

Gloucestershire Primary Care Training Hub welcome you to Admin Away Day 2025



The background of the slide features a solid blue surface with several thin, circular slices of orange arranged in a grid-like pattern. The orange slices are bright orange with visible white pith and dark orange segments. The word "Welcome" is written in a large, white, sans-serif font in the upper left quadrant.

Welcome

Intro from Gloucestershire Primary Care
Training Hub
(Gloucestershire ICB)

Thank you!



GLOUCESTERSHIRE PRIMARY CARE
TRAINING HUB

Reception, admin, care
navigators, secretaries and
more, thank you!

Without you, general practice
wouldn't function

You are the front line, providing
and supporting access to care

ICB update



Cuts planned to ICBs and changes to NHSE (DHSC).



Planned changes are being worked through. For the most part, this will not affect practices, and it is business as usual.



Focus on strategic commissioning (the process of planning and purchasing healthcare for our population), understanding local context and evaluating impact.



Predicted demographic change in Gloucestershire- a focus on transforming the way we deliver care. To support this, we will be undertaking 'Community Scenario planning'.



National PCN pilot

National shift



Darzi report



10-Year plan expected this summer



3 main 'shifts'- all of which primary care will play a central part in:

Analogue to digital
Treatment to prevention
Hospital to community

Gloucestershire Primary Care Training Hub



- De-Escalation Training – **317** colleagues attended
- Team Leaders – **94** colleagues attended the 2 workshops
- Admin Away Days 2024 – **115** colleagues attended
- Personalised Care Away Day – **72** colleagues attended
- New to Primary Care Induction Sessions – **76** colleagues attended
- Resources on our website (including links, recordings, career development and more): [Receptionists & Administrators - Gloucestershire Primary Care Workforce Centre](#)

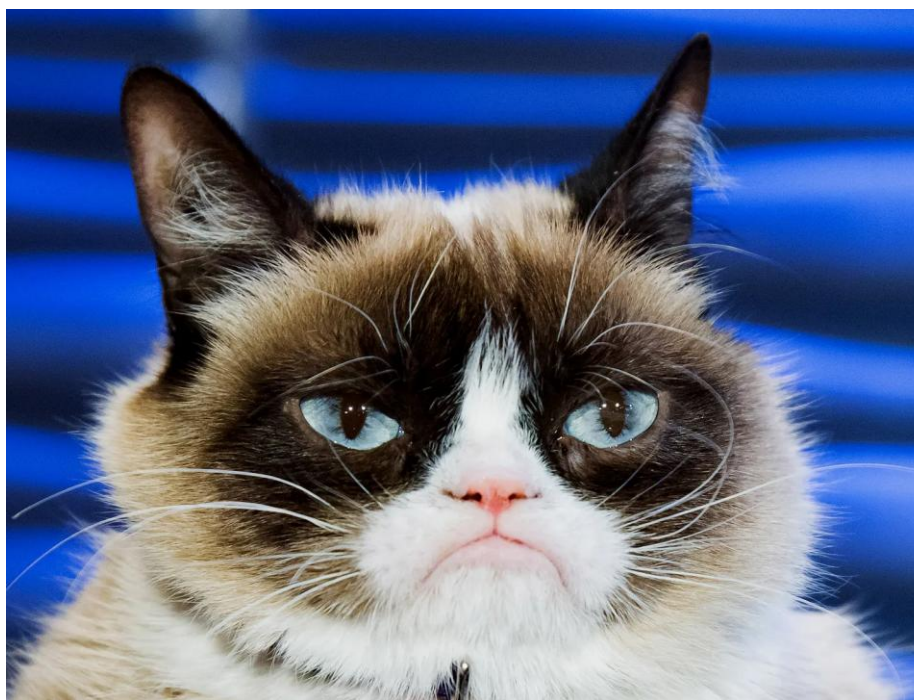


Admin Away Day

The Importance of Signposting



YOU SHALL NOT PASS!



7 Ages of Man... a GP Receptionist



Local home run Dr's PA



NHS 1948 –
Receptionist taking calls



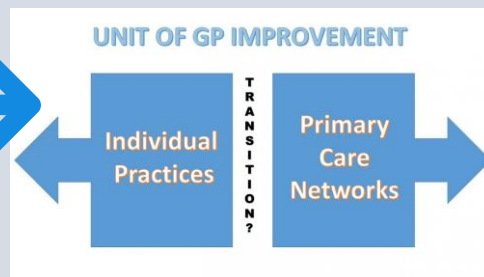
Introduction of Computers



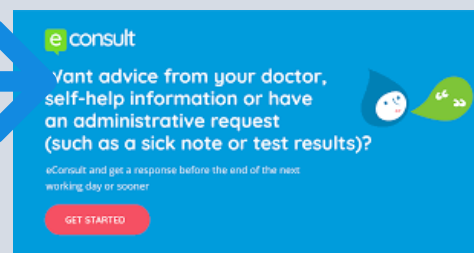
Service Expansion
Records Digitalised



Introduction of PCN's

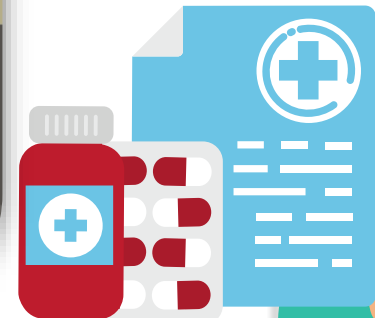
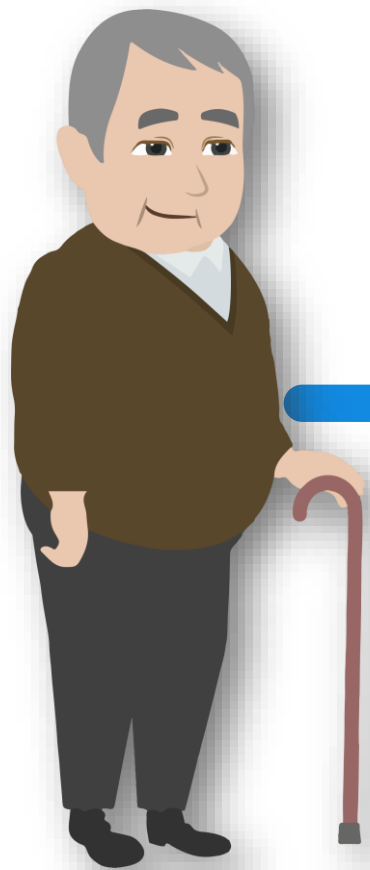


Online Services



The Patient Signposter

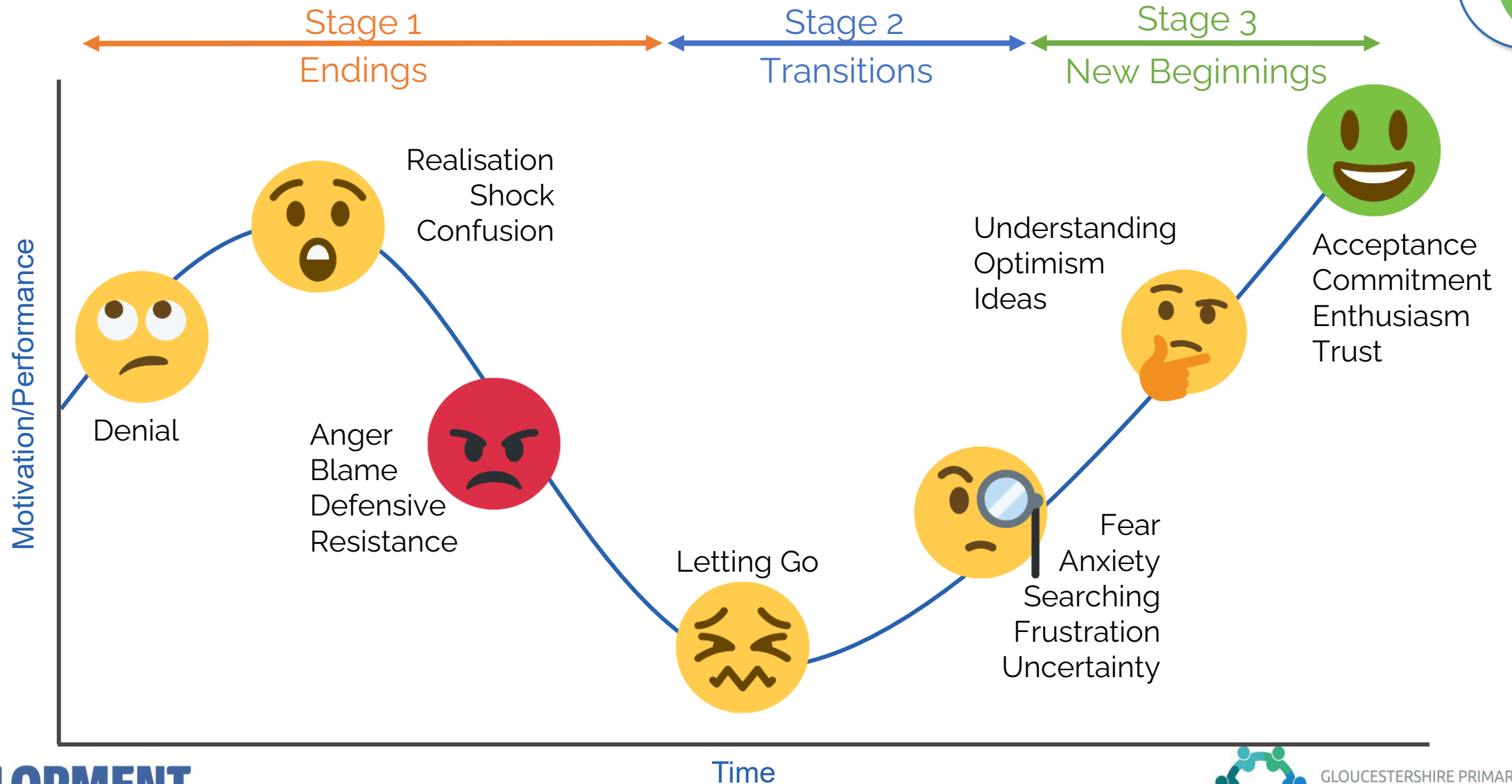




The Heart of the Surgery...



Change Curve





Primary Care Networks





Nursing

Nurses
Advanced Nurse
Practitioners
Health Care Assistants
Nursing Associates



Pharmacy:

Pharmacists
Pharmacy Technicians



Personalised Care roles:

Social Prescribing Link
Workers
Care Coordinators
Health & Wellbeing Coaches



GPs

GP Assistants
Physician Associates



Admin & Management



Allied Health Professionals

Dietitians
Occupational Therapists
Paramedics
Physiotherapists (FCP)



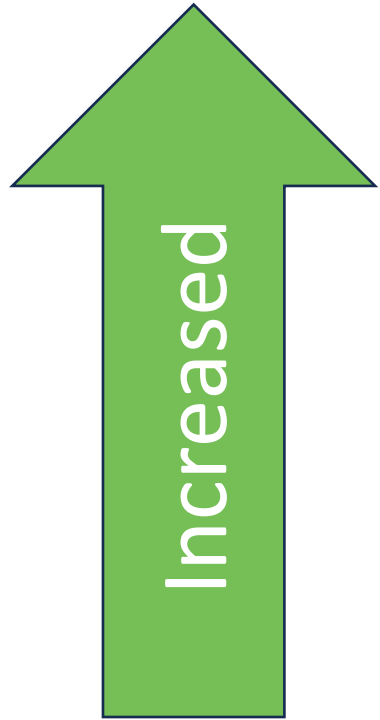
Challenges in NHS

There is widespread recognition that health and social care needs are changing.

