

Aims and Objectives

Building on the successful six month programme for prescribing clerks delivered by Barnet Training Hub in 2019, 2021 and 2022, we are now relaunching the programme for 2023 for workforce with the Pharmacy Technicians 2023 cohort (PTPT) included.

Background

Prescribing is the most common patient-led intervention and is the second highest area of spending in the NHS. NCL ICB forecast spend for 2022/23 was approximately £193 million. Surprisingly, receptionists and administrative staff who make an important “hidden” contribution to quality and safety in repeat prescribing in general practice are not given any formal training. On the job training coupled with a high turnover of admin staff makes it difficult to adhere to protocols, leading to a system that is inefficient, time intense and potentially unsafe. Hence, Barnet Training Hub focused on this as a non-clinical training priority and developed and delivered training for prescription clerks.

The main aim was to develop and consolidate existing role of prescription clerks in practices. The General Practice Forward View, published in April 2016, contained significant investment to grow capacity in practices and research commissioned by NHS England shows that at least 19 per cent of GP workload might be better handled by someone other than the GP. Helping practices to manage workload management continues to be a high priority area.

This training programme is designed to meet four of the Releasing Time to Care – Ten High Impact Actions: Develop the Team, Productive Workflows, Personal Productivity, Develop QI Expertise.

Prescribing Clerk PTPT Programme 2023

The course practicalities

- Fully funded online course – the sessions are interactive and require the attendees to be able to join in with activities and discussions.
- It will be delivered via Teams in 3-hour sessions (with a break) approx. every three to four weeks over a six month period.
- A series of case studies, day to day operational skills and good practice will be shared out. Learners will be given time to discuss common problems, look at processes for prescriptions and repeat prescriptions, develop audit skills, compliance with medicines management and waste. Plus improve links between practice and patients via communications and knowledge of services and processes to support the community and practice.
- A visit to a local pharmacy **must be** coordinated by the practice and attendee – this is to build understanding on pharmacy practice, and build relationships between practice and pharmacy that your practice works with.

2023 Prescribing Clerk

- A Quality improvement (QI) project will be completed by attendees. They will receive a session on QI projects specifically linked to CQC inspections to design and carry out a QI for their practice.
- An introduction to the programme will be delivered and it is expected that the Practice Managers and GP/Pharmacist mentor will attend.
- Stars of the week will be given out to attendees based on their participation.
- Led by facilitators each session.
- The sessions will not be recorded but the slides, jam boards, handouts will be shared after each session for access to the attendees.
- The mentors will also receive an update of the work done each session.

Requirements

- Attendees must have access to a computer with a **working camera and microphone** to join in the sessions as well as **protected time to attend**.
 - A QI project will need to be submitted – this will be reviewed by the facilitators
 - A visit to a pharmacy – this needs to be completed before the course is finished.
 - Time with their mentor to discuss what they have learned, understood and how it matched to their practice would add value to the role being utilised in practice.

Community Pharmacy visit

This is either, to a local pharmacy to the practice or to one local to the attendee –additional pharmacy handout will be shared. We also recommend that you invite someone from the pharmacy to attend the practice as well to build on the relationship further. We have an additional letter for the pharmacies to support your request for a visit and a workbook to structure it.

Attendance

It is only 6 sessions – **80%** attendance is expected to complete the course along with the QI project and Pharmacy visit.

Dates

The planned schedule is below.

	Topic	Dates
Introduction	Intro to Prescription Clerk programme – PMs and Mentors required to join for first hour also. Then the PC's continue on for the rest of the session	11th May 2023 0930-1230

Session 1 (In person*)	The Prescription journey	25 th May 2023 0930-1230
Session 2	Repeat Prescribing	8 th June 2023 0930-1230
Session 3	Communications & QI Session	22 nd June 2023 0930-1230
<p><i>QI project started – this includes measuring impact of change. To be handed in on final session 28th September</i></p> <p><i>Pharmacy visit scheduled – workbook submitted by 7th September</i></p>		
Session 4	Medicines Management Team	6 th July 0930-1230
Session 5	Digital technologies	7 th September 2023 0930-1230
Session 6	Final Session – round up and PMs and Mentors join with their PCs for last hour	28th September 2023 0930-1230

*logistics allowing

Feedback from previous attendees:-

‘I have shared information with my team (Reception / Admin) (e.g. slides of administration of inhalers, recommended doses, eRD, etc) and more confident to address queries to the Pharmacist prescribers working directly with us and local pharmacists’

‘im able to do loads of prescriptions with more understanding. when meds are rejected we sending accurex message with reason.’

‘I have implemented changing med review days to birthdays easy to remember’

‘More confident while talking to pt’

Expression of Interest

Please get in touch with Emily barnet.cepnadmin@nhs.net with the:-

- name of the **attendee**, their current **job role** & their **email**
 - their **manager** to invite to the sessions and **email**
 - the **GP/Pharmacist Mentor** and their **email**
- (max of 1 person per surgery-only 30 places available).

These should be received by **15th April 2023**

Any questions please get in touch.