



# End of year review 2023-2024

**The Hub Plus – Supporting our General Practice  
family on their Primary Care journey.**



# Introduction

We're thrilled that we have continued to meet expectations in all areas of training hub commissioned activity and delivery plans for 2024/25 are being finalised. Whilst we were saddened that several nationally funded programmes have come to an end, we were also successful in securing additional commissioned activity for nursing, local general practice Improvement Programme, cancer education, suicide prevention and perinatal mental health.





# Derbyshire General Practice Staff Intentions Survey: Key Findings:

01

## General Practice partnership model is at risk:

42% of current GP Partners expecting to leave practice within the next 5 years with a further 11% considering leaving.

04

## 12% are intending to reduce general practice commitment ...

either through a career break, or retirement in the next 2 years.

02

## From those surveyed, across all roles, 1,355 hours of unpaid overtime if being worked per week...

equating to over 70,400 hours per year. This means an average of 3 hours unpaid overtime per person, per week.

05

## Workload pressures, work-related stress and low pay...

were the most cited reasons for leaving/reducing role.

03

## 61% of respondents said they are 'definitely' or 'maybe' intending to change role in the next 2 years...

22% are seeking career progression.

06

## Increase in pay, reduction in work intensity & flexible working opportunities...

were the most cited reasons that would encourage colleagues to stay in their role are...

07

## 18% are intending to reduce their hours

**We are now working with the LMC, GPPB and ICB to work through initial actions.**



# Education & Training –

**Over 2600 General Practice staff attended our in-house education and training offers**

Long term conditions – 678 attendees

Outside of these events we have supported General Practice with:



**Level 6 LTC Diploma**

**Contraception  
including coil and  
implant training**



**Spiro refresher  
ARTP & Update**

**Mentorship from DSNs for  
post training injectables to  
sign off competencies – 15  
Nurses**



**Another successful year of EDEN  
Diabetes training and monthly  
diabetes masterclasses with  
local Trust and PC colleagues.**





# Key clinical training offered:



- First Contact Practitioner (FCP) roadmap training for Midlands.
- Clinical Pharmacist and Personalised Care Ambassador monthly peer groups
- GP Assistant clinical skills topics e.g. Blood pressure, key tone strips for urine, blood sugar monitoring etc.
- IMG GPs Non-clinical Study Day
- Phlebotomy
- Health Inequalities Severe Mental Illness
- Looking after LGBTQ patients
- Cultural perspectives on end-of-life care for GPs
- Oliver McGowan Tier 2 training



# Key non-clinical training offered:



- Conflict resolution – reception and admin
- Infection Prevention Control for non-clinical staff
- Practice Management Induction
- Partnership Development Programme
- Women in Leadership
- QOF Wellbeing Training Days 1 & 2– supporting your team to be well at work
- Summarising Medical Records
- Medical terminology
- Specialist topics – finance, claims, CQC, complaints, HR, Speak Up, QOF etc



# The Hub DERBYSHIRE

# Partnership Development Programme

In order to boost partnership number in Derbyshire, the Hub+ delivers a annual Partnership Development Programme covering topics such as contracts, HR and finance for aspiring or new to partnership colleagues.

The 2024 programme has seen a number of updates to include having a mixture of Face-to-face and virtual sessions to support with the networking of new/aspiring partners in the Derbyshire and Nottinghamshire region. Changes this year have resulted in a 37% increase in sign-ups from applications received in 2023.

To increase the retention of new partners and encourage those aspiring partners to join a general practice partnership, plans are being implemented to introduce a mentoring opportunity to work alongside the Partnership programme, offering 3-5 hours of mentoring with seasoned, local general practice partners to support them in their partnership. This as a result will aim to boost general practice partner figures for Derbyshire as currently the midlands have one of the lowest partnership figures in the county.





# CPD overview:



## Individual Request:

297 individuals accessed their pot of CPD.



## In-house training:

Supported 35 in house training courses using CPD funding.



## Non-medical Prescribing:

Supported 20 eligible individuals with funding.



## Cervical Screening Training:

Supported 16 eligible individuals with funding.



## Imms and Vacs Training Lead:

Appointed an Imms and Vacs fellow to create and deliver training, this training will be available in 24/25 financial year.



# Care Programme:

CARE Programme modules came to an end on 29th November 2023.

The impact of CARE on participant skills:

**100%**

**feel their leadership skills have been improved.**

**100%**

**feel their ability to improve population health has improved.**

**90%**

**feel their emotional wellbeing has improved.**

**80%**

**said their productivity at work has improved.**

**80%**

**said they are likely to stay working in Primary Care as a result of the CARE Programme.**

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**What were the most valuable parts of the CARE Programme?**

Candidates value making practical changes to their working styles and learning about self to build confidence.