This includes:

- an ageing population with rising long term, complex conditions and needs
- Increased population
- Increased needs and therefore demand on services
- Reduced number of practices across UK
- GP's retiring or working part time

Why Signposting is Important

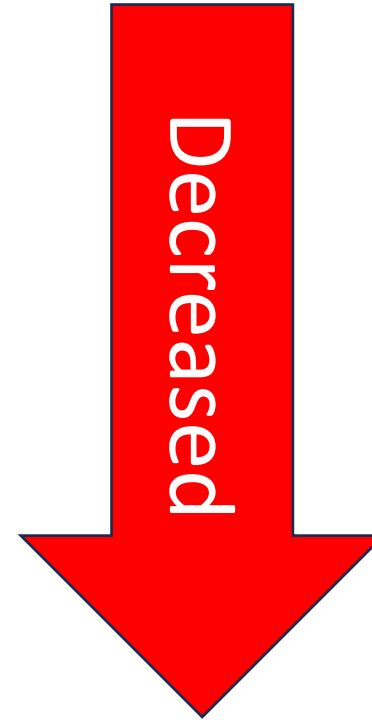


Population

% Complexity of
Patients Needs

Appointments per
patient per year

In 2023, GPs delivered a record 161.9 million appointments, up from 154.1 million in 2019



Full time
GP's has
fallen since
2015 – with
majority
working PT

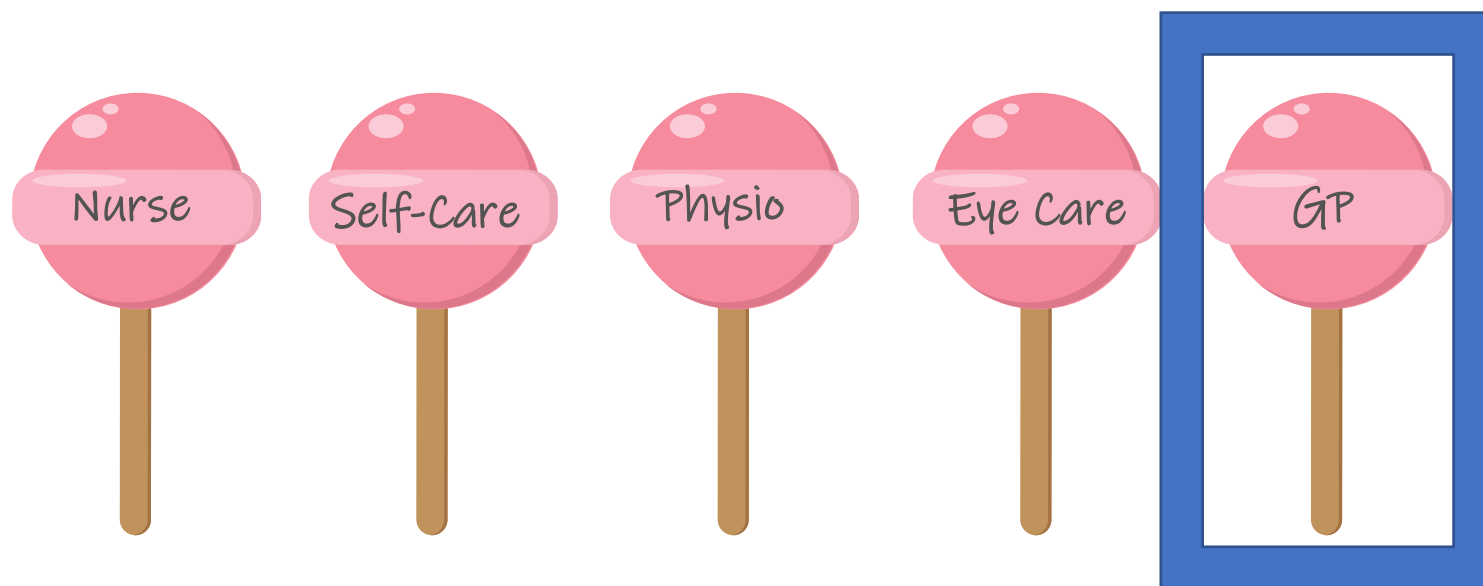


Care Navigation is **designed to connect patients more directly with the most appropriate source of help or advice**. It aims to change the assumption that GPs are the first point of care for patients.

Simply put

“Directing the patient to the right service, clinician at the right time”

Signposting



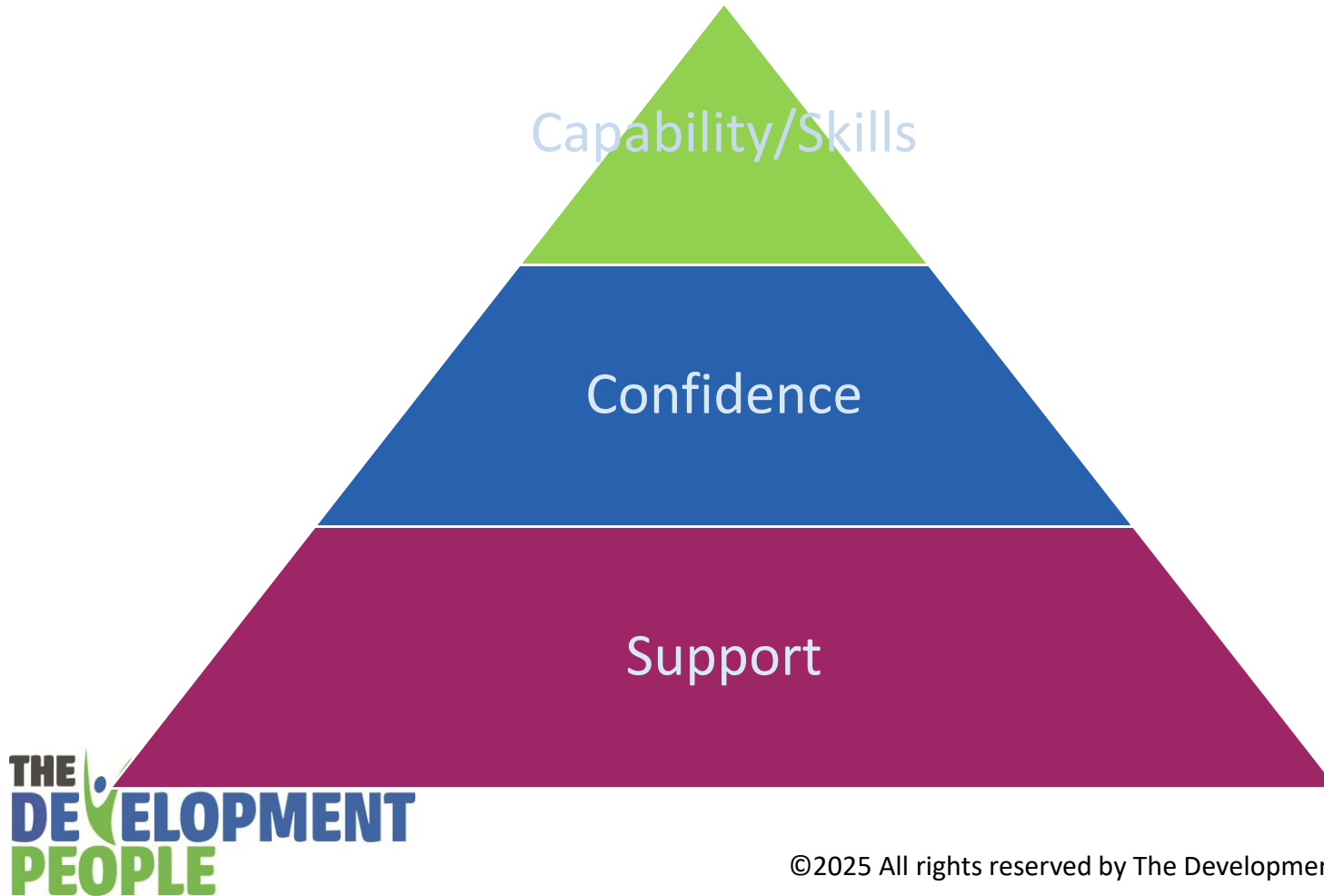


What's in it for me (WIIFM)?

Take each of the following and put yourself in their shoes:
What is in it for them?

- Partners/GPs
- Reception team
- Organisation
- Patients

Successful Signposting – Identifying the Gap



Skills =

Confidence =

Support =



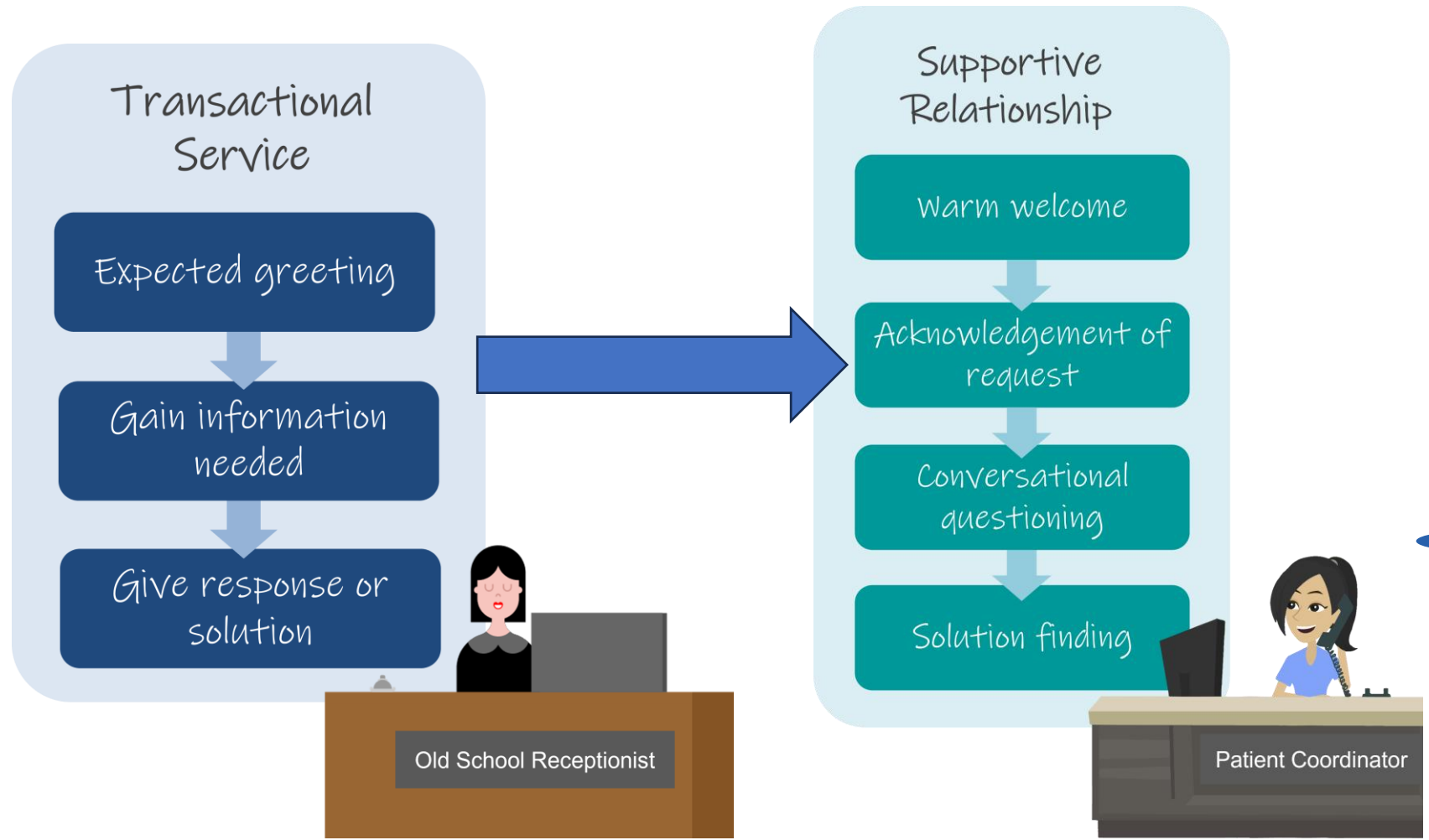
Signpost Steps





Welcoming







Questioning



Trigger Flags.....



