

5 – Career progression for GP Practice reception staff

The Committee recommended that there should be a formal pathway for career progression for GP Practice reception staff.

Development of and support to GP practice managerial, admin and reception staff is an identified priority locally. These staff are employed directly by practices who are responsible for their terms and conditions, support and development.

The ICB is working with providers via our GP alliance and training hub to develop our non-clinical workforce via training and a wellbeing and resilience offer. We are also offering support around cost of living.

Although recruitment and retention of administrative staff can be challenging, there have been successful pilots of targeted recruitment and training offers run in NCL, and this success has been in large part to the focus on advertising roles within local communities.

We will also be exploring how training and career development opportunities are provided equitably across the workforce including by awareness raising to increase the number of staff supported by their employers to attend training.

A new GP assistant role has been created through the national Additional Roles Reimbursement Scheme (ARRS); we expect the creation of this more senior administrative role within practice teams to widen career progression opportunities for administrative staff. We are working with the NCL Training Hub to discuss the training and support offer to PCNs to help them recruit into these more advanced administrative roles in practices, and offering training and support to these new staff. This supports a career progression pathway into practice management. Practice managers increasingly support multiple practices and join as Partners on practice contracts.

6 – Data – GP practices

A link to be provided to a webpage that provides data on appointments for every GP Practice in the NCL area.

The publicly available data on appointments in general practice is available from the national [NHS Digital](#). It is updated monthly (a month in arrears). These data can help make visible the range of work primary care is delivering. However, it is worth noting that there remain some issues with data quality at national and local levels. Equally, while important, appointment numbers alone do not provide a consistent measure of quality of services provided.

To provide a more robust and comprehensive view of the range of services provided by general practice, North Central London ICB has developed a Quality and Performance report, which is published as part of the Primary Care Contracting Committee (a meeting in public) papers [on its website](#).

7 – Primary care teams

Cllr Connor requested that an update be provided on how Primary Care teams work with community navigators in local authorities (such as Connected Communities).

Connected Communities in Haringey is an excellent example collaboration to support local communities, whether NHS-employed Social Prescribing Link Workers, council-employed Local Area Coordinators, or those employed directly in the voluntary sector.

The number, remit and employment of these teams will vary by borough. work to connect colleagues is being led locally by the borough partnerships.

NCL has a long-running Social Prescribing Advisory Group, which meets quarterly to shape the direction for social prescribing work across NCL. Also to share learning and support local teams in developing and improving the services they offer. Membership of this group includes NHS, local authority and voluntary sector representatives from all boroughs, who work together to develop a consistent service offer. This group also supports improvement work such as testing digital tools that can improve the social prescribing experience for patients and residents.

Where opportunities to develop the social prescribing / care navigation workforce (for example peer support or supervision groups, training and development opportunities) become available, we are making these available to all staff regardless of where they are employed.

We work closely with the NCL Training Hub and NHS England's London regional team to ensure that these opportunities are shared as widely as possible.

8 – Delegated Commissioning budget

Cllr Connor noted that the papers for the October 2022 meeting of the NCL ICB Primary Care Contracting Committee Meeting stated that:

“The NCL Delegated Commissioning budget is currently forecast to overspend by £4.4m against the 9 month allocation. However, £4.4m is included within the Non-Delegated Primary Care budget earmarked for enhanced access. This gives a neutral adjusted forecast position.”

Cllr Connor requested that details be provided on a) whether this position would be sustainable if similar overspends occurred in subsequent years, and b) what other funds were reduced in order to reach this neutral position.

This was the position in Month 6 because of the way in which funds were allocated to Primary Care budgets by NHS England. While there has been some movement the overall position continues to be a neutral adjusted forecast; this will be reflected in the February report to the Primary Care Contracting Committee (a meeting in public). No other funds have been reduced, nor services decommissioned as a result and core contract payments will always be made to providers, however there is risk to note and seek to mitigate for the ICB.