowledge and skills.

The requirement for additional clinical placements in primary care settings throughout a pharmacists under-graduate training is also being scoped.

We are in the process of appointing to a professional lead role in HEIW. They will help support the primary and community sector in preparing for the changes ahead, as well as supporting the development of our multi-professional approach as outlined earlier.

Below are highlights of the work we are already leading to deliver the changes within timescales.



Multi-sector foundation pharmacist training

From 2022/23 foundation pharmacist training in Wales will be entirely multi-sector. Trainee pharmacists will spend four months in GP practice, community pharmacy and hospital. These posts have had 100% fill rates in Oriel for the previous two recruitment cycles. In 2021 all trainees on the first HEIW rotational multi-sector programme successfully passed their registration assessment.

We will be contacting community pharmacies and GP practices in the new year to host trainee pharmacists in 2022/23 and following years. All trainee pharmacists are employed via the single lead employment model and the host organisations are supported with a training grant, as well as HEIW foundation pharmacist team support. We also provide the curriculum, associated training resources and dedicated training for designated supervisors.

To find out more information about this opportunity and to discuss further, please get in touch with the team via HEIW.PRP@wales.nhs.uk.



Post-registration foundation pharmacist training

Following on from foundation training, the transformation of initial education and training for pharmacists will be more firmly linked to postgraduate development, creating a continuum of learning and development and providing equity of opportunity across all sectors of practice.

We are aiming to provide from September 2022 a reshaped education programme for newly registered pharmacists to deliver independent prescribing.

We will also be delivering a series of events early in 2022 to provide further information on the programme content and next steps in the learner recruitment process. An expression of interest process will start early in 2022, for the 40 places in NHS employed contractor sector to start in September 2022.

Independent prescribing training

This year we have provided 150 pharmacists with funding to undertake the independent prescribing qualification. Next year we will be aiming to support 200 pharmacists to gain this qualification.

The application process for this funding will be circulated to the profession in the new year. However, if you are keen to undertake this training, you could start looking for a suitable professional to act as your designated prescribing practitioner, as this can take some time to organise.

If you want to discuss these training opportunities prior to the application processes opening, please contact debra.Roberts4@wales.nhs.uk.

Pharmacy technicians

There are also changes planned for pharmacy technicians.

Pre-registration pharmacy technician training

GPhC has new standards for the initial education and training of pharmacy technicians. Our new modern apprenticeship pre-registration pharmacy technician training programme, aligned to the new regulatory standards, will start on 1 February 2022. The training programme will be delivered in partnership with the University of East Anglia and, on successful completion of the training programme, individuals will be awarded with a certificate of higher education in pharmacy technician practice (level four) . This includes accuracy checking and medicines management.

This new programme will mean that pharmacy technicians will be registering with enhanced skills to provide more pharmacy services at any point of care.

We are accepting applications from community pharmacy employees until 31 December 2021. Recruitment to the training programme will be via an interview process which will take place virtually in January 2022.

Post registration pharmacy technician

We want to ensure that our existing workforce of pharmacy technicians have the same enhanced skills as registrants from the new pre-registration programme.

Community pharmacy employed pharmacy technicians can access the our accredited pharmacy technician checking training programme at no cost to the employer. The training programme requires attendance at a virtual half day study event and the collection of evidence of 'checking' prescribed items from within the workplace. Pharmacy technicians completing the training programme and their employer are supported throughout the training programme by one of the our pharmacy technician team.

For further information on these developments, please contact us via HEIW.PT@wales.nhs.uk.

Developments in optometry

Contract reform

A new contract for optometry will have an increasing focus on clinical management in primary care, with an emphasis on co-production. Engagement workshops with key stakeholders has led to the development of an implementation plan for education and training to support these new contract reforms.

To ensure eye care professionals working in optometry practices can deliver new contract services, we are focussing on understanding the new contract and how it applies to practice so that training programmes can be tailored. Mentoring, support and quality improvement are also essential to deliver to the workforce over the next three years to support this new way of working.

Future education, training, and support for eye care professionals working in primary care will be:

- proportionate and in line with expectation of services
- inclusive and supportive to the workforce for the stage they are at in their learning journey
- continuous feedback linked to audit and feedback.

In 2021 we have commissioned over 30 higher qualifications in glaucoma and medical retina management which will support recovery pathways and future contract requirements.