Trigger Flags

Trigger Flags are...

- **words** we use
- or the **tone** of our voice
- or certain **phrases** or **statements**

...that could lead someone into **conflict**.



Trigger Flag?



We don't have.....but.....



You'll have to try tomorrow morning at 8am



I can't.....



To help you find the best options....



Why do you want to see the Dr?



There are no.....



So I can help you.....

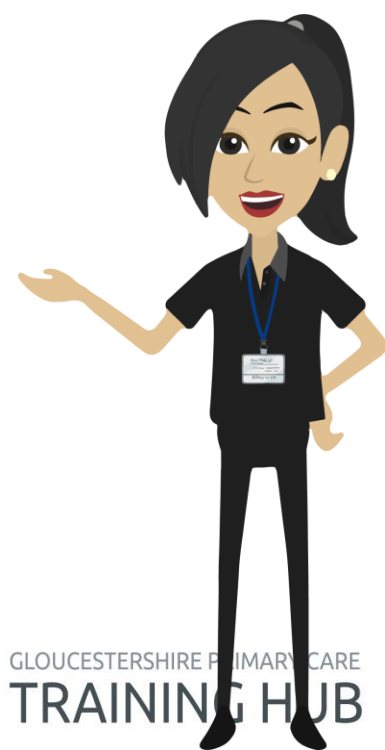




Presenting Solutions







Guiding Principles



1.

I can't control how others turn up
& behave

I can control how I respond & feel

2.

No-one is allowed to ruin my day
without my permission!



Learnings & Takeaways:

- ✓ What is your learning / insight from today's session?
- ✓ What are you going to put into action & why?





Feedback please 😊

Gloucestershire Primary Care
Training Hub - Admin Away Day





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Coffee Break – Refreshments, Networking & Stands



Pharmacy First Service – What do you need to know? plus Q & A

Kimberley Edge, Project Manager, ICB

Sam Bradshaw, Support Officer, CPG

Sian Williams, Community Pharmacy Lead, ICB



Agenda

What is Pharmacy First?

What are the 7 Clinical Pathway Conditions?

**Blood Pressure Checks in Community
Pharmacy**

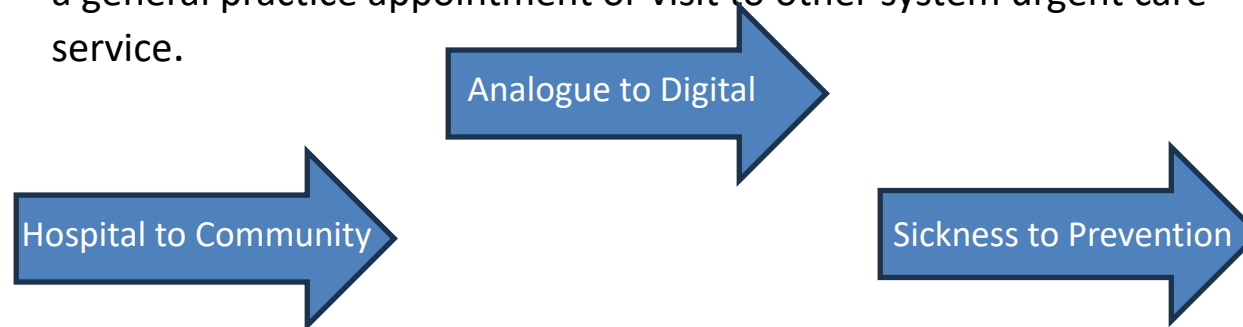
Contraception Services

Data

Support and Resources

What is Pharmacy First?

Our NHS is under significant pressure from increasing patient demand. The nationally commissioned **NHS Pharmacy First Service** was launched **31st January 2024** and aims to support patients access same day assessment, advice and treatments as appropriate without the need for a general practice appointment or visit to other system urgent care service.



How does it support the 3 left shifts agenda?

Community: Shifting an element of patient care and utilising the skills of Community Pharmacists, without waiting for an appointment.

Digital: Practices should refer patients to community pharmacy for a safe handover of care, with a post-consultation record (completed by the pharmacist) returned to update patient records and ensure continuity.

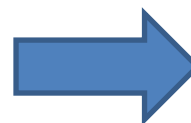
Prevention: By offering earlier intervention at the first point of contact, managing minor conditions before they escalate.

Think Pharmacy First

	Impetigo - Think Pharmacy First NHS Gloucestershire
	Earache - Think Pharmacy First NHS Gloucestershire
	Sinusitis - Think Pharmacy First NHS Gloucestershire
	Shingles - Think Pharmacy First NHS Gloucestershire
	UTI - Think Pharmacy First NHS Gloucestershire
	Insect bites and stings - Think Pharmacy First NHS Gloucestershire
	Sore Throat - Think Pharmacy First NHS Gloucestershire

Pharmacy First – an overview:

1. Electronic referrals for minor illness consultations from receptionists and care navigators and NHS111.
2. Urgent repeat medicines electronic referrals form ONLY NHS111 telephone or [ONLINE](#)
3. Pharmacy First 7 Clinical Pathway CONDITIONS – electronic referral from receptionists and care navigators or NHS111 or for these conditions ONLY patients can walk-in, be assessed, receive advice and treatment as appropriate or be referred onwards.



NHS 111 online

111 online

Emergency prescriptions

Use this service to request a limited emergency supply of a medicine you've completely run out of.

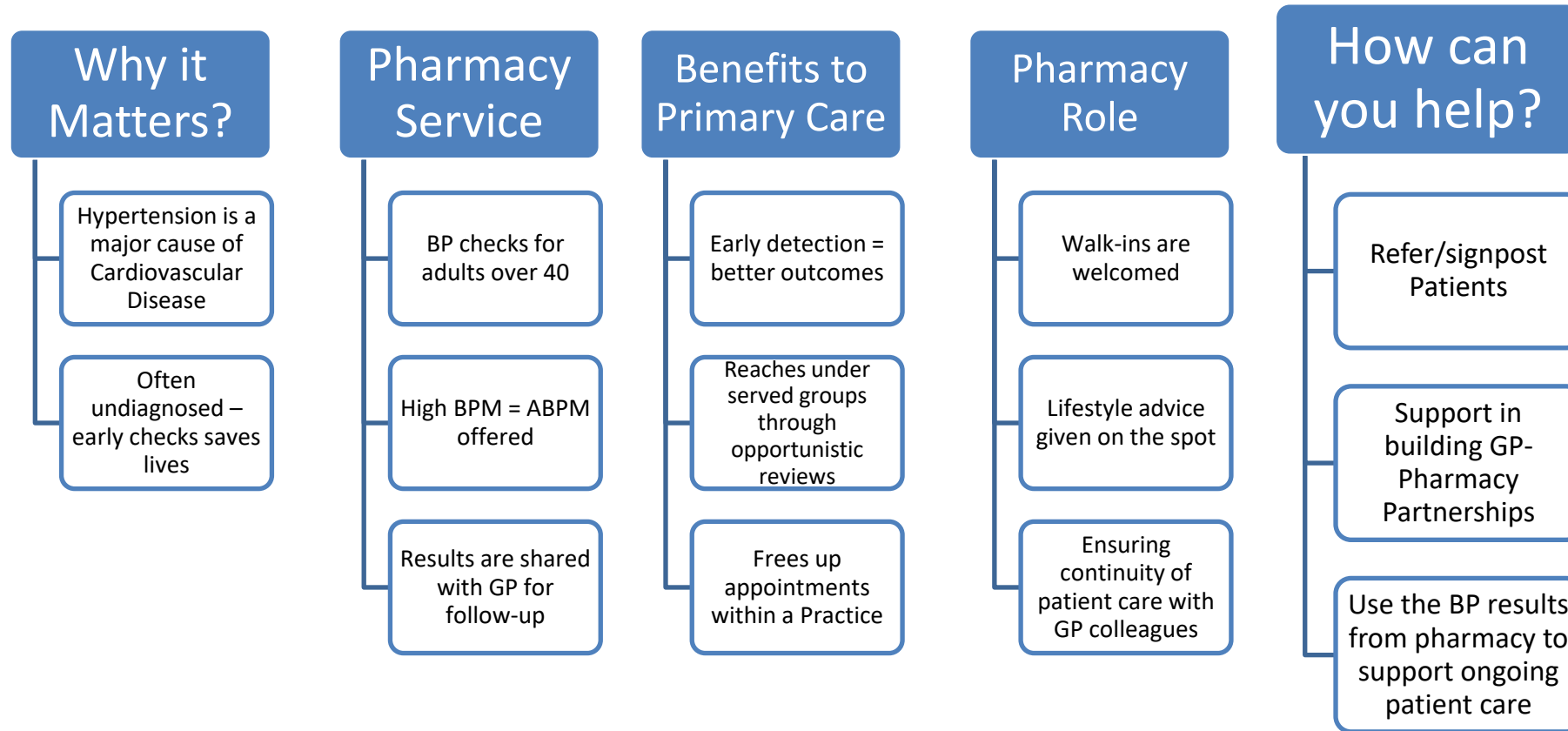


CONDITIONS	What conditions are SUITABLE for referral to community pharmacists?	Do NOT refer in these circumstances
SEASONAL: SPRING / SUMMER	Hayfever	Symptoms persist despite trial of ALL tablets (now including fexofenadine) AND nasal spray AND eye drops from local Pharmacy.
	Insect bites and stings including suspected infected Bites & Stings	Systemically unwell (drowsy, fever, racing heart, shortness of breath).
Urinary tract infection (UTI) / THRUSH	UTI: Women aged between 16 and 64 years of age with TWO of the following and suspected UTI infection: - Dysuria (painful/difficult urination) - New nocturia - Cloudy urine	Pregnant or breastfeeding. Diagnosis of diabetes or kidney disease. Raised temperature, fever or chills within past 48 hours. Abdominal, back or flank pain. One UTI treated in last 3 months, two episodes UTI or vaginal thrush in past 6 months or 3 episodes in last 12 months
EYE	Conjunctivitis Dry or sore or tired eye(s) Eye pink or irritable	OTC Chloramphenicol: <2 years Significant / severe eye pain. Pain described on one side only
EAR	Earache including suspected Acute Otitis Media (see aide memoire for Pharmacy First referral criteria)	Significant pain in ear(s). New deafness. Vertigo or loss of balance.
GASTRIC / BOWEL	Constipation Diarrhoea Infant colic	Severe/ongoing symptoms. Symptoms lasting more than 3 weeks.
PAIN	Acute pain Ankle or foot pain Hip pain or swelling Knee or leg pain	Described as severe or urgent. Symptoms lasting more than 3 weeks. Sudden onset headache.
SKIN	Acne, spots or pimples Athlete's foot Blisters on foot Dermatitis/ dry skin Hair loss	Described as severe or urgent. Symptoms lasting more than 3 weeks. Diagnosis of diabetes.

