

Primary care workforce bulletin summer 2020



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



Dear colleagues,

We thought it would be helpful to update you on some of the things we are doing in Health Education and Improvement Wales (HEIW) to support workforce priorities in primary care; one of our biggest priorities as a new organisation and critical to the successful delivery of A Healthier Wales. Some of these are existing programmes that you may or may not be aware of, but others are new developments that we think will be of interest to you and colleagues.

The recent response to COVID-19 has reinforced the critical importance of implementing new models of primary care and developing the workforce to have the skills, tools and competences to support this on a sustainable basis. This includes our existing workforce as well as the new workforce that we are training for the future, across all health professional groups and all our independent contractor settings.

We are keen to help with this, and hope that this bulletin provides an overview of how we can contribute.

Please feel free to share this and provide feedback at HEIW@wales.nhs.uk.

Kind regards

Alex Howells (Chief Executive HEIW)
and Dr. Chris Jones (Chair HEIW)



About us

We are a new NHS organisation established to drive the transformation of the health workforce in Wales.

Our purpose is to provide NHS Wales with a single body to develop an integrated and comprehensive approach to the planning and development of the health workforce.

We have a central focus on education and training along with a number of other significant functions including workforce planning and intelligence, leadership development, workforce modernisation and careers. A key part of our role is to ensure we add value and benefit in terms of improvements that are needed in quality of care and staff experience.

We are established as a Special Health Authority and sit alongside other Health Boards and NHS Trusts as the eleventh member of the NHS Wales family. The creation of the new organisation encompassed a number of predecessor organisations and associated functions including:

- Wales Centre for Pharmacy Professional Education
- Wales Deanery
- NHS Wales Education and Development Services

Urgent out of hours primary care

I'm in!

We have been working with Health Boards to support a marketing campaign and a web-based resource to attract GPs and the wider professional team to work in urgent primary care services. The "I'm in" website contains national information as well as local pages that can be customised for local use.

We are supporting the development of Urgent Care Practitioner (UCP) roles to work in the service which will focus on core skills and competences rather than specific professional backgrounds, encouraging the widest possible pool of staff to contribute to the service.

Clinical decision making support

Aneurin Bevan University Health Board (ABUHB) piloted the behavioural science based 'Care Aims' training with one of their urgent primary care multidisciplinary teams (MDTs).

The training focused on MDT clinical decision making in the context of managing clinical risk and provided a powerful platform to facilitate teamwork.

The participants found the course helped to establish improved understanding between team members.



Verification of Death (VOD)

Delivering timely and compassionate care at the end of life for patients and their families is important to everyone. To support this, an All Wales group of clinicians have developed an eLearning resource to help clinicians undertake verification of death (VOD) in any circumstance.

The resource, issued by NHS Wales and endorsed by Welsh Government professional policy leads, is available via ESR and aims to support a change in clinical practice by increasing the number of people able to carry out VOD and reducing the reliance on medical staff. Since March over 2,000 staff have accessed the training.

"Delivering timely and compassionate care at the end of life for patients and their families is important to everyone."

On the up in GP training

About the Team

Professor Phil Matthews, HEIW Director of GP Education and practising GP, leads the HEIW GP training team. Together, the team are responsible for all training programmes in Wales for doctors wishing to become GPs. They manage everything from the initial training to the refresher training for those who have taken a break. They also provide induction training placements for UK and European Economic Area (EEA) qualified GPs who have not worked in UK General Practice.

Increase in GP training places

Last year the Welsh Government agreed to support our plan to increase GP training numbers in Wales with the aim of recruiting 160 trainees this year.

Figures from the latest recruitment round show not only did we meet this target but exceeded it with the anticipated recruitment of close to 190 GP speciality trainees by the time recruitment concludes this Autumn. In 2018 we recruited 134 after all 3 recruitment rounds and in 2019 we recruited 186 after all 3 recruitment rounds.

