



Practice team development

Reception staff are the first contact patients have with any practice and potentially have a big impact on every patient's experience of the care they receive. PCC has developed a series of half-day courses which reflect the contribution reception staff can make in delivering several of the ten high impact actions set out in the GP Forward View (GPFV).

Our focussed sessions for reception and the wider practice team currently include:

- Better communication generates better outcomes
- Care navigation, active signposting and social prescribing
- Smarter working in practice teams
- Making the first contact count: better conversations in practice
- Team change
- Enhanced care navigation

The sessions can be shaped to the local circumstances and priorities of a primary care network (PCN) or clinical commissioning group (CCG).

Reception and admin teams have an integral and important role to play in the patient experience that can shape clinical outcomes. The development sessions are informal and discussion-based with participants learning from each other as well as the trainers. We give hints and tips in steering them through the workshops and the sessions can also help reception staff to reappraise the value of their role.

“By illustrating just how reception and admin staff can help improve the patient experience – and relieve work pressures on clinicians – the sessions often become a celebration of their role, which has a positive effect on confidence and morale”

Carla Custons-Cole, trainer

The effective communication course introduces reception staff to proactive engagement – including tips for active listening and effective questioning – and reacting to complaints or challenging encounters with patients. Participants also learn about the psychological elements of communication – such as having positive body language.

The care navigation and active signposting session examines models of care navigation and the fundamentals of signposting and social prescribing. It then goes on to consider how roles within the reception and admin team can change to enable staff to deliver what they've learnt. Enhanced care navigation builds on these foundations and further supports individuals and teams to enhance their skills, knowledge and competencies.

The training supports practices to implement at least three of the ten high impact actions that NHS England believe could relieve pressure on GPs: active signposting (directing patients, where appropriate, to other sources of help); social prescribing (referring patients to non-medical services in the community) and supporting self-care by directing patients to sources of information and support. Find out more by emailing enquiries@pcc-cic.org.uk with “practice team development” in the subject.