CONDITIONS	What conditions are SUITABLE for referral to community pharmacists?	Do NOT refer in these circumstances
Urinary Tract Infection (UTIs)	Females aged 16-64 years Does the patient have any 2 of the following: - Dysuria (painful or difficult urination) - New Nocturia (new urination at night) - Cloudy urine to the naked eye	- Immunosuppressed - <16 or >65 years - Pregnant - Breastfeeding - Recurrent UTIs (2 in <6 months or 3 in <12 months) - UTIs treated with antibiotics within 3 months - Individuals using urinary catheter devices If they have ONE or NONE of the following: - Dysuria (painful or difficult urination) - New Nocturia (new urination at night) - Cloudy urine to the naked eye
Impetigo	Adults and children aged 1 and over	- <1 year - Pregnant individuals <16 years - Bullous impetigo - Recurrent impetigo (2 or more in last 12 months)
Acute Sore Throat	Adults and children aged 5 and over	- <5 years - Pregnant individuals <16 years - Patients with sore throat and reporting a cough
Shingles	Adults aged 18 and over	- <18 years - Pregnant - Severely immunocompromised - Shingles in the eye
Infected Insect Bites and Stings	Adults aged 1 and over	- <1 year - Pregnant individuals <16 years
Acute Sinusitis	Adults and children aged 12 and over	- <12 years - Pregnant individuals <16 years - Immunocompromised - Chronic sinusitis (duration > 12 weeks)
Acute Otitis Media	Children aged 1-17 years	- >17 years - <1 year - Pregnant individuals <16 years - Recurrent Acute Otitis Media (3 or more episodes in 6 months, or 4 or more in 12 months)

NHS Gloucestershire ICB January 2024 Seven clinical pathways search PRN0936 ii Pharmacy-First-Clinical-Pathways-v.1.6.pdf (england.nhs.uk)

Blood Pressure Checks in Community Pharmacies: Enhancing Cardiovascular Prevention in Primary Care



Contraception



Services Offered

- Repeat and ongoing supply of Oral Contraception
- Initiation of Oral Contraception
- Advice, support & signposting



Benefits to Patients

- Easier Access (evenings /weekends)
- No GP appointment needed
- Convenient, confidential and walk-in options



Benefits for Primary Care

- Reduces GP/Nurse/HCA Workload
- Supports Preventative Care
- Improves access & Equity in women's health



Who is Eligible?

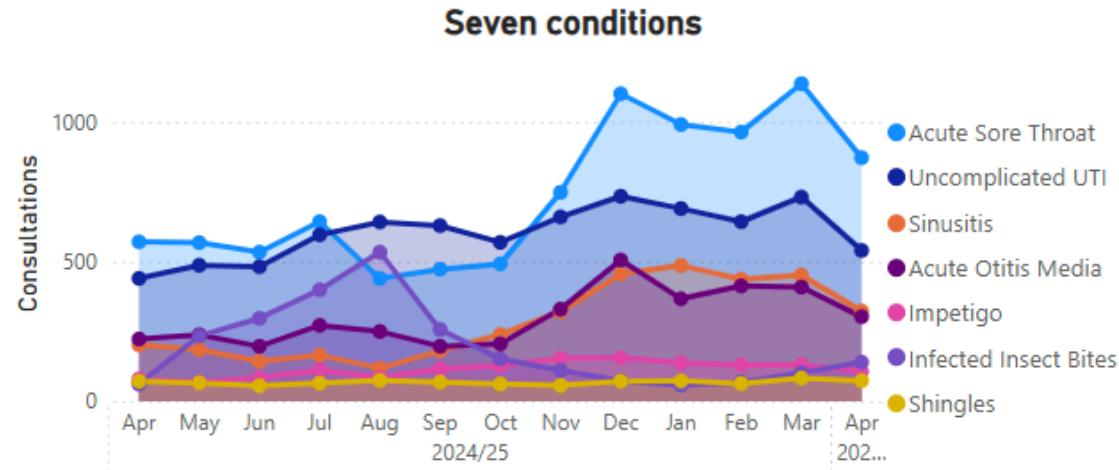
- Women of reproductive age meeting the clinical criteria
- Stable contraception users or new starters



How Primary Care Can Help

- Signpost/refer patients to pharmacy

Data Headlines:



In April 2025, Community Pharmacy conducted:

- 2359 Clinical Pathway Consultations – great response from self-referrals (1816).
- 634 Minor Illness Consultations – only accessible by referral from practice/111.
- 1430 Urgent Medication supply - which was all through 111.

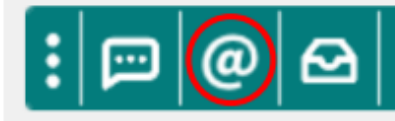
All our Community Pharmacies are signed up to Pharmacy First and BP checks.

How do I refer?

Gloucestershire AccuMail Referral Process STEP 1:

Step 1: Send Pharmacy First Service referral using AccuMail on AccuRx.

Click on the '@' symbol.



Click on the 'Pharmacy First Service' (note SNOMED code is now attached).

Contact service or healthcare professional

Compose new message

Quick actions

- Attach document from SystmOne for community referral
- Attach document from SystmOne for imaging referral
- Create and attach patient record summary
- Pharmacy First Service** **SNOMED code**
- Try with a test patient

Gloucestershire AccuMail Referral Process STEP 2 and 3:

Step 2: Populate 'Send to' with the Community Pharmacy of patient's choice.

Complete 'Reason for referral' with brief description (one or two words) of patient's symptom(s)

Confirm 'Patient's contact number' with patient.

Click 'Send now'.

Send to ☐ Mark as urgent for recipient

Search email, name, organisation or service

Templates

Pharmacy First

SNOMED code: Referral to pharmacy service - 306179008

Message Sent securely via nhs.net

Dear Colleague,
RE:

Please could you review this patient who is suitable for the Pharmacy First Scheme. I would be grateful if you could contact the patient to arrange this as soon as possible.

Reason for referral: *****REFERRAL REASON*****

Patient's contact number:

Please reply if the patient is uncontactable or if you are unable to accept this referral.

Please find more information on how to claim for Pharmacy First referrals received via NHSmail (although this guide mentions CPCS we anticipate the process for Pharmacy First to be similar): <https://support.accurx.com/en/articles/8259831-how-to-claim-for-cpcs-referrals-received-via-nhsmail-pharmoutcomes>

Start to type the name of the Community Pharmacy the patient wishes to attend here and then select from the drop-down list.

Step 3: Save patient record. GP Pharmacy First referral is complete.

GP Pharmacy First AccuRx referral SOP from SystemOne

What do I need to say to the patient?

- *‘Having listened to your symptoms, I am able to arrange a same day consultation for you with an NHS community pharmacist of your choice, that is working closely with the NHS and our practice...’*
- *‘Pharmacists are trained in medicines and minor illness and can now do more assessments and issue prescription only medication for particular conditions if needed’*
- Which pharmacy would you like your referral to go to?
- Please advise **patient to** **CONTACT or VISIT** the pharmacy and let the pharmacy team know that electronic referral has been sent.
- If the Pharmacist believes the condition cannot be resolved at the pharmacy or by self care – **the pharmacist will contact the practice to arrange further assessment and handover care for the patient.**



Ongoing Support and Resources:

The ICS have established a team to support the Pharmacy First process within your Practice, help can be provided at any stage, we will have further drop-ins and this one is being recorded and will be available at link below.

See Pharmacy First section on ICB webpage [here](#) for:

- **General Practice Resources:** Podcast, **Training Video**, L Code information, AccuMail Referral SOP, GICB Community Pharmacy Referral Grid and GICB Pharmacy First Aide-memoire.
- **Community Pharmacy Resources:** PharmOutcomes video, Common Conditions Clinical Pathways, Community Pharmacy Newsletters and Podcast.
- **Pharmacy First Feedback Form.**
- Community Pharmacy Lead sian.williams20@nhs.net
- Project Support Kimberley.edge@nhs.net
- Community Pharmacy support & engagement sam.bradshaw@cpglos.uk
- Visit/Training for individual practice- CPG- sam.bradshaw@cpglos.uk

Resources

See your
pharmacist

Help us
help you

For further information visit:
nhs.uk/thinkpharmacyfirst



To discuss receiving this information in large
print or Braille please ring: **0800 0151 548**

To discuss receiving this information in other formats please contact:

এই তথ্য অন্য ফর্ম্যাটে পেতে আলোচনার জন্য দয়া করে যোগাযোগ করুন

如需以其他格式接收此信息，请联系

V případě, že potřebujete obdržet tuto informaci v jiném formátu, kontaktujte prosím

આ માહિતી બીજા ફોર્મેટમાં મળવાની ચર્ચા કરવા માટે કૃપા કરી સંપર્ક કરો

Aby uzyskać te informacje w innych formatach, prosimy o kontakt

По вопросам получения информации в других форматах просим обращаться

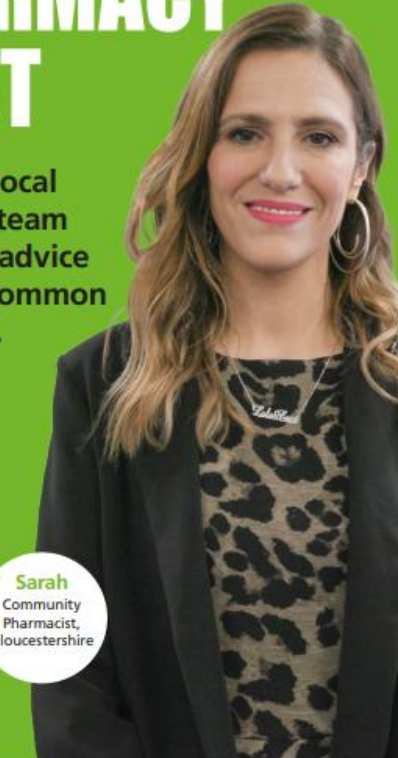
Ak si želáte získať túto informáciu v inom formáte, kontaktujte prosím

FREEPOST RTEY-EBEG-EZAT

PALS, NHS Gloucestershire Integrated Care Board (ICB),
Shire Hall, Westgate Street, Gloucester,
Gloucestershire, GL1 2TG

THINK PHARMACY FIRST

Visit your local
pharmacy team
for expert advice
on seven common
conditions.



Sarah
Community
Pharmacist,
Gloucestershire

See your
pharmacist

Help us
help you

Case study – Patient XX

- Patient, female, aged 62years, contacts surgery with symptoms of UTI
- Care navigator listens to symptoms and makes Pharmacy First **electronic referral** to local Pharmacy
- Patient contacts pharmacy by phone and is asked to attend in 40mins, gets assessed, meets 'gateway criteria' and receives treatment within the hour
- Patient record/journal get updated with consultation record and medication supplied
- Happy patient, happy clinical services community pharmacist, happy surgery team – one less appointment.

"I just wanted to thank the wonderful pharmacist who dealt with my problem on Monday 5th Feb at 'xxxx' Pharmacy. She was thorough, professional and treated me with the correct antibiotics. As a retired nurse, I was thoroughly impressed and think that if this new service is used properly this will be a massive step forward for healthcare"

Case study – Patient XY

- Patient, male, aged 35 years contacts his practice at 8am with symptoms of earache told to visit pharmacy as NEW clinical pathway condition
- Patient attends pharmacy counter after lunch as pain getting worse, describes ear pain to the assistant
- Assistant refers to the pharmacist
- Pharmacist advises to call general practice
- Patient advises that already done and they advised him to attend pharmacy under pharmacy first....

What is patient expecting?

What can the pharmacist do?

Is the pharmacist funded for this consultation?

How long does this interaction take?

It is now 3pm what are our options to care for this patient?

Case study – Patient YY

- Patient, female aged 52 years contacts practice with symptoms of recurrent scabies for which she has had a prescription for previously
- Receptionists sees scabies on minor illness grid and makes an electronic referral.
- Patient attends pharmacy, assessed by pharmacist in consultation room and is recommended to purchase cream Over the Counter
- Patient wants prescription as does not pay
- Pharmacist contacts surgery to make onward referral and makes consultation record which then is visible to clinicians at surgery
- Clinician at surgery contacts patient and sends electronic prescription as this is 5th recurrence and patient works at a care home

Appropriate electronic referral, patient triaged at pharmacy, patient unable to fund treatment due to cost-of-living increases and must work.