More time in primary care

The increase in GP trainee numbers has also driven the redesign of the GP training model to include more time in primary care settings. Whereas previously trainees spent 18 months in hospital posts and 18 months in GP training posts, they will now spend one year in hospital posts and two years in general practice posts.

The model was initially introduced in the Cardiff, Gwent, Bangor, Dyffryn Clwyd and Wrexham for the August 2019/Feb 2020 intake. The new model will be rolled out to all schemes in Wales for the next intake of GP trainees starting in post from August 2020.

More opportunities to train

To accommodate the additional numbers of trainees in practice we are increasing the number of trainers and training practices. Covid-19 prevented us from training our prospective trainers on face-to-face courses, so we have created an on-line version of the trainers' course and 74 new trainers have completed it. They have had online support sessions with our senior GP educators and will have a further assessment of their performance in the Autumn.

For further information on GP training please contact HEIW.GPTraining@wales.nhs.uk.



Boosting pharmacy care

About the Team

The HEIW Pharmacy team is led by Pharmacy Dean, Professor Margaret Allan who was previously the Director of the Wales Centre for Pharmacy Professional Education. The team design, develop, quality assure and implement pharmacy professional education across Wales supporting a lifelong learning culture, from pre-registration to post-registration.

They also influence and translate UK and Wales policy priorities through close working with Welsh Government, the Royal Pharmaceutical Society, Association of Pharmacy Technicians UK, the General Pharmaceutical Council and pharmacy deans across the devolved nations.



Increasing training places

Pharmacists have a key role to play in primary care, but in order to do that we need to make sure we have the right number of staff across the whole pharmacy team with the right skills to provide best patient care at any point of contact.

To make sure we are planning the pharmacy workforce effectively it is critical to improve workforce intelligence about the whole pharmacy workforce across all sectors of practice, but particularly in primary and community care. The recently released first community pharmacy workforce survey*, provides the baseline data for future data capture and planning. *<https://weds.heiw.wales/assets/Uploads/07283f0226/Pharmacy-final.pdf>

Transforming Pre Registration Training

This year with the support of the Welsh Government we are seeing a significant increase in the number of pre registration trainees in Wales. Although COVID 19 has had a slight impact on the original fill rate, we have 133 starting August 2020, compared with 96 in August 2019.

In addition the programme for trainees starting this year will have experience of hospital, community and primary care settings to ensure that they develop all round skills. The training programme transformation will provide a good basis for improving patient care and personal future career development .

This has helped ensure that our programme in Wales is the most attractive in the UK and we were able to secure the highest fill rate.

We are also piloting a similar model for our pre-registration pharmacy technician trainee with view to an all Wales roll out over the next three to five years.

Post-registration

Our post registration pharmacy training will continue the principle of multi-sector practice and professional learning. The aim is to create a pharmacy workforce, that will have the advanced generalist skills to work alongside colleagues in the multi-professional team, providing the best patient services at every point of care.

- Our existing pharmacy workforce in primary care are also being supported to develop advanced generalist skills and competence. Some of the programmes of learning are outlined below:
- transition support for professionals moving between sectors of practice: currently into GP practice and NHS 111
- increasing numbers of independent prescribers in GP practice and community pharmacy, and
- training in the management of acute minor illness.

For further information please contact the HEIW Pharmacy team HEIW.Pharmacy@wales.nhs.uk.



Education and training opportunities

Supporting registered nurses into primary and community care

For qualified nurses looking to make the move into primary care we fund specialist community nursing education courses leading to a Specialist Practice Qualification (SPQ) as recognised by the Nursing and Midwifery Council, or a BSc/PG Dip Community Health Studies degree.

The courses are provided by a number of Universities in a wide range of specialist areas including:

- Practice Nursing (for those who work in GP surgery where the GP is the employer or those employed by an NHS organisation)
- District Nursing
- Community Paediatric Nursing
- Community Psychiatric Nursing, and
- Community Learning Disability Nursing.

There are two routes to achieving these qualifications:

- Part time – usually completed over two years or
- Modular – allowing students to undertake one or more specific taught modules over an undefined period.