**How likely are participants to recommend the CARE Programme?**

100% would highly recommend CARE to friends / colleagues (ranking 8-10 on the sliding scale)



# Reconnect Event took place with the participants , The Hub Plus and the CARE programme leads , feedback below :

# A multi-disciplinary approach was taken with cohort 1, made up of the following job roles:

### Participant Feedback

Really enjoyed it and would recommend to colleagues.

I found it to be Insightful and inspiring.

I've thoroughly enjoyed the CARE programme. The content has been invaluable to me in the early stages of my NHS career.

Time to reflect on myself, my career, and my current workplace.

Overall impact positive. The course was a structured supportive environment new tools and techniques were highlighted and demonstrated, ideas were shared, and new ways of working were encouraged.

Very enjoyable in easy bite size sessions which I feel retains more information. Lots of real-life situations in the break rooms to discuss situations and ideas was very beneficial. Enjoyed meeting new people. Lots to takeaway, digest and use for the future that you can easily go back to on the booklet at any time.


Better understanding of impacting others and the barriers that may be faced and how these may be overcome with strategies.

I think it would be good to recap new ideas by having a fun mini quiz the following week, that way participants may have to look at the workbook before the session as a way of consolidating knowledge. Strong useful concepts were introduced but these may go by the wayside, however if participants were expecting to go over what they learnt they may more likely spend some extra time on it. I know timing may be an issue as the course is jam packed, but maybe that first breakout session can be a fun mini quiz on last week's learning.

You have all been helpful, approachable and knowledgeable the sessions were also invaluable in networking with other colleagues within primary care, thank you.

Thank you for this, it has really helped and boosted me at a time of challenge.

Thank you! I'm hoping and expecting that with the knowledge gained through the CARE programme my leadership & influencing skills as well as my ability to improve population health will continue to improve. As will my emotional wellbeing with AfterCARE.



### Participant Roles

A multi-disciplinary approach was taken with cohort 1, made up of the following job roles:

- Pharmacist
- Adult Liaison Officer
- General Practice Nurse
- Care Coordinator
- Operations Manager
- Practice Secretary
- Social Prescriber

Job Role	Percentage
AHP	35%
Community	24%
GP	6%
GPN	12%
Non-clinical	24%

# Across the cohort, participants are developing the following PHI(Population Health Initiatives):

Project Category	Project Description
Inequalities	Supporting veterans within the practice.
Leg Ulcers & Dopplers	Implement the national wound care strategy in my place of work.
Personalised Care	Identify frequent attenders and understand how their needs can meet.
Social Isolation	Implementing a befriending services for isolated housebound patients.
Team Development	Implementing a PCN Nurse forum to support staff resilience and wellbeing.
Team Development	Supporting the reception team with their customer service skills to ensure patient satisfaction.

Project Category	Project Description
Asthma & COPD	Increasing prescribing of greener inhalers.
Care Homes	Improving the care and support offered to patients in care homes with learning disabilities.
Carers	Identifying and supporting Young Carers with their wellbeing.
CVD / Hypertension	Measuring cholesterol levels in patients who have started statins, to support cardiovascular prevention.
End of life	Signposting patients and their families to the support available for palliative care.
Frailty	Improving coding and data capture around falls to facilitate more risk assessments to take place.
Health Promotion	Hydration in the community.
Inequalities	Becoming a Veteran friendly practice.
Inequalities	Engaging with veterans to access Social Prescribing Link Worker service.



# Learning Management System for General Practice Workforce

In 2023 the Hub+ launched a Learning Management System, designed to enhance the learning experience for General Practice staff in Derbyshire. The new system allows learners to access live, recorded and eLearning sessions along with supporting resources. Internally the system has allowed the Hub+ to obtain user insights to aid future delivery.

The objective was to develop a comprehensive platform that catered to the unique learning needs of the General Practice workforce.

The implementation of the new learning management system resulted in a significant positive impact on the General Practice workforce. Key outcomes included:

**Streamlined  
Booking  
Processes**

**Enhanced  
Engagement**

**Positive User  
Experience**

**1224  
registered  
users**



# Staff Wellbeing

Working collaboratively with Joined Up Care Derbyshire Staff Wellbeing Team, General Practice staff have been supported with:

## **Wellbeing QOF Support**

- There was a total of 88.8% of PCN/Practice attendance for session 1 (47 practices from across Derbyshire)
- 78.6% of attendees agreed the ideas presented have inspired them to enact a staff wellbeing initiative
- 85.7% know how and where to access resources and support following on from the sessions
- 64.2% felt that the content will support their practice with QOF/CQC
- The average rating for the sessions was 4.6 out of 5

## **Staff Engagement sessions and sites visits Roadshows**

- 41 Completed requests in 2023-24
- Reaching 1189 staff directly
- Equating to 42% of the workforce
- 70+ registered wellbeing champions linked in with the system network for Derbyshire of over 500 members.



