

# Workforce Development and Community Provider Education Network (CEPN)

Alex Tilley  
Associate Director of Primary care

## East Berkshire CCGs Collaborative Primary care

Vision 2017/2019

### Self-care and access

- Talk before you walk: New NHS 111
- Education and training for GP practices staff to support their patients getting the right care at the right time
- Shared primary care records accessed across providers
- Alternative consultation models i.e. Online consultations and group consultations
- Social prescribing infrastructure including the navigator role accessible to public and professionals

### Sustainable general practice

- Deliver the additional appointments weekdays and weekends outside of core hours to improve access for the population
- Working at scale supported through the development of practice at scale or federated organisations
- Workforce development through wider skill mix and career models with flexible contracts and portfolio career, linking with secondary and community care partnership for opportunities
- Utilised technology e.g. new NHS 111, on line services and near patient texting
- Modern patient led customer care service with social prescribing at the start of the patient experience – accessed by all
- Work with our patients on how best way to support our GP services continuing the conversation and engagement
- Ensure primary care estates plans focus on future population changes

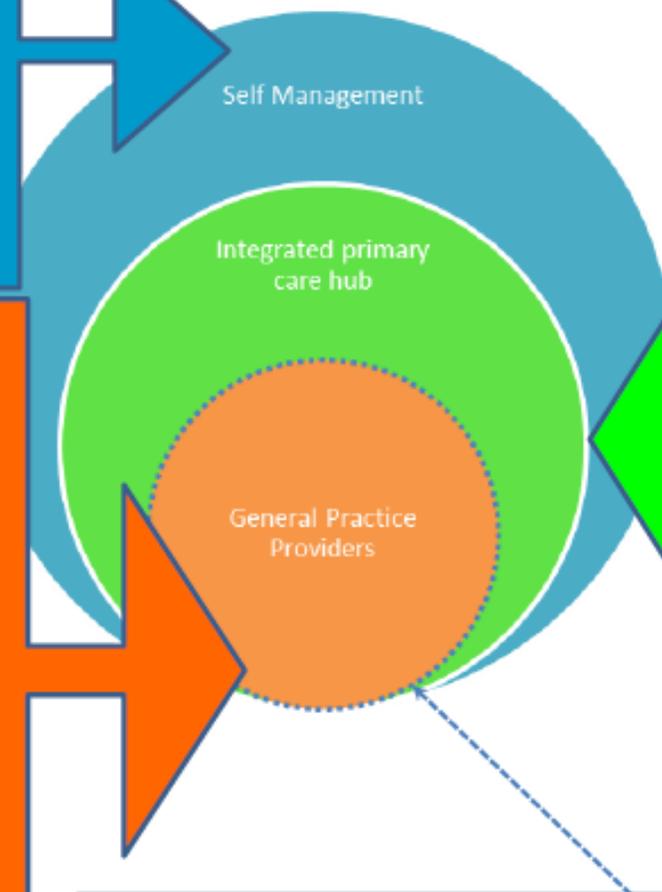
### Strategic Aims

- ✓ Secure the essential high quality general practice fit for our population
- ✓ Patient centred primary care to be at the heart of system transformation
- ✓ Improve the patient experience of accessing general practice
- ✓ Equitable extended hours and enhanced services available in general practice
- ✓ Share information to support improve patient outcomes