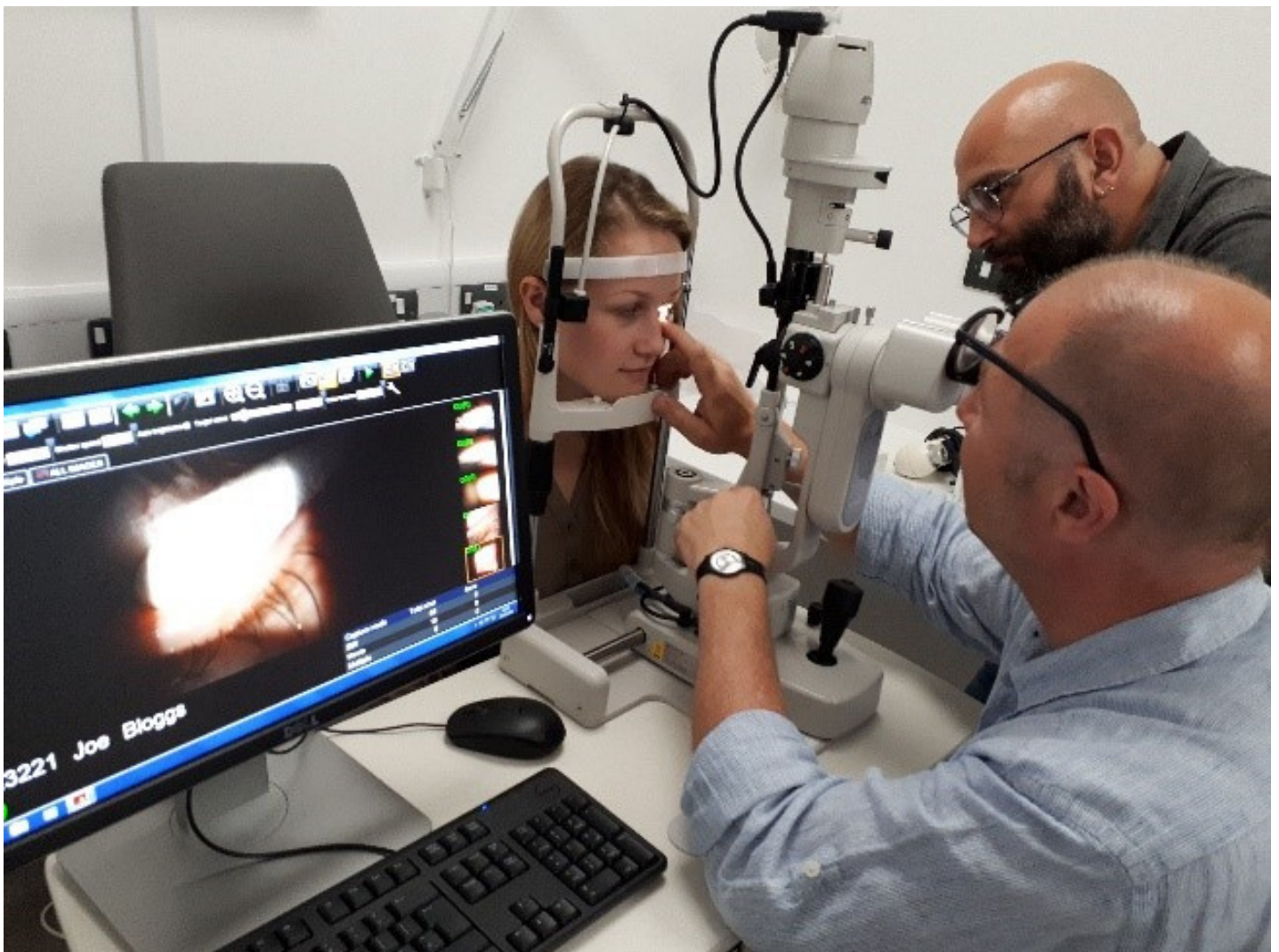
An optometry workforce review has been concluded which describes the shape of the workforce in Wales at this time. It outlines any workforce and skills shortages in Wales and will be used as a blueprint to understand our current and future workforce development needs.



New projects and leadership fellows

Two new leadership fellows in optometry have been appointed and are working on new projects. The first project is to support new cluster leads in optometry and understand the infrastructure of cluster led care, seeking out examples of best practice, models and pathways that could be used for optometric integration. It will also consider how we could offer leadership, training and education for cluster leads to fulfil their potential. The second project will provide a

modified eye health needs assessment for Wales, modelling eye disease in the different areas of Wales to illustrate current and future demands. It will focus on key eye diseases to inform how the primary care workforce can meet patient needs at a national and Health Board level. The projects are being taken forward in collaboration with key partners in Welsh Government, Health Boards, Public Health Wales, and Optometry Wales.



111 Wales

To support pathways in Wales, we have worked with 111 Wales on their public facing website and symptom checkers. These ensure that patients are well informed about eye conditions and self-care, as well as being directed to primary care optometry, instead of emergency departments or general practice. We will monitor the outcome of these changes to assess the impact on different services.

