

City OX3+ PCN	Supporting non-clinical supervisors in the development of non-clinical Primary Care staff	
Additional project description	Development of non-clinical staff leads to take on greater responsibility for supervision and mentoring of new and junior staff as well as definition of their competency frameworks.	
Project deliverables	Outcomes and impact	Reflections and learning
<ul style="list-style-type: none"> 12 PCN senior non-clinical staff members trained, and using new supervision and mentoring skills to develop both new apprentices and existing staff in their career Clear competency framework for non-clinical staff 	<ul style="list-style-type: none"> 12 non-clinical staff leads equipped with mentoring and leadership skills, and ready to support new apprentices Competencies defined for non-clinical staff members 	<ul style="list-style-type: none"> Having completed both days of the course, we have received outstanding feedback from delegates. Each one reported growing with confidence as a result of the training in leading and supervising others Through the course we were able to do lots of role playing of scenarios we are all faced in our day-to-day roles. In these we used GROW modelling for coaching, behaviour and impact feedback and competency frameworks for measuring of performance The course also gave delegates time to reflect on their teams and development as a PCN rather than just as a practice
Methods	Breakdown and use of funding	
<ul style="list-style-type: none"> Supervision mentoring course commenced, with first part completed Current structure of non-clinical team reviewed, and career progression pathway developed to improved retention and recruitment of new staff. For example, new shift leads in reception at Hedena Health with four promoted – mentoring, supervising, mediating 	<ul style="list-style-type: none"> £3,500 on two days in-person training £300 on room hire and refreshments £1,200 on development of our competency framework after the course 	
	Next steps	
	<ul style="list-style-type: none"> Complete competency framework Evidence competencies for new starters and at staff appraisals 	