Each student is required to complete the necessary modules (120 credits) and clinical hours to achieve their qualification.

Course information can be found on the following university websites:

- [Bangor University](#) (health and care sciences option)
- [Cardiff University](#)
- [Glyndwr University](#)
- [Swansea University](#)
- [University of South Wales](#)

Funding for advanced and extended practice programmes

For healthcare professional staff working in primary care we also fund advanced and extended practice education to support career development and meet local service needs. A wide range of courses are available from universities across Wales covering topics such as:

- long-term and chronic conditions management
- clinical assessment
- clinical dietetics for infants and children
- injection therapy, and
- diabetes management.

When you've found the course for you, you can apply for funding from HEIW via your local health board or trust.



Part time distance learning nursing degree for HCSWs

Universities are now running part time distance learning nursing degree courses in Wales for staff currently employed as HCSWs within NHS Wales and primary care. The course is designed specifically for HCSWs who would like to become a qualified nurse but are unable to give up work, relocate or commute to complete a full-time course.

Further information can be found on our website.

Pre-registration practice placement opportunities

HEIW are currently supporting Higher Education Institutes to consider widening their practice placement opportunities. If you are interested in having a nursing or AHP student in your practice, please contact your local University. HEIW would be happy to provide relevant contact details.

Foundation medical training

From August 2020 we are piloting a Longitudinal Integrated Foundation Training programme. This will start in four locations – Gwent, Glamorgan Valleys, Bangor and Carmarthen enabling 24 Foundation Year 1 doctors to be released from their hospital posts to spend one day per week in general practice placements. This has a range of potential benefits including improving attraction and recruitment into General Practice.

First contact practitioners

Following the release of the FCP Framework / Implementation Guide for MSK Physiotherapists, HEIW will work with HEIs and the service to identify and develop required training opportunities for FCP Physiotherapists as a starting point before exploring FCP education requirement for other professions. There is a view to coordinate funding for education via potential inclusion in the advanced and extended practice section of the 2021/2022 education plan.

Physicians associates

Since its introduction to Wales in 2016 training numbers have increased from 15 to 42 in Swansea University and from 12 up to 18 in Bangor University

PAs undertake an intense two-year training programme and can then work in a variety of settings, including primary care. They can undertake a range of duties including:

- taking medical histories from patients
- carrying out physical examinations
- seeing patients with long-term chronic conditions
- ordering tests and investigations, and

- developing and delivering treatment and management plans.

If you are interested in having a student PA in your practice please contact your local University. To find out about recruiting a PA to your practice please link in with your local health board.

There are currently 17 PAs working in primary care in Wales with an additional three being recruited in North Wales.

Support for non-clinical staff

Reception (PCAR) qualification. The Agored Cymru qualification is specifically designed for Primary Care staff and was available for delivery from July 2020; however, the infrastructure to support its delivery, assessment and quality assurance needs to be improved and expanded if the qualification is to be successfully delivered and achieved. To enable effective rollout of PCAR HEIW has agreed to provide funding to train assessors and internal verifiers per Primary Care cluster. Creating this network of suitably skilled individuals will strengthen the value of all accredited Primary Care qualifications which have been developed in partnership with HEIW.

To further support education, training and career development in practice management and administration a new resource is in development. The self-assessment tool and underpinning signposting to quality assured learning is being prepared for online access allowing individuals and organisations to understand their own level of development and to identify gaps that could be addressed through the sign-posting that the resource will offer.

The resource could be used for self-assessment and to support individual career development as part of PADR discussions. It could also be used to benefit the practice, facilitating workforce and organisational development, increasing stability, sustainability and business viability of independent contractors.