Pharmacy can claim for the work and time taken to assess.

Case study – Patient XY

- Patient, male, 11 years old with symptoms of sore throat
- Mum contacts surgery and electronic referral sent for Pharmacy First to usual pharmacy
- Child taken to pharmacy and asked to take a seat as pharmacist already in consultation room with another patient
- Gets assessed and does not meet 'gateway criteria' with a FeverPain score of 2, gets self care advice – analgesia, hydration and nutrition – safety netted to return to pharmacy within 2-3 days if no better
- Patient returns with mum 48 hours later no better – re-assessed and now has temperature and white spots on throat FeverPain score now 4 and therefore a course of antibiotics is appropriate
- Mum collects own prescription the following week and thanks pharmacist for advice and attention and report child much improved and back at school

What happens to the patient?

Pharmacists are trained to recognise 'RED FLAG' symptoms and SEPSIS

Patient attends the pharmacy and has a 1-2-1 assessment with pharmacist in private consultation room, chaperone if needed.

The pharmacist will ask the patient questions about their health – including medical history, any allergies, any medicines they are taking and the symptoms they are currently experiencing. For some conditions, the pharmacist may request to perform a quick examination such as using an otoscope for patients presenting with an acute ear ache (otitis media)

For minor illness referrals, patients can get self-care advice, advice and recommendation for the purchase of an over the counter; for one of the 7 clinical pathways, the patient may include above or the supply of certain prescription only medicines as appropriate such as antibiotics if clinically needed – if patient exempt from NHS charges no fee will apply

Pharmacists will help patient arrange further assessment if needed or direct to an urgent care setting plus safety-net if symptoms do not improve – which let's patient know about what to do and this may include 'come back and see me in 3 days if no better and we can re-assess your symptoms'...

Feedback from Care Navigators

The Pharmacy First Service has clear guidelines as to which ailments are suitable for referral to the service, the referral process via accuRx is very quick for the Care Coordinators to make a referral.

If on discussing the ailment with the patient there is an unknown red flag, the pharmacies are quick to refer the patients back to the surgery. The Pharmacy First service helps increase capacity within the surgery's minor illness clinics.

I also do feel as though we are covering a lot more ground now with how the service has been increased for what pharmacies are able to treat i.e tonsillitis sx and uti's! Referring via accuRx is also very quick and easy to use.

The referral process is quick and easy to use, we have found the response from pharmacies quick when they are unable to accept the referral. We have also found that where possible attaching pictures has been a great help for the pharmacy teams as this allows them to triage the patients concern more efficiently for example for rashes or throat.

I think Pharmacy First has been a very positive step for the surgery as it has helped reduce the amount of appointments needed for those ailments on the pathway. It has also been a very positive step for patients as they can use this service in the first instance.

The patients I have referred have been quite straight forward to do and take the pressure off the surgery hub.

The number of responses from some of the Pharmacies to let us know the patients are being contacted or that they are not suitable for the referral has increased, so we can take the appropriate next steps following the feedback. Outcome of the consultations are being sent through so we can add this to the patients record for future reference.

Equity, Diversity, Inclusion and Belonging

Sophie Atkins

17 July 2025



Overview

1. What is EDI about?
2. Why does it matter?
3. Is there anything I can do to improve things?

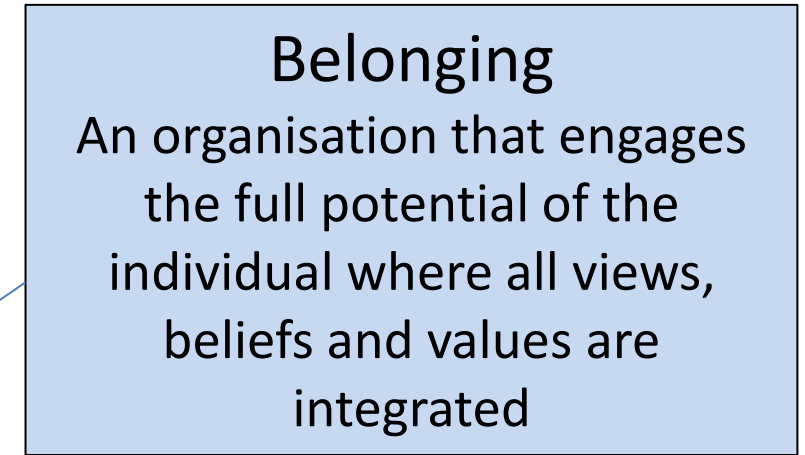
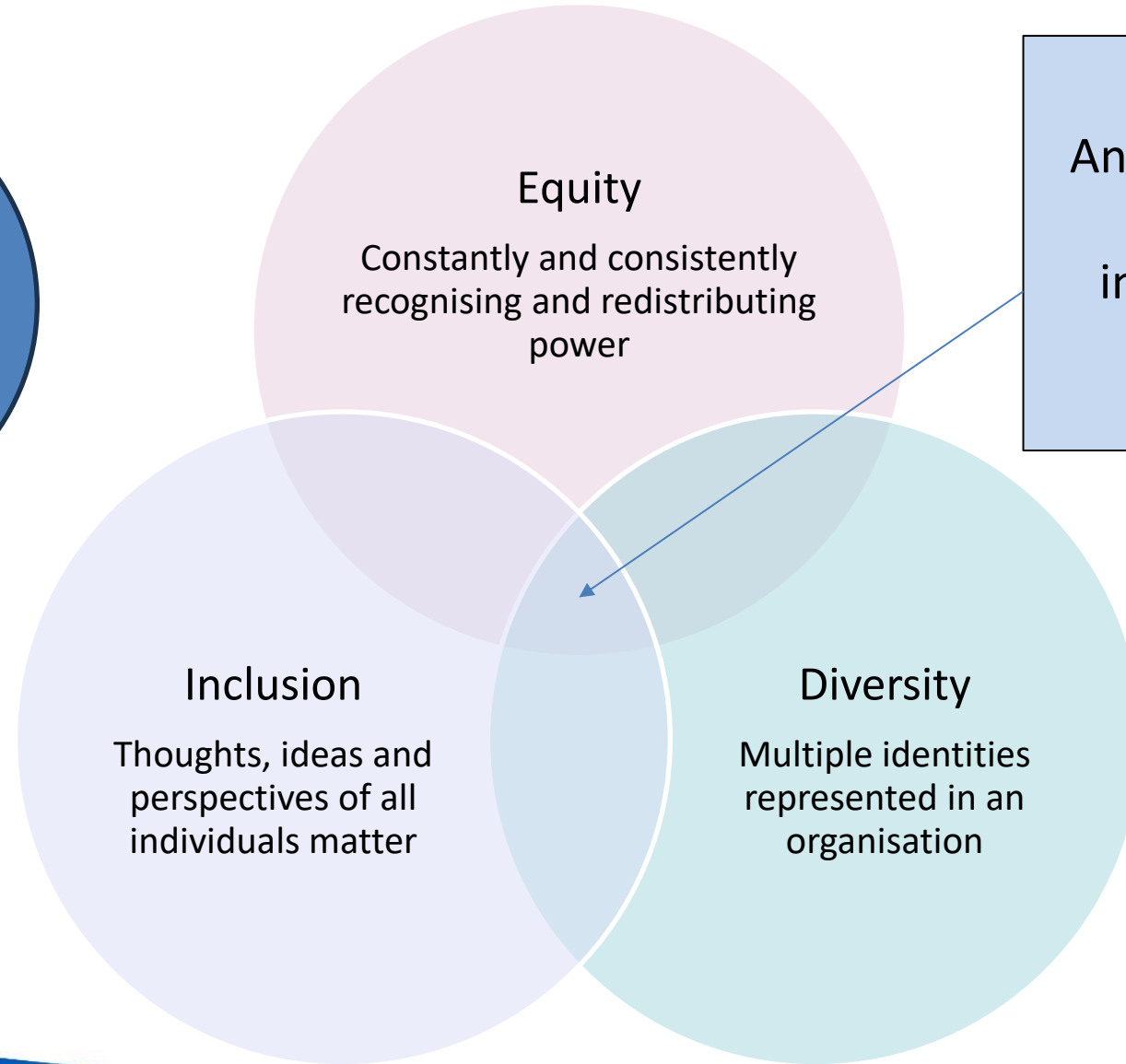
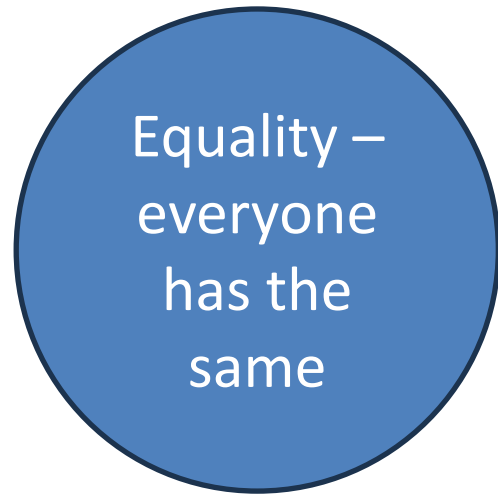
Overview

1. What is EDI about?

2. Why does it matter?

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Definitions



Equality vs Equity



The pain of not feeling like you belong



AMERICAN PSYCHOLOGICAL ASSOCIATION

TOPICS

PUBLICATIONS & DATABASES

RESEARCH & PRACTICE

EDUCATION & CAREER

Home > Monitor on Psychology > 2012 > April >

SCIENCE WATCH

The pain of social rejection

As far as the brain is concerned, a broken heart may not be so different from a broken arm.

