

Fleet PCN	Education of First Contact Practitioners (FCPs) / Paramedics			
<b>Additional project description</b>	To educate, mentor and upskill our Urgent Care Team who oversee the bulk of our same-day access work			
<b>Project deliverables</b>	<b>Outcomes and impact</b>	<b>Reflections and learning</b>		
<ul style="list-style-type: none"> <li>To support our FCPs to complete the roadmap and/or to attain further qualifications at master's level to allow increased autonomy within their Primary Care role</li> <li>To facilitate education through mentoring and supervision</li> <li>To develop the Urgent Care Team with additional staff and new roles</li> </ul>	<ul style="list-style-type: none"> <li>Two of our Paramedic Practitioners have successfully completed their FCP roadmap</li> <li>One Paramedic Practitioner has completed her Leadership and Prescribing course-level 7 university course</li> <li>Our Team Leader was allocated one session per week to support them through this. GP mentor for prescribing-weekly mentoring meeting and evidence-based education</li> <li>We have recruited a GP Assistant (GPA) who has 20+ years with SECAMB, and have started a logbook portfolio, designed, in-house to upskill her in Primary Care roles. She is mentored by another Paramedic who has taken on this role as his first leadership remit within our practice</li> <li>We have also recruited an Urgent Care Co-Ordinator who is being trained to support administratively, but also in proactive care of the vulnerable who may need social prescribing support. She also liaises with care homes</li> <li>We have a practice nurse who is starting her Advanced Nurse Practitioner (ANP) training in September</li> <li>ANP in place who is completing her portfolio for level 7 accreditation via experiential training</li> </ul>	<ul style="list-style-type: none"> <li>Mentoring a group of people to develop their roles within Primary Care takes time and effort. This has been a labour-intensive piece of work over nearly one year. It relies on the candidate being motivated and has caused some stresses to the team who have busy jobs and families, and have had to study on top of this</li> <li>Engaging with allied colleagues and services outside of the practice has enhanced and complimented the in-house work our learners have undertaken. This has resulted in stronger integration and involvement with new resources such as DocaBo</li> <li>Stand out point from learners' presentation at Practice Target Event "you don't need to be in a leadership role to show leadership"</li> </ul>		
<b>Methods</b>				
<ul style="list-style-type: none"> <li>Weekly prescribing tutorial with GP prescribing lead, and allocated time for Team Leader to provide educational support and portfolio review</li> <li>Links with Integrated Care Team to provide holistic care and community-oriented focus to the new experiences</li> <li>Attendance at proactive care and safeguarding meetings, support with audits, such as deprescribing sulphonylureas in the frail, leadership presentations</li> <li>Engagement with voluntary sector team via Care Co-ordinator</li> </ul>				
<b>Breakdown and use of funding</b>				
<ul style="list-style-type: none"> <li>GP and Team Leader time (as above), backfill costs for time out to visit other services, course fees for learners (for example, ear care course, mental health first aid)</li> </ul>	<table border="1"> <thead> <tr> <th data-bbox="1696 921 2548 985"><b>Next steps</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="1696 985 2548 1428"> <ul style="list-style-type: none"> <li>Education is lifelong but having the right people in the right role who have good skills and relationships within and outside of the team are important. Investing in one's team enhances team spirit and makes people feel valued</li> <li>Next steps are supporting our ANP with their masters, and Paramedic Practitioner on the prescribing course, both starting Sept 2024, GPA ear care course, Care Co-Ordinator learning disability training</li> </ul> </td> </tr> </tbody> </table>		<b>Next steps</b>	<ul style="list-style-type: none"> <li>Education is lifelong but having the right people in the right role who have good skills and relationships within and outside of the team are important. Investing in one's team enhances team spirit and makes people feel valued</li> <li>Next steps are supporting our ANP with their masters, and Paramedic Practitioner on the prescribing course, both starting Sept 2024, GPA ear care course, Care Co-Ordinator learning disability training</li> </ul>
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