Equality, diversity, and inclusivity is a cornerstone of The Hub+'s principles. Reaching over 400 colleagues with dedicated education, awareness, and networking sessions to foster an inclusive environment for all primary care professionals.

Creating a supportive and inclusive work environment by organising thought-provoking events that inspire, promote personal development, and address inequalities within the general practice workforce.



# Fellowship Highlights

The Hub+ Fellowship schemes can help colleagues gain additional skills in different areas such as management and project delivery.

Our Fellowships are designed to support career retention for mid and late careers. The total hours in Fellowships are 4920 Hours, Equating to 1200 sessions.

15 live fellowships currently focusing on topics such as:

- Physical Activity and Breast Cancer Fellowship
- GPwER – CRH in menopause outpatient clinics
- Perinatal Mental Health Training Fellowship
- Severe Mental Illness fellowship
- GPN Project Lead working on Imms and Vacs training
- MSK Fellowship
- Lifestyle medicine
- Neurodiversity
- GP Retention
- Dermatology
- Quality Improvement fellowship
- Cancer Education Fellowship



# New to Practice – GPs

**01**

50 new GP sign ups between April 2023– March 2024 which is a 34% increase from April 2022– March 2023.

**02**

94% of GPs on the scheme said that they see themselves working within a general practice in the future with 6% being maybe.

**03**

32% of those GPs are interested in becoming a partner, 48% are considering becoming a partner (maybe) whilst 20% say no to becoming a partner and reasons for this is due to being new into general practice and finding their work/life balance.

**04**

100% of GPs are accessing mentoring with an experienced GP mentor.

**05**

100% of PCNs currently have a GP on the Hub+ new to Practice scheme.

**06**

15 Active supporting GP mentors who delivered 631 hours of mentoring throughout 2023–24.



# Nursing: New to Practice

- 19 new GPN sign ups between April 2023 – March 2024 which is a 57% increase from April 2022 – March 2023
- 24 Via local CPD route 15 via DMU route which equates to 62% of live GPNs on the scheme choosing to go via our local CPD route compared to 38% going via DMU (De Montfort University)
- All nurses on the scheme will now benefit from local mentoring to support with the retention of newly qualified/ new into general practice nurses
- 70% of PCNs currently have GPN on the scheme





# Nursing

SSSA training in house at the training hub. These started in October 2023 and so far, there has been a good uptake. There have been 6 more practice supervisors and 11 more practice assessors trained since October 2023. The training hub is keeping a record of the supervisors and assessors to ensure we can send reminders to book onto an update when they are due.

New GPN leads forum introduced monthly starting April 2024 which will be used to share information and guidance for Nursing leads/ managers to help them support their nursing teams. Working with the ICB our GPN Development Lead has tried to make it mandatory for all GPN lead nurses to attend.

Continuous promotion of courses and training through our communication channels and social media.

Our GPN Development Lead supported a series of GPN listening groups advertised across the county with representatives from 12 PCNs. A report from this event including the feedback, the asks and signposting to local opportunities has been circulated/presented across the ICB, GPPB and to City and North Derbyshire Area Boards to raise the profile and challenges of General Practice Nursing.

The listening events helped inform current work whilst simultaneously raising several 'asks' that formed workstreams that The Hub+ GPN Team have been delivering on over the last year.

To promote nursing careers in Derbyshire we have worked with the University of Derby to develop a Progression to Nursing pre-employment programme. 3 cohorts will be held over the summer to promote general practice as a career opportunity.





# Personalised Care roles:

This year has been a great opportunity to embed the Personalised Care roles Ambassador.

**The Social Prescribing Maturity Framework** survey was conducted between June and August 2024 to establish how embedded social prescribing was cross Derby and Derbyshire and to consider recommendations and actions to support social prescribing in Derbyshire.