By Kirsten Weir
2012, Vol 43, No. 4
Print version: page 50

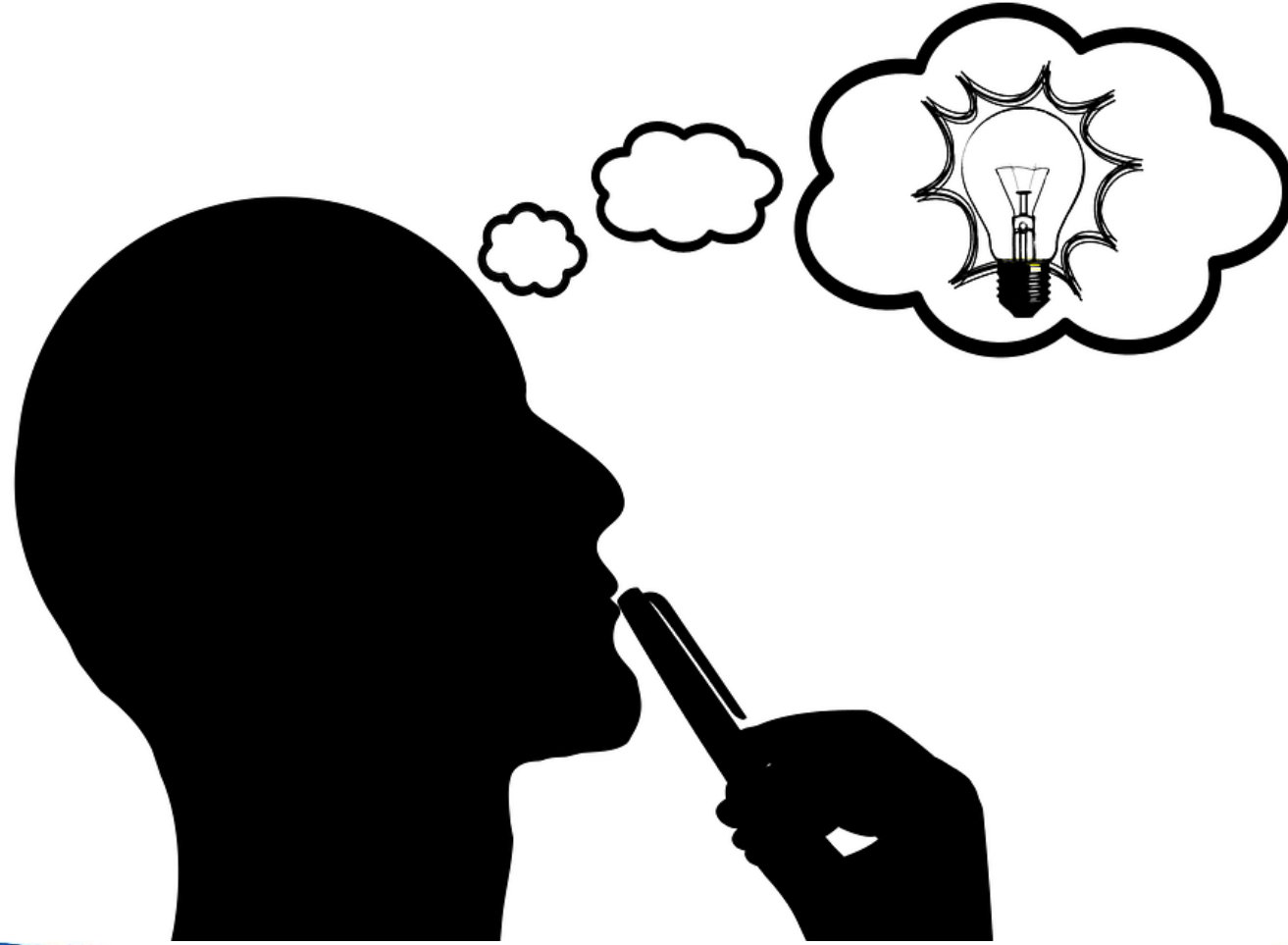


Protected characteristics in legislation (Equality Act 2010)

This is not always easy to talk about



Reflections?



Overview

1. What is EDI about?

2. Why does it matter?

3. Is there anything I can do to improve things?

Black women four times more likely to die in childbirth

By Smitha Mundasad

Health reporter

Black women are more than four times more likely to die in pregnancy or childbirth than white women in the UK, a review of 2017-2019 deaths shows.

The Mbrance report found women from Asian backgrounds are almost twice as likely to die as white women.

Some 495 individuals died during pregnancy or up to a year after birth, out of 2,173,810 having a child.

The charity Birthrights is concerned that overall "this bleak picture has not changed in over a decade".

University of Oxford researchers say for the vast majority of people, pregnancy remains very safe in the UK.

But despite slight decreases in the maternal death rate in recent years, there have been no significant improvements to these rates since the 2010 to 2012 period.

Mental Health

- More white people receive treatment for mental health issues than people from Black, Asian and Minority Ethnic backgrounds
- and they have **better outcomes** post treatment.
- Black people are **3.5** times more likely to be detained under the Mental Health Act.

Research & Innovation

[Explore](#) | [Facilities](#) | [Partnerships](#) | [Research Environment](#) | [Funding](#) | [Impact](#) | [King's Innovation & Enterprise](#)

Business & Finance

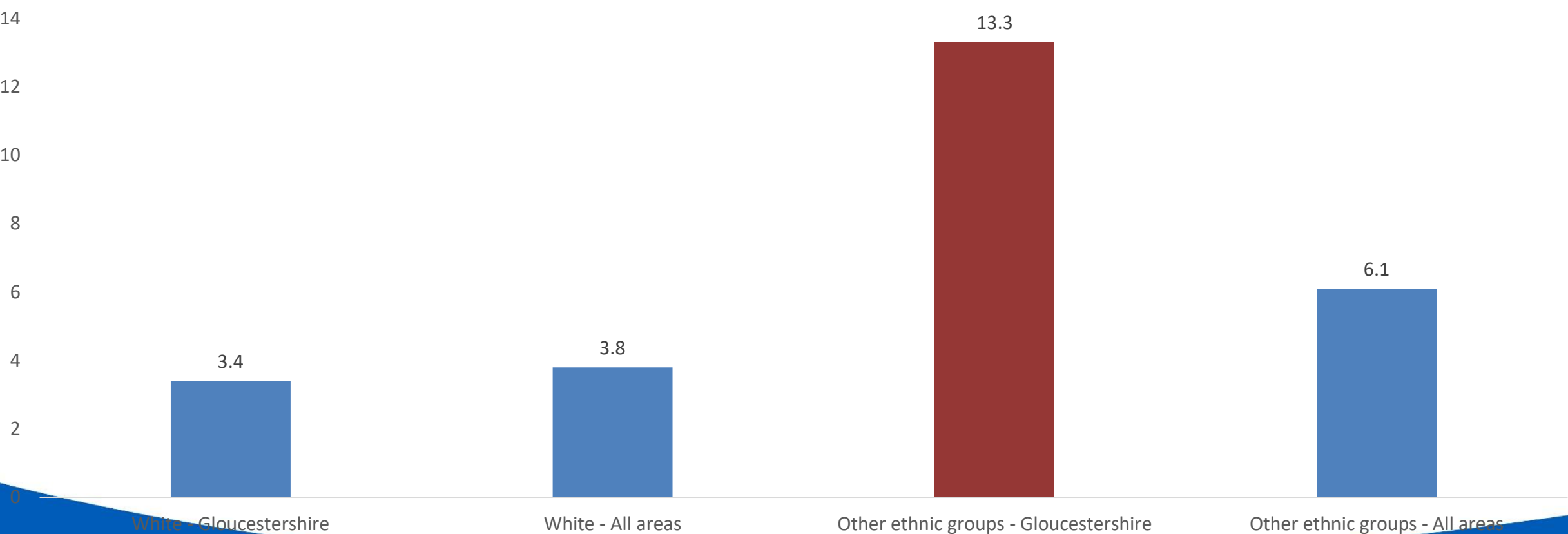
The Resume Bias: How Names and Ethnicity Influence Employment Opportunities **Largest International Discrimination Study**

With a staggering submission of [over 12,000 job applications to more than 4,000 job advertisements](#), this study stands as the largest international discrimination research of its kind. The focus is on understanding how names and ethnic backgrounds influence hiring decisions in Australia, and the implications this has on diversity and equality in the workplace.

Applicants with English names received 26.8% of positive responses for leadership roles. Non-English names received 11.3%. Applicants with English names received 21.2% of positive responses for non-leadership positions, while non-English names received 11.6%. The findings suggest that a re-engineering of the recruitment process is needed.

Primary Care Staff Survey results 2024

Percentage of staff experienced discrimination at work from manager / team leader or other colleagues in last 12 months



Overview

1. What is EDI about?
2. Why does it matter?
3. Is there anything I can do to improve things?

WHEEL OF POWER/PRIVILEGE



Adapted from ccrweb.ca

@sylviaaduckworth

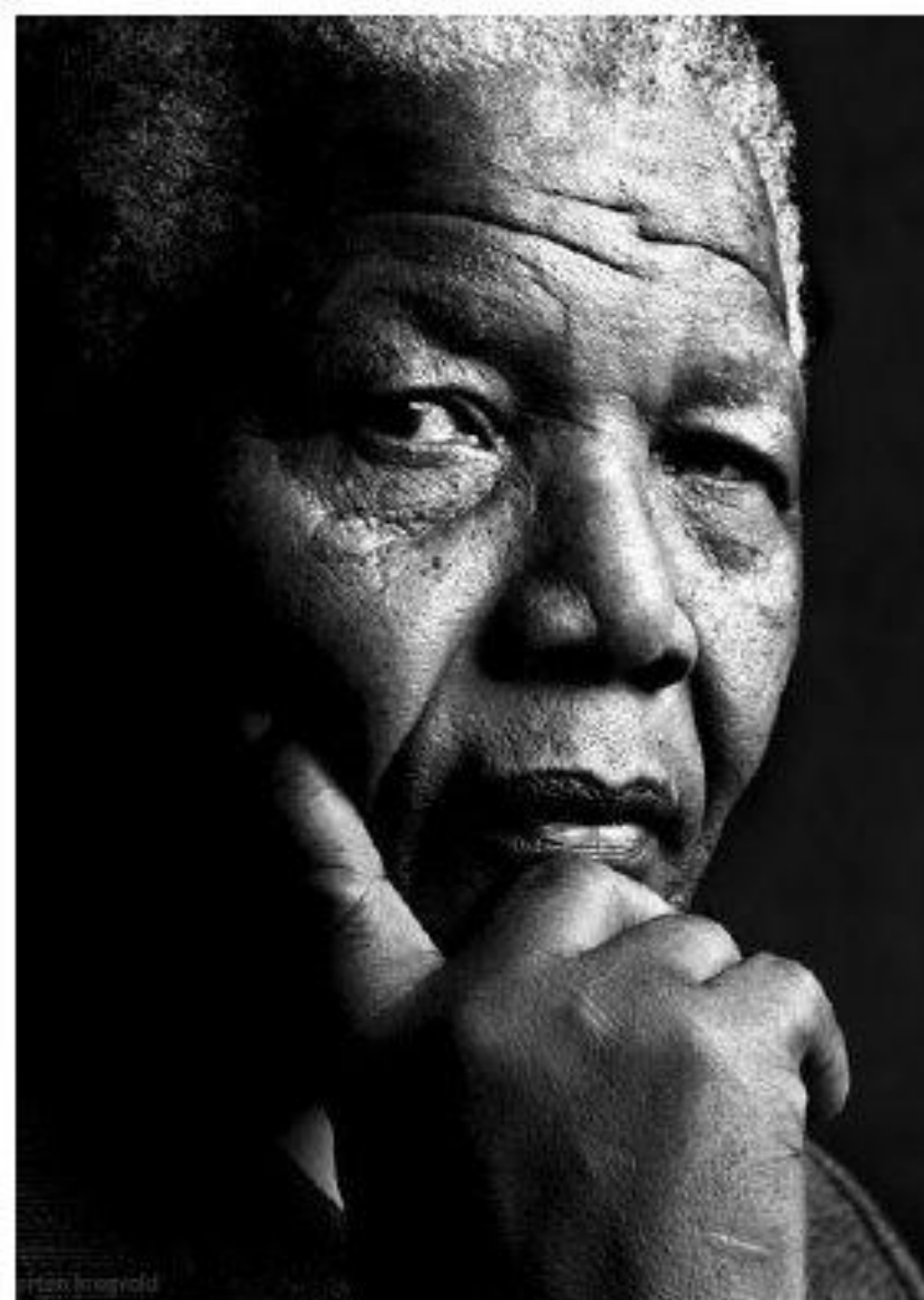
Allyship

Allyship is an **active, consistent and arduous practice of unlearning and re-evaluating**, in which a person in a position of privilege and power seeks to operate in solidarity with a marginalised group

Allyship is not an identity. It is a lifelong process of building relationships based on trust, consistency, and accountability with marginalised individuals and/or groups of people

Allies are

- Visible supporters of inclusion
- Actively listening to understand
- Upstanders who challenge exclusion
- Constantly seeking to educate themselves and others
- Champions of under-represented groups by bringing them into circles of power
- Kind on themselves, this is a journey of learning not blaming



"No one is born hating another person because of the color of his skin, or his background, or his religion. People learn to hate, and if they can learn to hate, they can be taught to love, for love comes more naturally to the human heart than its opposite."

