

## Sustainable non clinical workforce in the community

### Overview

The non clinical workforce is critical to managing the practice and the interface with patients. However the role is not seen as an attractive option, particularly not to younger people, possibly because of misrepresentative Dragon Receptionist stereotypes. Enabling young people through apprenticeship to experience the variety, scope, challenge, opportunity and rewards of taking these roles in practices is critical to developing a sustainable non clinical and practice management workforce for the future.

### Challenge

- To secure a sustainable pipeline of staff to fill and develop non clinical roles in practices.
- To raise the numbers of apprenticeships in general practice offering a diversity of support to patients and practices and securing continuing employment in their community.
- To overcome the challenge of the poor image and difficulty to recruit staff to non clinical roles in practices.

### Findings

In Richmond we have recruited 15 apprenticeships into roles in our practices, some with clinical responsibilities, some in administration and some in reception, there is also one working in medicines management assistance to support prescribing quality.

### Outcome

- Doubling of apprenticeship places
- Further development options scoped including progression to practice management training roles through options such as higher business and administration, customer service, leadership and management apprenticeship training schemes

#### Find out more contact

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#### Quotes from trainee

An exciting opportunity to see the day to day workings of a busy GP surgery and learn from experienced physicians. This will give me a better understanding of how other members of the MDT work, allow me to engage with patients as a first point of contact and experience first-hand the concept of integrating services as outlined in the NHS Five Year Forward View."



Alignment to workforce key findings

## Multi-professional training hubs in the community

### Overview

Most nurses, physiotherapists and pharmacists do not have placements in GP practices during their training. Few apprentices have an opportunity to work in healthcare. Enabling trainees to experience the variety, scope, challenge, opportunity and rewards of working in the community is key to developing a sustainable multi professional community workforce. Training is rewarding and stimulating and keeps experienced staff on their toes as well as delivering some additional service to a practice population. This has been tested in Richmond with student nurses, physiotherapists, pharmacists and apprentices, there are plans to extend this to paramedics and specialty training. The initial evaluation confirms that it is achievable, is well received by patients and welcomed by primary care staff.

### Challenge

To test and promote multi-professional education and training hubs in the community  
Improve the availability of placements in the community to support recruitment of future workforce

### Findings and outcome

- More multi professional training leading to enhanced opportunities and teamwork.
- Increase in Practice nurse mentors and student nurse placements.
- Two final year Physiotherapy placements with inter professional supervision, increasing numbers of apprenticeships, 6 pre-registration pharmacy placements, planned specialist community training pilot and paramedic placements to start shortly.