### Integrated Services

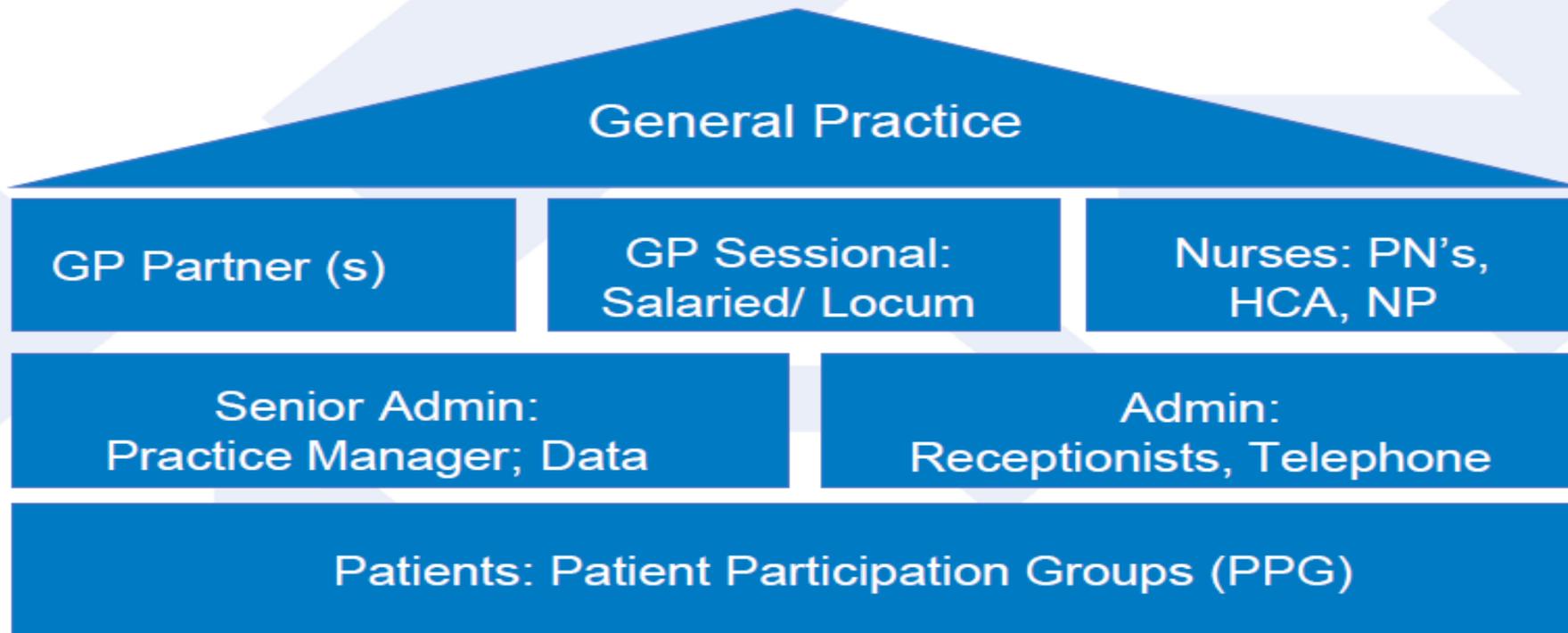
#### Population Based Approach

- Extended primary care with integration to health, social care and third sector services
- Proactive management of complex care patients focusing on house bound or care home patients
- Access to diagnostics with direct access for upstream diagnosis
- Asset based community with voluntary sector, children's centres, community services (ICTs) and our population ensuring integration and local ownership
- Pooled enhanced services via federated primary care providers
- Extended scope of primary care supporting enhanced out of hospital based pathways i.e. pre-op assessments



The flexibility around the integrated hub and general practice model will support the needs of the local populations and reflect the pace of change which would be effective locally in this transformation.

## Traditional model of General Practice in UK



# General Practice Workforce Analysis Headlines

- Future demand is high across all staff groups in general practice; GPs, registered nurses, direct patient staff and administrative staff
- There is uncertainty around the future supply of General Practitioners
- There is significant variation on the skill mix across general practices, this may reflect the variation in population needs and services delivered
- East Berkshire CCGs compared to Surrey Heath CCG has a lower ratio of clinical staff capacity per 1,000 patients
- Employer will need to optimise their recruitment in the labour market; general practice needs to collaborate to do this effectively
- Labour market in parts of the Frimley Health & Care STP is highly competitive
- Unreliable and incomplete workforce data from general practice