NELSON MANDELA



Anyone, of any age, at any stage in
their career, can undertake an
apprenticeship

The Primary Care
future is bright-
The Future is
Apprenticeships

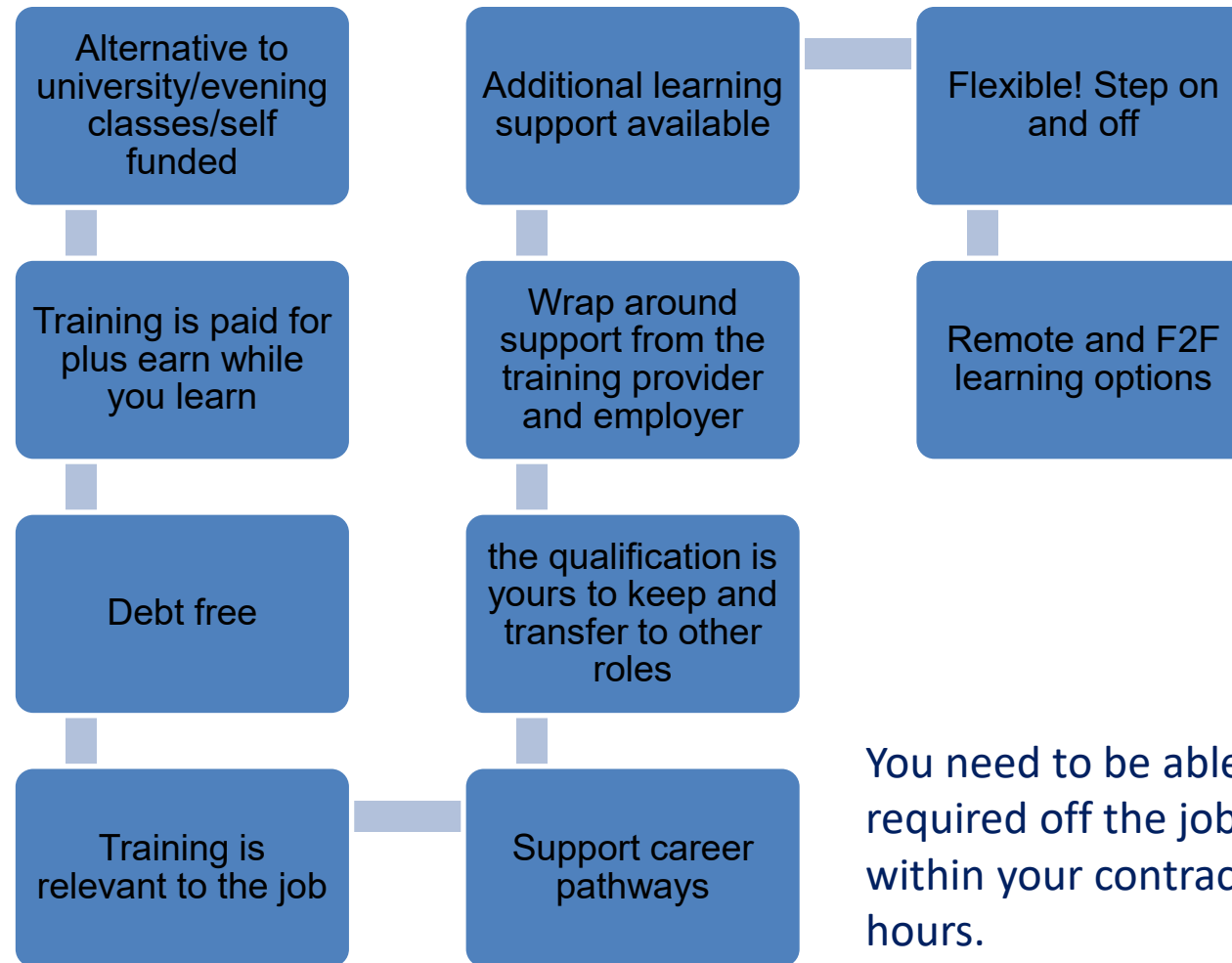
Mandy Tuckey

ICS Apprenticeship and Widening participation
programme lead

mandy.tuckey@nhs.net



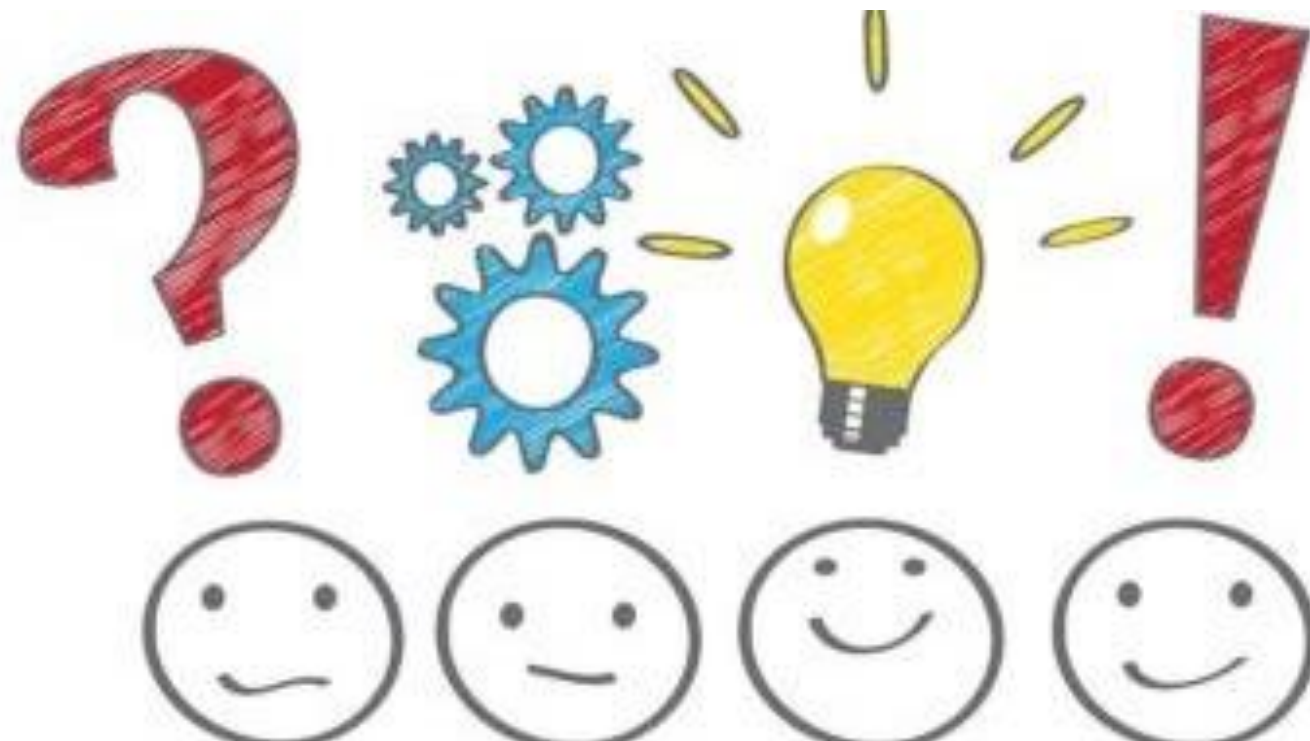
What are the benefits?



You need to be able to complete the required off the job training hours within your contractual working hours.

Let's hear from
someone in
primary care who
is currently
undertaking an
apprenticeship





Any Questions?

Apprenticeship Myths –

“It will be expensive, or I will have to take a pay cut”

“Its only for young people”

Apprenticeship Levy –

- This is used to fund the training of the apprenticeship. It does not fund salary
- Your employer can ask for all the training costs to be paid for via a levy transfer. ***You DO NOT need to pay the 5% employer contribution***. Please email glicb.apprenticeships@nhs.net for more information

Salary –

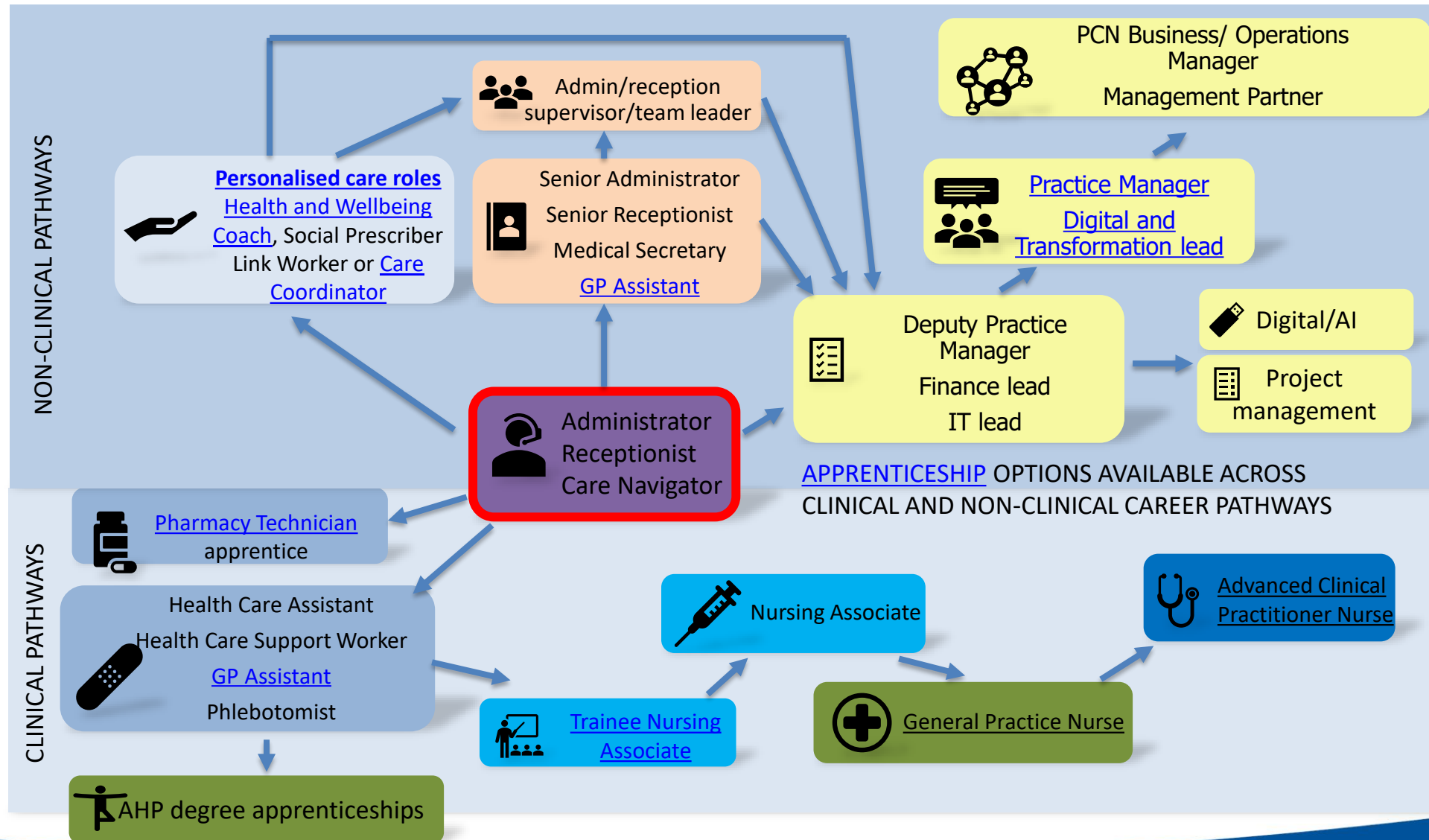
- For local determination, there is a nationally mandated minimum salary (which is tiered depending on the applicants age), but organisations can pay salaries appropriate to the role/individuals experience.

All employers receive a £1000 incentive payment for new apprentices aged 16-18 or 19 -24 with a care plan.

