

The Swan Network	Supervision of First Contact Practitioner (FCP) roadmap	
Additional project description	Provide structured supervision and support to FCPs completing the roadmap, and develop in-house GP educators to foster a sustainable environment for future staff development	
Project deliverables	Outcomes and impact	Reflections and learning
<ul style="list-style-type: none"> Facilitate completion of the FCP roadmap Create a structured educator matrix (including all learners, educators and dates for training) Train additional salaried GPs as educators within the PCN, creating a resilient system in-house for learning and development Enhance staff satisfaction and retention 	<ul style="list-style-type: none"> Our FCPs have been able to enhance their clinical competencies, increasing the PCNs confidence in their abilities to handle a wider range of medical conditions. This has allowed us to better match patients and clinicians, supports the ongoing plan for one patient contact. Relationships in the same-day service team have also been strengthened By successfully training two in-house GP educators we have: <ul style="list-style-type: none"> Ensured ongoing staff development Potentially reduced reliance on external training courses Created a robust Learning Environment, which all Trainers are aware of Facilitated Trainer meetings to provide support, feedback and space for planning Ensured adequate supervision is in place The project has contributed to positive workplace culture and a culture continuous improvement across the PCN. It has increased job satisfaction and retention for GP and FCP colleagues, and improved patient outcomes 	<ul style="list-style-type: none"> The project has successfully achieved its objectives, we now have a strong and supportive Learning Environment for FCPs. It highlighted the importance of structured supervision, access to resources, peer support and sufficient supervisors These insights can be applied to future projects to ensure we provide continuous learning opportunities for all staff, which will positively impact patient care Changes in the FCP roadmap has further streamlined training, making it more flexible and effective in meeting FCP needs
Methods		
<ul style="list-style-type: none"> We developed and implemented a structured framework to guide FCPs through their roadmap. Progress was monitored through roadmap documentation and clinical notes to identify areas of improvement The PCN recruited additional salaried GPs to ensure patient service was maintained whilst training was underway We also built on existing processes to identify clinicians with an interest in education, and highlighted development pathways for GPs - including to partnership level 		
Breakdown and use of funding	Next steps	
<ul style="list-style-type: none"> ½ session for weekly tutorials and mentoring for two GPs. £110 per ½ session totalling £5,500 over 25 weeks 	<ul style="list-style-type: none"> Build upon project success by implementing sustainable changes in training / supervision and providing continuous learning and development for all employees Focus next on non-clinical employees Map PCN teams to ensure progression opportunities are visible in / across teams if desired Remain adaptable as demonstrated in the project 	