# Learning by Staff Groups

## Practice Nursing and Direct Patient Care Staff (HCAs)

33% of this workforce in the STP are over 55 years of age

Community nursing rose by only 2% where acute based nursing rose by 9 over the same period

## General Practitioners

16% of GPs in the STP are over 55 years of age

There is a shortfall in GP partners, off set by an increase in salaried GPs

## Administrative Staff

26% of administrators are over 55 year of age (although Normal Pension Age for this workforce over 60)

Establish core capabilities (patient navigation/ Digital understanding) and ways of recruitment across practices at scale

## New Roles

Clinical Pharmacists supply is good in comparison to tradition core roles

Physician Assistants, Paramedics, Mental Health workers, Nurse Associates, Navigators and

# *Transformed General Practice*

*(viable at scale 30 – 50,000 patients)*

## General Practitioner / Consultant

Nursing Team

Clinical Team

Patient  
Support  
Team

Nursing Associates

Health Care Assistants  
and phlebotomists

Salaried GPs, Clinical  
Pharmacist, Physicians  
Associate

Physiotherapist,  
Paramedics and  
Mental Health  
Therapists

Business Development  
Managers, Navigators,  
Clinical  
Administrators,  
HealthMakers

# Workforce Development Recommendations

## STP General Practice Workforce Report recommendations:

- Primary Care Commissioners to ensure workforce data quality is improved
- Identify from a comprehensive system wide workforce plan the future models and gaps to commission workforce development from education providers
- Develop a properly resourced STP funded programme for organisational development for general practice
  - Expanding new roles
  - Partnership with employers
  - Learning and development structures for consistent quality
  - Create entry points across the workforce model including clinical and nursing student placement rotations

## LOCAL WORKFORCE INITIATIVES:

# East Berkshire Community Education Providers Networks (CEPN)

# What is a CEPN?

**CEPN** stands for Community Education Provider Network it supports the workforce planning, education and training of our local community across health and social care both now and in preparing for the future

East Berkshire CEPN is an evolving education network aiming to support the local healthcare workforce to deliver the **best possible care to our patients.**

## Key Functions

- Based on place-based, local population needs and workforce planning and modelling make decisions around commissioning education and training for development of the workforce to meet those needs.
- Improve the education capacity and capability in primary care and community care settings including development of multi-disciplinary educators and creating learner placements in practice
- Improve the education quality and governance provision for primary care in the CEPN's locality and coordinate the education and training for primary and community care helping to support general practice

# CEPN Board Membership



# Challenges



- Clarity & expectations of CEPN role
- Lack of shared vision in general practice
- Incomplete PC Workforce Data
- Uncertainty of the role of Federations
- Lack of investment
- Sustainability of the CEPN
- Capacity vs Demand demon