Developing and supporting the multi-professional team

The All Wales Nurse Staffing Programme: Focus on health visiting

The All Wales Nurse Staffing Programme supports NHS Wales to fulfil its requirements under the Nurse Staffing Levels (Wales) Act 2016. The Nurse Staffing Programme is responsible for supporting the development of evidence based workforce planning tools that support Health Boards in calculating the right number and skill mix of nurses needed to provide sensitive care to patients.

Health visiting is one of the five workstreams within the Nurse Staffing Programme which has been established to oversee work to prepare for a potential extension of the second duty of the Act.

The work to date has focused on:

- preparing draft nurse staffing principles for health visiting to inform and guide workforce plans as an interim measure until the potential extension of the Act
- working in collaboration with health visitors from across Wales and all Health Boards to support the development and pilot testing of the draft Welsh Levels of Care tool
- exploration and identification of quality indicators relevant to health visiting
- pilot testing a professional judgement workbook for health visiting teams
- scoping of IT systems used across health visiting services to capture and report data
- completion of a workforce mapping exercise to identify the current makeup of health visiting teams across Wales.

We will continue to engage with stakeholders to share progress and will also be developing a staff and client satisfaction survey, as well as analysing data from the professional judgement workbook and the draft Welsh Levels of Care work as noted above.

For more information, please contact Rebecca.boore2@wales.nhs.uk.

Connected communities: Development of social prescribing

Social prescribing continues to be a key priority for Welsh Government, under the objective to provide effective, high quality and sustainable healthcare, and in line with its statutory duty under the Well-being of Future Generations (Wales) Act 2015 connected communities strategy. The Minister for Health and Social Services is taking an active interest in the development of the model due to its priority within the programme for Government in Wales via a Ministerial Social Prescribing Task and Finish Group.

Social prescribing is also aligned with the vision and aims set out in 'A Healthier Wales'. It plays an important role in meeting the social, emotional and practical needs of people through services that are provided in the voluntary and community sector.

Baseline work undertaken in 2020/21 established a firm foundation on which to build. It highlighted the need for a consistent approach to ensure that people who are engaged in social prescribing in Wales have the right knowledge and skills available.

We are leading on the development of a framework to support a sustainable and quality assured social prescribing service in Wales. The framework will set out the knowledge, skills and behaviours which need to be applied in order to deliver high quality, compassionate and personalised social prescribing service. We anticipate that the framework will be available in 2022.

For more information please contact Krysia.groves@wales.nhs.uk.

Urgent care practitioner framework

A task and finish group has been formed to progress work which was paused due to Covid-19 to develop an urgent care practitioner competency framework. It is anticipated the competency framework will be launched in January 2022. To support the framework, an accredited training and education programme is also being developed on a Once for Wales approach. Full details will be on our website in due course. This framework will support staff working in urgent care settings across the system.

Integrated care compendium

In response to the significant pressures the system is currently facing and the complex workforce challenges, we have developed a live resource to support the adoption and implementation of workforce solutions across the wider system. This compendium contains national workforce resources from across Wales to support fresh thinking and sharing of initiatives in the development of a flexible, agile and sustainable workforce. The compendium can be accessed via our [website](#).

For more information, please contact Lisa.Bassett@wales.nhs.uk.

Health care support worker education developments

Medicines Management Suite of Units

Following the consultation this suite of new units will shortly be available for use and will be replacing the old medicines administration units in existing Agored Cymru Health related qualifications.

We are working with subject experts to develop all-Wales resources to support the roll out of these units.

Rehabilitation support diploma

The review of the level three Agored Cymru diploma has been completed and a number of significant revisions, including a new set of more rehabilitation-specific mandatory units.

The review group have recommended that the qualification is added to an apprenticeship framework, and for HEIW to work with subject experts to develop all-Wales resources to support the roll out of this qualification.

For further information, please contact Tessa.callaghan@wales.nhs.uk.



Mental health workforce

Improving mental health services remains a key priority for Welsh Government. We are working with Social Care Wales to develop strategic workforce solutions for mental health services. We will be publishing a draft plan in February with consultation running from 1 February to the end of March. Our aim is to submit a final costed plan to Welsh Government in Spring 2022.

There are three priority areas that are the focus of phase one, which are aimed at improving education and training across the workforce. These are children and young people, perinatal mental health and psychological therapies.



Perinatal

We will shortly be hosting a range of introductory level NHS Education Scotland (NES) modules on the 'Learning@Wales' platform. These will support all health and social care staff who are working with parents and families in the perinatal period. We are also exploring perinatal mental health training for GPs in Wales, as well as opportunities for specialist practitioners to complete higher learning.

Children and young people

We are continuing with the development of specialist skills and expertise to support Child Adolescent Mental Health Service (CAHMS)'s services and have recently completed a mapping of CAMHS education already in place. Options to enhance training in Wales are being actively considered.