With recommencement of the Strategic Programme for Primary Care in July 2020, the work programme of the national workstream for Workforce & OD revisited and redefined its deliverables, one of which is a refresh of the Compendium of Roles and Models in Primary Care, and its associated Job Description Library, a resource originally developed by WEDS. HEIW is now working with NWSSP, which currently hosts the Compendium, to remodel original technical specifications and transfer the resource to HEIW to ensure accessibility and functionality. Following this, content will be refreshed to reflect more contemporary resources that will better align with recent and ongoing developments, for example, the all Wales National Workforce Reporting Service (WNWRS)

Advanced practice credentials for occupational therapy (OT)

Advanced Practice in Primary Care

There is a four nations piece of work which has recently commenced around the development of credentials for Advanced Practice OTs in Primary Care. The Advanced Practice credentials will set out the learning outcomes (i.e. knowledge, skills and behaviours) and assessment methods to be delivered by education providers working in partnership with service. Each 'credential' articulates the learning an individual is required to successfully complete in order to be recognised as an Advanced Practitioner in the speciality. This work is being coordinated by RCOT and is HEE funded. There is joint AHP representation from HEIW and the Strategic Programme for Primary Care in this workstream.

Advanced paramedic practitioners supporting patients closer to home

We've teamed up with the Welsh Ambulance Service NHS Trust (WAST) to fund a full-time MSc in advanced clinical practice (APP) supporting the part-time programme that has been running for a number of years. 24 FT paramedics have been funded along with 36 on a part time route.

APPs bring a number of benefits to patients and services. As well as being able to administer a far greater range of medicines they're also able to manage more patients with complex care needs closer to home reducing GP and hospital referrals.

Successful pilot schemes have shown a third of patients who were seen by APPs had their condition or concern addressed in their own home with one in five of them referred to an alternative pathway.

Plus, evidence reviewed by the National Institute for Health and Care Excellence shows that using APPs can reduce hospital admissions by 13% compared with standard paramedics.





Developments in dentistry

Mr Richard Herbert, Associate Dean for Dental Foundation Training leads the HEIW DFT training team with the support of the DFT manager and RCP administrator. Together, the team are responsible for all training programmes in Wales for dentists undertaking DFT. The team design, develop, quality assure and implement the DFT programme across Wales supporting a lifelong learning culture.

There are 6 Training Programme Directors who each run a scheme for up to 12 Foundation Dentists and deliver a 30 day study day programme for their schemes.

Optometry

Eye care is clearly a significant issue for our population and providing good quality, accessible services continues to be a challenge. We have been able to secure increased investment for postgraduate modules to enable optometrists working in primary care to extend their skills and deliver local services in three key areas: Independent Prescribing; Glaucoma and Medical Retina. By obtaining these higher qualifications, optometrists can manage more patients safely and effectively in the community, helping to free up GP appointments and hospital capacity for those with more complex or serious eye conditions.

During the lockdown phase of Covid 19 optometrists played a critical role to help patients avoid the need for hospital attendances including patients at risk of worsening eye conditions, such as patients who are diabetic and pregnant. Independent Prescribing optometrists were crucial in treating patients with eye conditions in primary care rather than in hospital.

For further information please contact: nik.sheen2@wales.nhs.uk. Nik is the HEIW Eye Care Transformation Lead and a clinical lead for eye care services in Wales. He is a qualified optometrist with significant experience in teaching and

Supporting the dental profession through the pandemic

The dental team has worked with the CDO, WG and PHW colleagues to deliver training to support dental practices and teams throughout the lockdown period of 'red' phase and as dental services resume in the 'amber' phase and the recovery of NHS dental

Dental foundation training

The 19-20 cohort of DFTs have completed their training and will leave their training positions at the end of August. A new cohort of 62 DFTs has been recruited to start in September via National Recruitment. The team worked exceptionally hard to host Meet the Trainer events online between the Educational Supervisors and new trainees and this was very successful with good feedback from all stakeholders. Term 1 timetables have been planned with a different approach and clear plans put in place for clinical skills training and managing the risks around this.