# Opportunities

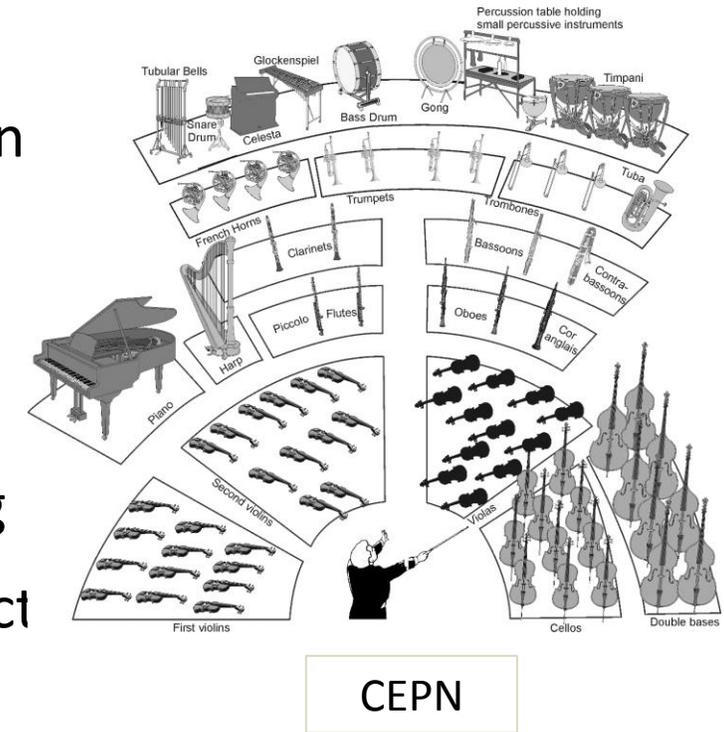


- East Berkshire CEPN instrumental in setting up Thames Valley CEPNs Networking group
- Each CEPN is unique but by creating an effective working group will provide greater opportunities to achieve shared goals
- Sharing best practice and innovation
- Reaching out to neighboring CEPNs to create a more holistic approach to national challenges

# Focus of our CEPN

Acting as the orchestrating unit for all community-based education by:

- Building Education networks and relationships to extend education and workforce development opportunities
- Undertake training needs assessment and workforce planning
- Aligning objectives with STP workforce plans and General Pract Forward View delivery in east Berkshire
- Engage with system wide initiatives e.g. International GP recruitment and Making Every Conversation Count (MECC)
- Helping design a local workforce to support sustainable improvements in population health by commissioning education
- Facilitating integrated working with the aim of improving productivity and value for money through career developments



# STP Work streams & CEPN

Our collective ambition is that the people living in the Frimley system have the best possible health and wellbeing. The CEPN projects are aligned with following Frimley STP work streams:

- Developing the workforce across our system so that it is able to deliver our new models of care and recognising that this transformation will be achieved through development rather than recruitment and be within today's costs
- Developing communities and social networks so that people have the skills and confidence to take responsibility for their own health and care in their communities
- Developing the workforce across our system so that it is able to deliver our new models of care
- Innovative working by developing a culture and behaviours that will deliver more integrated working

# Initiating the conversations..

**43** local organisations have been engaged via various platforms including:

- ✓ nurses forums,
- ✓ General Practices,
- ✓ Social Care,
- ✓ voluntary sectors,
- ✓ Public Health,
- ✓ TV CEPNs and
- ✓ education /training providers etc.

Communications approach:

- ✓ CEPN GPN Monthly Newsletter
- ✓ Regular communication via CCGs Bulletins

# Developing our workforce in 2017



**Prescribing Course** 3 GPNs will be qualified by August 2018



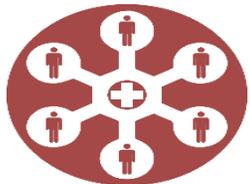
**Minor Ailment Course** 20 GPNs trained in November additional 20 will be trained in Feb 2018



**New to practice qualification** 4 new GPNs have been booked for 25 weeks training



**Leadership training** 13 PMs & GPNs are currently being trained in Leadership



**Imms updates training** 80 GPNs will be trained by 31<sup>st</sup> Jan 2018

# Improving Workforce Capacity

- Physician Associates: 12 placements
- Nurses Associates Placements: 9 placements
- Clinical Assistants roles
- Scoping out Mentors Data



# Stakeholders Feedback



*“ Thank you for all the prompt support and getting the right information, as I have been locating information for prescribing course for a while now and was getting nowhere. I am glad with CEPN we will have a direct link to address training/education queries and will get much needed support”*

*“ Prior to the East Berkshire CEPN we had no clear system to pool together training courses and development opportunities and it is great to have our own CEPN network which will support to keep a running profile for GPNS and log for all relevant training and development opportunities”*

***“The Physician Associate PGDip Course organisers at Reading University would like to thank the East Berkshire CCGs/CEPN for their extra support for practices that have offered placements for our first and second-year students. We have had a fantastic response from the practices in East Berkshire which has enabled us to offer placements to the increased number of new students this year straight away. The effort that Samreen Aslam has made informing and encouraging practices has helped significantly with recruiting new placement providers and is very much appreciated.”***