

## Health Education England Thames Valley and Wessex Primary Care School Fellowship

End of year programme report (2023/2024)

Hanan Hanad - Training Hub Quality Improvement Fellow

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I have prepared the report in a question-and-answer format as I found it helpful to formulate deeper yet concise reflection on the Fellowship journey.

### Why did I join the Fellowship programme?

I joined the Fellowship programme to improve and expand my leadership, education and training skills as part of my training pathway on the Consultant Pharmacist Credential Scheme and to support my PCN and the wider ICB organisation with new innovative ideas to improve the skills and knowledge of our workforce.

### What was my Fellowship project and why did I decide on it?

My Fellowship wider project was focusing in general on improving the integration process of pharmacy technicians in primary care as part of the DES ARR's workforce. To maximise the role benefits, familiarise other healthcare professionals with the new role specifications and training need, and support PCNs with the recruitment and training process.

### Were there any changes in the project plan and what were the reasons?

As I started my background literature reviews, I came across a new study which was published at the time I started my Fellowship. The new study implied that the introduction of first contact practitioners (FCP) to primary care may not have improved GP workload or NHS expenditure. As my project was related to one of the FCP roles in primary care I discussed the study findings with my mentor, and we decided to start the project by finding out if the introduction of pharmacy



Presenting the Fellowship project outcome at the Royal College of General Practitioners, October 2023- Glasgow.

technicians could prove otherwise. We decided to start with the cost saving analysis and service evaluation.

At the start I wanted a comparative study between two practices with one practice having pharmacy technicians while the other practice does not. This was proven difficult as different working and management style in different practices could affect the consistency and integrity of the data collected. Therefore, the survey route was more favourable as all data will come through MSF and it will allow the spread of the survey and the idea behind it to the wider ICBs in TV&W.

### **What was the timeline for the Fellowship project?**

November – January: Literature review, background research, networking, study design and writing proposal.

January – March: First pilot Survey to the GPs in the Fellowship (12 responses). Writing and submitting abstracts to AOME, AMEE and RCGP.

March -May: Data collection of the GP survey (84 responses) and pharmacy technicians survey (24 responses).

May – July: Presenting survey findings to stakeholders including the Head of Pharmacy School in SE the Pharmacy Dean in the SE, and workforce development leads in BOB and Frimley ICBs. Presenting the First phase of the project (cost saving analysis) at the AoME conference- Oral presentation.

August -October: Presenting the second phase of the project at AMEE conference (e-poster). Agreeing with stakeholders on bidding for new remote clinical supervision model and initiating the model in one ICB on voluntary basis as a pilot project. First publication of the project abstract on MedEddPublish. Presenting the final project outcomes at the RCGP. Writing a journal article on the project final outcomes.

### **How did the Fellowship influence my personal training and development?**

My starting point was a PCN advanced pharmacist working on the pathway for the consultant pharmacist credential scheme. Beside my clinical experience, I had experience in quality improvement projects and inhouse education and training activities. The Fellowship helped me to consolidate and expand my skills in research, management, and leadership. In the first part of the Fellowship, I learnt more on project design and management, networking, quality improvement, literature review, data collection and analysis, abstract submission, designing e-poster and a normal poster. On the second four months I learnt more about my own qualities and became familiar with my point of strength and how to employ them effectively and my points of weakness and how to improve them. I also learned how to understand other personalities and prospective. I felt as I was approaching the end of the last four months, I became more skilled at negotiating my ideas, influencing others, and leading effectively. I also learnt how to present with confidence to large cohort of audience from variable background.

The Fellowship has empowered me to continue with my career development towards becoming a consultant pharmacist. During the Fellowship I was appointed as an Advanced Practitioner and I'm due to submit my Advanced Practice e-Portfolio by the end December 2023. I have also used most of

my education and training funding to start my Certificate in Clinical Education in January 2024 and I will also be starting a new role as a university lecturer in pharmacy practice in January 2024.