Workforce development & CPD

Though face to face provision of training was suspended, our online offer has expanded to include both live webinars and recorded presentations across a range of topics. These include presentations on the WG de-escalation SOP for dental services and how practices can resume working, the use of ACORN (a risk and needs assessment practices are expected to use on all patients) through the recovery phase of NHS dental services and Making Prevention Work in Practice (MPWiP) training to dental trainers. The offer is continuing to expand, and an ongoing range of courses and provision can be found at the following links:

- <https://www.maxcourse.co.uk/walesdent/guestCourseCalendar.asp>

- ACORN

- <https://ytydysgu.heiw.wales/go/qwlmhcn>

- De-escalation in Wales

- <https://ytydysgu.heiw.wales/go/w687bf>

- Getting Back to Practice in Wales

- <https://ytydysgu.heiw.wales/go/m5fuly>

- 4-handed dentistry Team Tactics

- <https://ytydysgu.heiw.wales/go/gld34q>

- “Dam it!-It’s Easy!”

- <https://ytydysgu.heiw.wales/go/2elj81>

We are collaborating with HEIW Pharmacy colleagues to deliver online Basic Life Support training to dental teams which will be complemented by socially distanced competency assessments in dental practices.

Retaining young dentists in Wales

Recognising the challenges to the workforce and dentistry in general from the pandemic, HEIW has worked with the Chief Dental Officer to create a post-DFT pathway for this year to retain young dentists in the NHS in Wales. The Career Development Dentists (CDD) scheme will take on 9 CDDs who will work in practice for one year and be released for one day a week to pursue a course of study. Recruitment for this is currently underway.

Dental therapist foundation training

HEIW have agreed to increase the number of training places available to the scheme to 10 this year in recognition of the need to increase skill-mix in the dental workforce. For this year, HEIW will fund all of the salary costs for the Foundation Therapist to secure training places and ensure the programme is able to continue in this challenging period. Recruitment is currently taking place for the September intake.

Leading and planning primary care

We have developed a workforce planning approach, guidance and supporting resources for use in primary care. The approach was developed in partnership between HEIW, Skills for Health and with the support and input from the North and South Cynon Clusters in the Cwm Taf Morgannwg Health Board locality.

The approach and supporting resources will be available via the HEIW and Primary One websites. The approach is based on the Six Steps workforce planning methodology, which is used across NHS Wales organisations and will enable and support Clusters to develop their workforce plans as part of the Cluster Integrated Medium-Term Planning process. The approach is population health based and provides a focus on developing multi disciplinary, whole system solutions.

The approach includes a template to produce the Cluster Workforce Plan, along with detailed guidance and a short training presentation.

There is also a resource, aligned to the Wales National Workforce Reporting System, designed to help Clusters to analyse their workforce information. There are also links to other guidance and resources that will support workforce planning within primary care and more resources will be added over time.



Leadership and management development

Our experience in Covid has seen many individuals take on new and/or different leadership roles.' We want to build on this and are rapidly introducing a range of resources focused on compassionate and collective leadership, working closely with Professor Michael West.

One of these resources is 'Gwella' the HEIW Leadership Portal for Wales. This portal will be launched 24th August 2020 and provide open access from any mobile device to a range of compassionate leadership resources; articles, frameworks, models, tools, short reads, news notice of what leadership programmes being run by HEIW and the NHS Service. All resources are harnessed from credible sources that include The Kings Fund, Open University and our health and care colleagues across the other 3 UK nations.

Supported by Professor Michael West, we have developed a range of compassionate leadership learning and teaching resources which can be freely accessed by all and embedded into exiting leadership programmes, including the undergraduate curriculum.

For further information on how we can support Primary Care develop compassionate leadership capacity, please contact Helen Thomas - **Helen.Thomas30@wales.nhs.uk**.

Future editions

Let us know if you have found this information useful, and if there are any other topics you would like to see when we update it – email:

HEIW@wales.nhs.uk.

We are always short of images that we can use that illustrate the role and work that take place in Primary Care. If you have any images we can use for the next edition please contact the HEIW Communications team:

HEIW.Communications@wales.nhs.uk

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