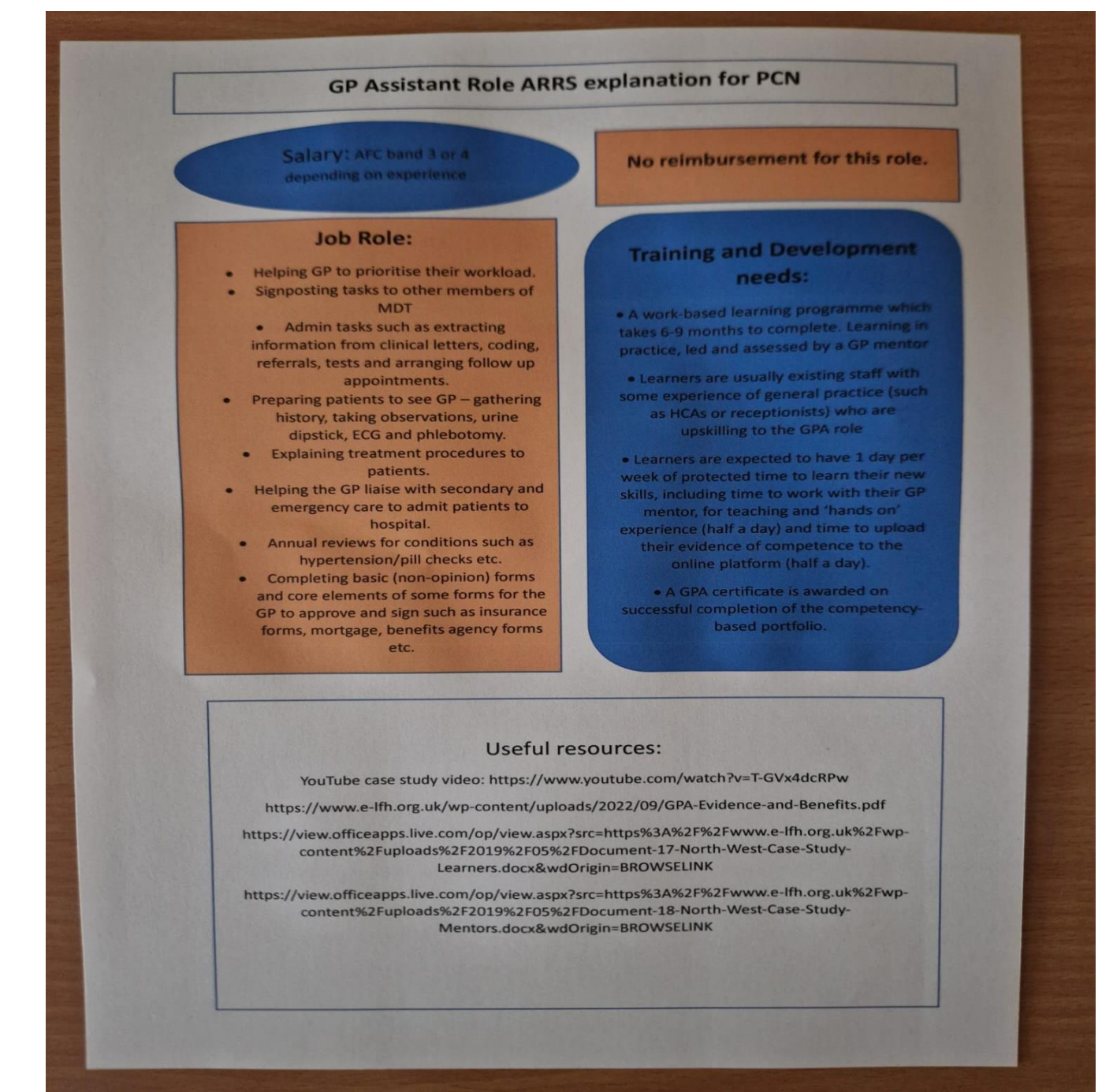


# TVW Primary Care Training Hub Quality Fellowship end of year project and journey 2023

## Introduction:

- I went into this fellowship knowing exactly what I wanted to achieve. Day in, day out I see the pressure on GPs increasing, patients are complex, consultations taking longer, and number of consultations are increasing. Admin tasks are being done at home. I have noticed the mental health of some colleagues I work with becoming strained. As a nurse supporting these GPs, it really started to concern me.
- I was aware of the additional roles reimbursement scheme (ARRS) and noticed within our local practice, these roles were not being utilised as well as what they could be. I set on a mission to ensure these roles were utilised efficiently, therefore, reducing the workload on GPs.
- When researching the ARRS roles, I found Greater Manchester had a great website where all information was accessible, easy to use and most of the information I needed was readily available. In comparison, I could not find any of the information I was looking for on TVW website. I proposed to update the TVW website, so it was easier to navigate, with information easily accessible.



## Obstacles:

- Who was going to host the information. With the merge of HEE to NHSE, it was not apparent at the time what the new 'system' would look like and where I would be able to host my project.
- It was decided that I would do 1-page documents, with all the relevant information on each additional role and where the information is hosted will be decided later.
- These are currently still sitting as one-page documents. With the staffing changes, it was also hard to network due to position changes within the team. This slowed my project down.

## Reflection and learning:

- I have learned how NHSE functions, the teamwork involved to see a project through from the earlier stages of setting up, all the progress discussions, actions learnt and rectified, to finally seeing the PCNs being approved and benefit from all the work involved. It has been quite a journey I have had a chance to witness.
- I got to facilitate the end of fellowship conference which was a great opportunity for me to develop my organisational leadership skills. I really enjoyed planning and organising this.
- I am truly grateful for the opportunity to be part of this fellowship. Being able to take time out of the day-to-day madness of the surgery, has given me an insight into how NHSE works and opportunity to network and connect with some amazing colleagues.
- The CPD time has helped me grow as a person and as a professional.

## Approach:

- I set up a meeting with the Primary Care Workforce Programme Manager from Greater Manchester to see how this was set up, how he located all the information and to see if I could dip into their resources. This was a great meeting, and it was agreed that I could utilise their resources instead of reinventing the wheel. I discussed this project with all the relevant team within TVW team, who agreed this was needed. After completing these documents, they were then hosted on the share point so all the Learning Environment Leads (LELS) could look at them, check all the information was correct and they will be able to edit if required. They were then formatted into NHSE for formal documentation.
- It was noted how useful it would be to have similar documents for students within all the perspective ARRS roles, as well as student nurses so PCN Learning Environments could use them.
- I have also been able to attend meetings to shadow the process with the verification panel, with a view to take on this role post fellowship with NHSE as a more permanent role. I have done the first draft for the student nurses; I have attended meetings with Learning Environment Leads (LELs) to clarify the information is correct and is accurate for TV&W areas, and I am currently working in partnership with the LELs to complete the student ARRS roles over the next 6 months of the fellowship.

## Study budget:

- With the study budget I am spending most of it to complete my PG Certificate in Medical Education.
- I used some of the study budget to attend my first Medical Education Conference. The study budget covered the tickets, hotel and fuel. I highly recommend using study budget to have these experiences.

## Next steps:

- Off the back of the fellowship, I have taken on the role of Practice Educator for my PCN learning environment
- I hope to continue with NHSE in the form of a verification panel member.

## Acknowledgements:

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