**Social prescribing peer support sessions: feedback surrounding referrals and high needs of patients have been escalated to SPAG (Social Prescribing Advisory Group) to be addressed from a strategic level by the ICB and wider partner organisations including community mental health teams.**



**Social prescribing maturity framework: Task and finish group**



**Feedback from the peer support sessions regarding training needs has supported specialist bespoke training to be provided. This has included alcohol and drug use training. This has been made available for Health and Wellbeing Coaches and Care Coordinators.**



# Background

The Social Prescribing Maturity Framework (the Framework) was developed by NHS England (NHSE) as a resource for leaders across Integrated Care Systems (ICSs) and Primary Care Networks (PCNs) to strategically embed, plan and deliver social prescribing.

The Framework was circulated through on MS Forms Survey to a wide range of stakeholders. There were three surveys or sections, for neighbourhood, place, and system. Recipients were asked to complete the section/s that were most relevant to them, each section/survey included statements which recipients were asked to rate according to the level of maturity.

The task and finish group engaged with external partners and key stakeholders to promote the completion of the survey to gain a broad understanding.



# Matters for consideration

The results highlight that a lot of great work is taking place particularly at the more local or PCN level where social prescribing teams are working closely together and developing strong relationships with communities. There is clearly a lot to celebrate since social prescribing was introduced to primary care in 2019. If we want social prescribing to thrive and reach its full potential in Derbyshire the system is asked to consider the following calls to action which are based on the findings from the maturity framework.

- Capture collective data to demonstrate impact of social prescribing activity.
- Explore equitable resource allocation.
- Develop a strategic approach to social prescribing including stronger leadership and governance from both PCN and ICB.
- Explore and establish where social prescribing needs to focus effort regarding underserved communities.
- Establish a clear referral criterion to social prescribing.

Now, we're seeking input from the broader system to not only engage actively but also propose our next steps forward. Join us in shaping the future by sharing your insights and recommendations today. Together, we can make a meaningful impact and drive positive change.



# Placements, apprenticeships and careers : Career events



Working for the future workforce of primary care, we attend career events hosted by local education institutes and Joined Up Care Derbyshire to speak to young people and help to inspire them to think about working in primary care in the future.

Since March 2023 we have attended 24 career events and seen approximately 4615 people / students of all ages. We will continue to attend similar events over the next year.

We also held careers conversation drop ins for staff which were well attended, discussions were held around career development, leadership training offers and clinical skills. These will continue into 2024/25.



# Placements, apprenticeships and careers :

## Gifted Levy and apprenticeship numbers

**Since March 2023 we have worked with local NHS Trusts to raise £572,985 in gifted levy for practices across Derbyshire. This was for:**

- 1x Level 2 Accounts Administrator
- 7x Level 3 Business Administrator
- 1x Level 3 Data Technician
- 1x Level 4 Project Management
- 2x Level 5 Management
- 20x Level 5 TNA

- 1x Level 6 ECP
- 1x Level 6 Management
- 1x Level 6 Top Up Nursing
- 6x Level 7 Senior Leader
- 7x Level 7 ACP

**48 apprentices (29 clinical and 19 Clinical)**

We will continue to work with the new levy and apprenticeship updates and look to increase and surpass these apprenticeship and levy numbers by next year.



# Placements, apprenticeships and careers :

## Placements and Work experience

In this time, we have also had 68 student placements take place across General Practice in Derby and Derbyshire, an increase of 13%.

**These numbers include placements for adult nursing, child nursing, mental health nursing, Trainee Nurse Associate, Direct Entry Trainee Nurse Associate, Paramedic, Pharmacy, Reception/ admin. We have a project called Students on Tour being planned to help increase placement numbers for 24/25.**

**We are conscious that the same practices and staff support placements so work will continue this year to increase placement awareness and succession planning for clinical roles. With worrying workforce numbers owing to retirement, we will continue to promote primary care careers with healthcare trainees and support practices and PCNs with succession planning.**

**Pharmacy placements feedback revealed that 100% of students had reconsidered to include primary care as a career opportunity for them post registration.**



# Placements, apprenticeships and careers : Pre-employment programme for admin and reception -

## Practice feedback

5 practices completed the feedback form and 1 further practice gave verbal feedback.

- All respondents said they would recommended the programme to other practices.
- On the whole most practices felt they had enough information about the programme, one practice felt that internal communication had slowed some aspects of them being able to plan the placement days.
- DBS checks would have been preferred but most practices were happy with confidentiality agreements and training.
- Practices would have also liked to have received CVs sooner.
- Feedback about the candidates showed that they had been well prepared for the role and represented all organisations well.
- One practice noted that their candidate lived too far away and would be unable to interview due to sustainability of employment.

***"The candidate has shown enthusiasm and willingness to learn - we are hoping that she will be interested in a vacancy at our practice. I have already recommended the programme to other practice managers."*** Practice Manager feedback.