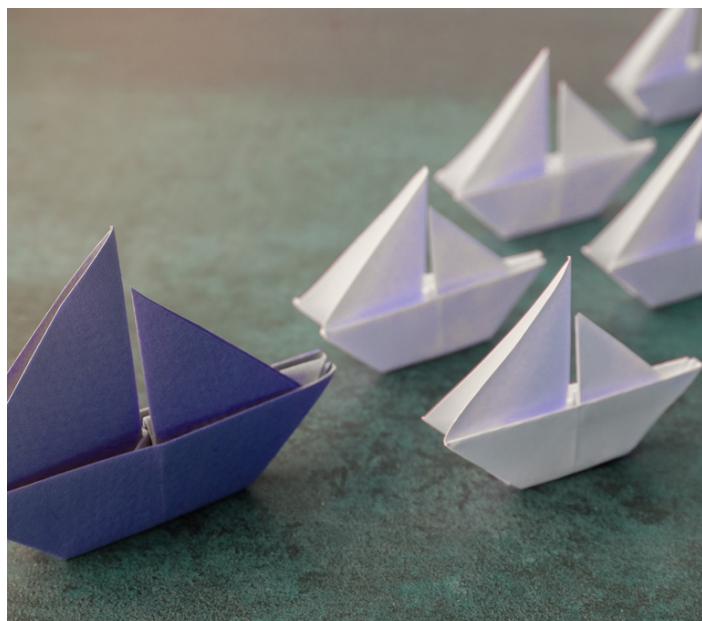
Psychological therapies

Following a review of psychological therapies undertaken in 2020, there is recognition of the need to develop the psychological therapies workforce particularly in filling a skills gap between assistant psychologist level and qualified clinical psychologists. We are developing a Clinical Associate in Applied Psychology (CAAP) role that will help to bridge the gap and offer opportunities to expand the workforce.

We will publish the draft consultation on workforce plan/solutions on our website shortly and welcome feedback from colleagues working in primary and community services.

Finally, we would need to thank all those who responded to our recent engagement exercise to test whether a change to part one of the Mental Health (Wales) Measure (2010) should be initiated. Three options were presented as alternatives to the current position which requires a limited number of registered staff groups to undertake a part one assessment. We have had over 100 responses which are currently being analysed and we hope to be able to make a recommendation to Welsh Government in December 2022.

Leadership



Gwella, the digital leadership platform for Wales was launched in August 2020 and provides a wide range of accessible, evidence based compassionate leadership resources including short reads, webinars, leadership tools, articles and other resources.

It is freely available to all primary care staff with no log in required. The leadership resources are accessible from any device.

We are extremely pleased to announce that we won the Gold award in the category of 'Learning Technologies Team of the Year', which is part of the 2021 Learning Technologies awards.

The Learning Technologies Awards recognise the commitment, enthusiasm and passion for learning technologies across the world. Finalists are selected by an independent judging panel of experts organised by the eLearning Network.

The leadership and succession programme, one of HEIW's flagship programmes, is one of six strategic aims aligned to our mission to 'transform the workforce for a healthier Wales'. The work undertaken through the Leadership and Succession Team has helped gain traction and interest across the UK as well as internationally.

Primary care cluster community pharmacy network

A leadership network has been recently established to support the leadership development of community pharmacy leads. This virtual network on Gwella provides a virtual space for cluster leads to access a wide range of leadership materials, tools, podcasts and webinars, whilst also providing a private space for discussion threads and sharing of best practice. The community pharmacy leads will have full access to all the leadership resources available on Gwella, in addition to advanced notification of leadership development offerings, programmes and masterclasses provided through HEIW and other organisations.

A similar network is also being created for primary care practice managers and will be available January 2022.

Leadership development for cluster leads

A public facing Cluster Leads Development Forum is currently being created on the Gwella leadership portal. This forum will harness relevant leadership resources that meet the requirements of cluster leads, making leadership development easily accessible and able to support synchronous and asynchronous learning. The Cluster Leads Development Forum is scheduled for release in January 2022 and will include signposting to additional leadership resources provided across NHS Wales.

For more information on leadership programmes and how we can support primary care, please contact Helen.Thomas30@Wales.nhs.uk.

Our wellbeing matters

Looking after our own health and wellbeing has never been so important, as well as supporting and reaching out to colleagues who may be finding things difficult. We have a package of resources developed for NHS Wales [on our website](#) that are easily accessible and available to all healthcare staff working in Wales. Access to videos, reading materials and helpful tools can be found on our website. There is also advice for managers in supporting staff.

If you would like further information or help in understanding what is available, please contact Claire.smith10@wales.nhs.uk.



Sharing

Please share this newsletter with your colleagues in primary care and the community.

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