Apprenticeships for anyone under the age of 22 are now fully funded by the Government

- **Apprenticeships are for anyone of any age and at any stage of their career. They can be for new and existing staff.**

Apprenticeship opportunities in Primary care



APPRENTICESHIP STANDARDS IN BUSINESS & ADMINISTRATION SUPPORT

Career progression is not linear. You can step in or out at any point depending on your experience, career goals. You must check that you meet the entry requirements for the apprenticeship you select.



- ✓ An apprenticeship combines practical training in a job with study
- ✓ Apprentices are employed and receive a salary
- ✓ Full-time apprentices are entitled to a minimum of 6 hours per week 'off the job' training time as part of their job.*
- ✓ If not already achieved apprentices will undertake maths and English qualifications
- ✓ A qualification taken during an apprenticeship is equal to the same qualification taken elsewhere
- ✓ Depending on the apprenticeship, upon successful completion, apprentices may be eligible to apply for professional registration

*The off the job minimum requirement for a part-time apprentice remains unchanged at 20% of their normal working hours. The new 'off the job' hours policy change only applies to new starts from 1 August 2022.



[RESOURCES AVAILABLE ON HASO](#)

[APPLY ON NHS JOBS](#)



[HEALTHCAREERS INFORMATION ON JOB ROLES AND MORE](#)

[HEE TALENT FOR CARE](#)



<https://haso.skillsforhealth.org.uk>

instep

Inclusive Leadership. Infinite Potential.

Team Leader 3 & Operational Manager 5



Please come and join us to find out more on how our Team Leader 3 (Manage with Impact) or our Operational Manager 5 (Lead with Impact) programmes can benefit you. You will understand the structure of our delivery model, the skills, knowledge, and behaviours you will gain, and the commitment required for successful completion.

[Register here](#)

Why join?

These unique programmes offer:

- ✓ Powerful Masterclasses with expert trainers
- ✓ Inspiring Peer-to-Peer Learning from like-minded people
- ✓ 1:1 Personalised Coaching to support your growth
- ✓ Flexible Digital Learning Pathways to introduce topics and embed learning
- ✓ Formal Accreditation from the Chartered Management Institute (CMI)

Insight session dates:
 20th May @ 10am-11am
 18th June @ 1pm-2pm
 10th July @ 2pm-3pm
 19th Aug @ 10am-11am

Which programme is right for you?

Our Leadership apprenticeship programmes will equip you with practical tools, proven models, and effective techniques to navigate and overcome the unique challenges faced in leadership.

Team Leader 3

Designed for emerging / aspiring managers who are eager to build leadership skills, manage projects, and lead teams effectively.

Operational Manager 5

For ambitious leaders ready to step into senior leadership with confidence. Perfect for those already leading teams and aiming to advance further.

[Register](#)



Join an insight session!

Curious to learn more? Join a 60-minute virtual Insight Session to understand:

- The programme structure and content
- How your leadership skills will be developed
- The impact the programme will have on your career

You'll also get a chance to ask questions and connect with the Instep UK team.

The Corndel L4 Apprenticeship and Diploma in Project Management



“ If I needed more one-to-ones, they were always there to do that. Even going above and beyond to cover additional topics which was really helpful.”

How do I find out more?

[Qualification Finder](#)[Apprenticeship search](#)[Occupational maps](#)

Skills England

This website is in the process of transitioning information from the previous skills body the Institute for Apprenticeships and Technical Education (IfATE) following its closure on 1st June 2025 to Skills England.

This website will continue to host and publish up-to-date information for [Apprenticeships](#) and [Qualifications](#), and link to services like the [Occupational Maps](#).

[Learn more about Skills England](#)

Have you seen our occupational maps?

[Find out more](#)[Search occupational maps](#)[Apprenticeship search](#)[Qualifications search](#)

[Home / Institute for Apprenticeships and Technical Education](#)

T-Levels in Primary care

- **Level 3:** Post GCSE 16–19-year-olds
- **Two Years:** Equivalent to three A Levels in UCAS points, meets university entry criteria
- **Blended:** Mix of classroom learning and 45-day industry placement (over the two years)
- **Employer led:** Designed with employers and based on same occupational standards as Apprenticeships
- **Progression route:** Into skilled employment, higher apprenticeships or higher education

2 years

80% Up to 1400 hours	TECHNICAL QUALIFICATION		Core	English and maths
			Occupational specialism	Other requirements
20% At least 315 hours 350 hours average	INDUSTRY PLACEMENT Technical skills and knowledge Practical skills for employment Meaningful contribution in the workplace			

COULD YOU HOST A T-LEVEL STUDENT?

WE ARE LOOKING FOR TEAMS IN THE ICB TO PROVIDE SHORT-TERM INDUSTRY PLACEMENTS

T-LEVELS

THE NEXT LEVEL QUALIFICATION

INSPIRE OUR FUTURE WORKFORCE

Industry placements are already helping local health & care employers go further forward, faster.

Industry placements lasting approximately 45 days (1 day a week) are a key component of T Levels, a two-year qualification equivalent to three A Levels, designed for 16-18 year olds. T Levels combine classroom learning with practical work experience across various subjects; Business Management & Administration, Marketing, Digital Infrastructure, Accounting, Legal, Media, and Health (including Adult Nursing, Mental Health, and Science), among others.

These industry placements are part of a government-funded programme, meaning your team can host a T-Level student at no cost.

BENEFITS TO YOUR TEAM

- ✓ Increase your teams capacity
- ✓ Bring in people with imaginative, new ideas and different skills
- ✓ Extra resource for specific projects
- ✓ Support with set up by a dedicated ICB team

WE WANT YOU

Interested? Contact the 'We Want You' Careers Engagement & Outreach Team for more information!

REGISTER YOUR INTEREST TODAY

glicb.careers@nhs.net

Functional skills



ARE YOU LOOKING TO GAIN YOUR ENGLISH AND MATHS QUALIFICATIONS?

**THIS QUALIFICATION IS KEY FOR CAREER
PROGRESSION & DEVELOPMENT
OPPORTUNITIES WITHIN YOUR WORKPLACE!**

**FACE TO
FACE
LEARNING**

**WORKSHOPS
EVERY
TUESDAY**

**ONLY 18
WEEKS IN
DURATION**

**TRAINING FOR LEVEL 2 FUNCTIONAL SKILLS (EQUIVALENT TO GCSE)
IN ENGLISH AND MATHS IS OPEN FOR APPLICATIONS FOR THE
SEPTEMBER 2025 COHORT!**

OPEN TO ALL ONE GLOUCESTERSHIRE PARTNERS.

**WANT TO JOIN THE SEPTEMBER COHORT?
CONTACT US!**



KELSIE.FINCH@GHC.NHS.UK

**For more information or an
informal chat about
apprenticeship options
please contact**

**Mandy Tuckey:
mandy.tuckey@nhs.net**

Support and Resources

- From the training provider
- One Gloucestershire Apprenticeship Lead, Mandy Tuckey - mandy.tuckey@nhs.net
- IFATE: [Home / Institute for Apprenticeships and Technical Education](#)
- Gloucestershire Primary Care Training Hub - <https://glosprimarycare.co.uk/apprenticeships>
- <https://amazingapprenticeships.com/> - resources, support for apprentices
- <https://www.instituteforapprenticeships.org/> - look at apprenticeship standards available
- <https://www.gov.uk/apply-apprenticeship> - find and apply/look at what other employers are recruiting for
- <https://www.apprenticeships.gov.uk/> - funding rules/guidance
- <https://transfers.manage-apprenticeships.service.gov.uk> – apply for a levy transfer

Care first:
**Your Employee Mental Health
& Wellbeing Partner x**
Gloucestershire ICB - GP
Staff



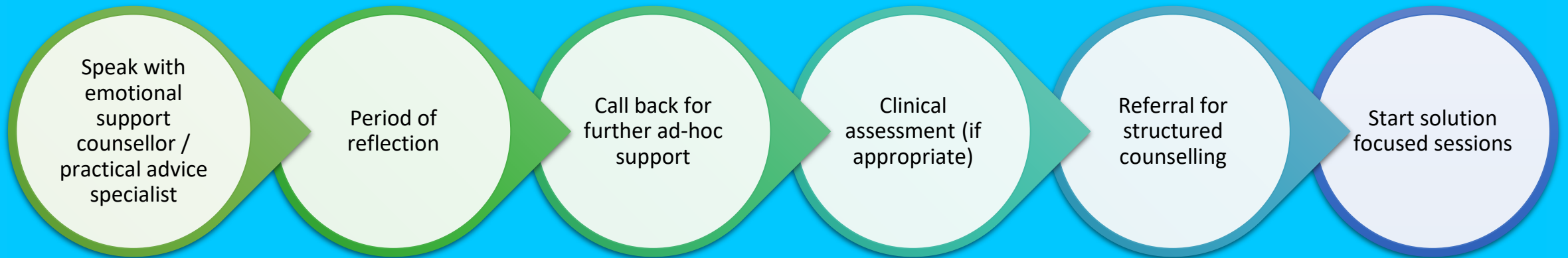
How do we support your wellbeing?

- **Emotional Support 24/7/365**
 - In the moment support (Single Session Therapy)
 - Discuss any home or work related issue confidentially
 - Unlimited access
- **Short-term structured counselling**
 - Up to 6 sessions via telephone, video
- **Trained Information Specialists**
- **Care first Lifestyle Website**
- **My Possible Self mental health app**



User Experience

Knowing what to expect when you reach out can help you to build the confidence to make contact....



Our Information Specialist Team

- **Citizens Advice Bureau** trained specialists
- **Wide range** of issues covered including legal, family matters, and probate
- **Practical advice** and signposting
- **Save time searching Google** and speak with a real person



Financial Wellbeing Support

We partner with **PayPlan** who can provide free, non-judgmental financial advice and personalised debt solutions.

- **Friendly, non judgemental advisers**
- **Reduce money worries**
- **Tailored debt solutions**
- **Help towards a debt-free future**
- **Reduced creditor calls when in a debt solutions**



Ways to get help if you're in crisis...



If you feel that you **need to talk to someone**, there are a number of **helplines** and forums you can access and you can speak to someone about how you're feeling. In an emergency, please dial 999 or you can visit A&E if you feel unable to keep yourself safe.

Helplines you can contact...



We are not a Crisis Line.



my possible self

the mental health app

My Possible Self mental health app

Designed by Priory Healthcare, and certified by the NHS, our My Possible Self app allows you to **manage your wellbeing** and **access a range of interactive tools and techniques** customised for digital use!



Our app is optimised for a seamless, personalised **self-help experience** that you can conveniently fit into your **daily routine**.

My Possible Self features



- ★ **Toolkit** – Tools to identify behaviours and monitor progress
- ★ **Tags** – Recognise the activities, people and places that influence your mood
- ★ **Mood journal** – Record how you feel and help you understand your moods
- ★ **Insights** – Understand yourself better and do more of the things you like
- ★ **Journals** – Record worries, emotions and actions in the moment
- ★ **Visual and audio exercises** – Boost your mood, relax your mind or drift off to sleep



How to use My Possible Self

- 01** Download the app via Google Play or Apple App Store by scanning the QR code
- 02** Create an account and enter your unique organisational code: GLicB25!
- 03** Enjoy the benefits of the app!

Scan me →



Care first Lifestyle: what you'll find

- **Online information and advice on:** wellbeing, finance, work-related issues, relationships, caring responsibilities, mental health, menopause & more...
- **Access to webinars** covering a range of work and wellbeing topics



Where can you find out more?

To find out more about how we can support you, and the types of issues we are best placed to support, please view our information hub: [Care first | Linktree](#)

User FAQs Guide

Your Services Explained

User Testimonials

Contact details

If you'd like to know more about Care first and how we can support you, please view our information hub on:

https://linktr.ee/care_first

0800 174 319

Lifestyle platform login details:

Username: Gloucestershire

Password: GPSTAFF



Close & Evaluation

