INTRODUCING NEW ROLES TO YOUR PRIMARY CARE NETWORKS: THE PRACTICAL STUFF

With the introduction of new roles to Primary Care Networks, there are many elements to consider and hopefully this list will support you with getting started.

1. A WORKFORCE GROUP
   This should include clinical and non-clinical members

2. SCOPE THE ROLE
   Look at the guidance but ultimately you need to meet the needs of your network

3. ADVICE FROM EXPERTS
   If you want to know how to use a certain role in general practice, speak to someone who’s currently in this role

4. SET A HOST PRACTICE
   Decide in which practice the new role will be located

5. ROLE PARAMETERS
   Set working patterns, daily logistics & management

6. SET A JOB DESCRIPTION
   Why should people work for you and how will you support them

7. SEEK HR ADVICE
   Get expert help with the contract

8. THINK ABOUT SYSTEMS
   IT requirements, space to work and access to clinical systems

9. PLAN THE INDUCTION
   Use network & MTD meetings, protected learning events & practice visits. Create contact lists & opportunities to meet socially
10. MEASURE IMPACT
Build meaningful measurements to understand the impact of your new hire

12. EDUCATE YOUR PATIENTS
Ensure they know how the new roles can help them

NEED MORE HELP?
Contact your local Training Hub or GP Federation, or contact me at THC Primary Care and I will happily spend an hour with you talking through my experiences and sharing my advice free of charge.

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07944616614

11. PLAN, DO, STUDY, ACT
Be flexible. It may not be perfect immediately so build time to talk, review and reflect

13. INVEST
All staff should have the chance to develop clinical and non-clinical skills, both individually and as a network. Invest in your workforce, as you can't do anything without them. Talk to your local Training Hubs or GP Federations to see if they can support with training, workshops or apprenticeships

ABOUT THE AUTHOR
Tara Humphrey is the founder of THC Primary Care, a leading healthcare consultancy specialising in workforce transformation and the only consultancy to have worked with 11 Training Hubs across South London, Kent, Surrey and Sussex.