### **What has helped me to achieve my learning needs?**

Regular reviews with my mentor (Majid) were so valuable. It provided guidance, support, and confidence boost. The regular monthly leadership workshops with our Fellowship leads (Maggie and Katie) were very helpful to explore, learn and empower leadership skills and qualities. I also found the meeting with my small group of Training Hub Fellows at the end of the workshops useful as we provided support and guidance to each other. I used part of my education and training funding to attend the conferences that I presented at which helped me develop my confidence and people management skills as well as keeping me up to date with new development in the medical education field. Attending the Management in Medicine programme (workshops and webinars), delivered by The Oxford Green Templeton College was also very beneficial in developing my leadership and management skills and understanding the bigger NHS picture.

### **Were there any other unexpected outcomes from the Fellowship that influenced my practice and development?**

As I became more confident in research skills, leadership, and project design, I use those skills in my regular clinical work. As a result of my training in the Fellowship I developed another innovative clinical quality improvement project in my practice. I suggested to my GP clinical supervisor how to improve the management of our COPD patients by screening them for heart failure on their annual reviews. The idea was agreed, and I worked with GP supervisor and one of our practice nurses on the reviews. I then analysed the data and submitted the abstract to the Primary Care Respiratory Society Annual Conference Sept 2023. The abstract was accepted, and I presented the abstract orally and as a poster (Poster attached). The project presentation was successful and I'm now in the process to apply for funding from the NIHR to expand the project on a wider scale to hopefully implement the idea on a national level.



## Has the Fellowship helped me to achieve my anticipated outcomes?

Reflecting on the Fellowship journey I feel that I have achieved more than what I was planning to achieve. Besides improving my leadership and management skills and helping my ICB to improve the integration of the pharmacy workforce, I'm now using the skills I mastered in any field of practice to support the further development of the NHS service and patient care.

## Please find a list of the courses attended, presentations and publications over the Fellowship year:

### Courses attended:

- Working with others - face to face workshop - Management in Medicine Programme, Green Templeton College, University of Oxford- 3rd of June 2023.
- People, not workforce - face to face workshop- Management in Medicine Programme Green Templeton College, University of Oxford- 13th of May 2023.
- Quality Improvement in Healthcare - face to face workshop -Management in Medicine Programme, Green Templeton College, University of Oxford- 26th Nov 2022
- Edward Jenner - Future Learn Online Course- Due to complete Nov 2023.
- Post Graduate Certificate in Medical Education-University of East Anglia- Starting January 2024 (one year course)
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### Attended and presented abstracts at the following conferences:

- 1- Pharmacy technicians in primary care: A service evaluation and a cost saving analysis  
Oral presentation June 2023 – Learning Together for Clinical Excellence - International Congress for Health and Academic Research and Academy of Medical Educators Conference (Cardiff)- Accepted for publication – Oxford abstracts.
- 2- Pharmacy technicians in primary care: A cost saving analysis towards role optimisation.  
Accepted for e-poster presentation August 2023 – International Association of Medical Educators (AMEE)- (Glasgow)- Accepted for publication- AMEE Conference Gateway.
- 3- Optimising management of COPD patients in primary care: Early diagnosis of heart failure.  
Presented as oral and poster presentation at Primary Care Respiratory Society Annual Conference September 2023 (Telford). Due for publication in the Autumn edition of the Primary Care Respiratory Updates.
- 4- Pharmacy technicians' integration in primary care: A service evaluation and cost-effectiveness- Further findings. Poster presentation October 2023- Royal College of General Practitioners (RCGP)- (Glasgow)\*

\*A copy of the posters is attached to this report.

### Publications:

- Hamad H and Jalil M. Pharmacy technicians in primary care: A cost saving analysis towards role optimisation [version 1; not peer reviewed]. *MedEdPublish* 2023, **13**:121 (slides) (doi: [10.21955/mep.1115301.1](https://doi.org/10.21955/mep.1115301.1))
- E-poster link: [Learning Toolbox \(ltb.io\)](https://learningtoolbox.io)