

Get on... Support people to be the best they can be in the job they do

Project Title: Super HCA Programme

Timescale: Cohorts taught September 2015 – July 2016, level 3 completed by September 2018, Programmes being delivered

The intended outcome of the project was to Upskill HCAs, build confidence, and develop further skills. The course offered a networking opportunity to share knowledge with peers and an opportunity to improve policy and procedures in Practice. Ultimately the programme's intention was to value and retain HCAs in Primary Care, reducing attrition rates and offering clear routes into nursing.

It was achieved by promoting the programme in 105 GP Practices and through, GP Gateway Nurse Forums and Members events and speaking to ANP and HCAs in Practice.

The enrolled HCAs started their learning with the Apprenticeship (Health Care Support Worker – Clinical) Level 2/3, delivered in the workforce and based on vocational learning (delivered by Dynamic Training and West Suffolk College).

Mapped to this was the Professional Skills – RCGP Accredited (Level 4). This was delivered by Annie Barr Associates as three cohorts (Huntingdon / Cambridge / Peterborough) with an update for each cohort six months later. In total the HCAs had 5 days out of Practice. New employees were also trained in the Care Certificate.

The success was measured by recording feedback from learners and what their progression routes were. Out of 21 learners:

- 2 Super HCAs applied for the FdSc at ARU September 2016 intake,
- 4 are waiting to apply 2017

Continuing the programme has become challenging as a result of the Apprenticeship Levy and the changes in funding for training. In addition the Care Certificate element is still being pursued. The first learner has completed the CC in Primary Care and we now have three Assessors and two QAs.

Relevant documentation and / or hyperlinks: See slides from the celebrations event (attached)

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Reference to the strategic (intended outcome) fit:

Challenge and support every NHS employer and contractor to implement a development programme for all support staff that is over and above annual appraisals and mandatory training. (4) All new Healthcare Support Workers and Adult Social Care Workers to achieve the new Care Certificate. (5)

Slides from the celebrations event:

The changing face of Primary Care and the HCA role



What the learners said

"The course was brilliant, jammed pack of useful information we even had to start half hour early for a couple of mornings to try and get everything in. I found it ever so useful. I learnt a lot of information in the sessions which I find I am using within my clinics. As a result of my home computer research for learning logs I am feeling a lot more confident in my delivery and explanation to patients of what a particular blood test is for.

It has made me excited to learn again"

Adele Watts, Doddington Medical Centre

"It was great to meet the other HCA's. The Super HCA course gave me confidence and broadened my knowledge & skill base. I have also had the opportunity to observe the nursing team. The reflective practice ensures the patient gets the best care & support you are able to provide."

Jenny Miller, Yaxley Practice



What the learners said

"I wanted to get better knowledge in this field and I felt that doing an apprenticeship and the Super HCA would help me to learn, especially the practical side of the job and how I could development further.

I want to start my nursing degree and continue my career, to become a practice nurse".

Fatim Ismail, Welland Medical

I really enjoyed the bolt on part of the course, the Training we had with Lynne Shrimpton along with the reflective accounts. Whilst a lot of work I gained a huge amount of knowledge. The classroom based teaching with other candidates was very useful, enjoyable and informative. Lynn's knowledge was immense!

Lea Davey, Oundle



Dr Gary Howsam - GP and Clinical Chair Cambridgeshire and Peterborough CCG

The biggest challenge for the local health and care economy going forwards is going to be securing the people to work on the front line to deliver great patient care. The people in the room whose achievements you are celebrating today are going to be a key part of how we look after our population in the years ahead and I hope they are all as proud of their progress as I am of those who I have the privilege to work alongside in my practice!



