



Newham  
**TRAINING HUB**  
We **develop** people



Newham  
Health  
**Collaborative**  
A Community Interest Company

# New Roles in Primary Care – Retention Support Strategy

Sule Kangulec

Newham Training Hub - Programme Director

Paul Brown,

Newham Health Collaborative - Director of Strategy & Operations

LMC – 8 June 2023

**VALUING OUR PEOPLE,**  
CARING FOR OUR COMMUNITIES.

# Retention Strategy aims

Improved People Culture, improved staff well being and satisfaction

- Staff feel valued, high morale, positive environment
- Staff satisfaction results in lower absenteeism

Improved service provision and patient experience

- Workforce remain longer, time to develop their skills and expertise
- High engagement from staff leads to better outcomes for patients
- Continuity of care

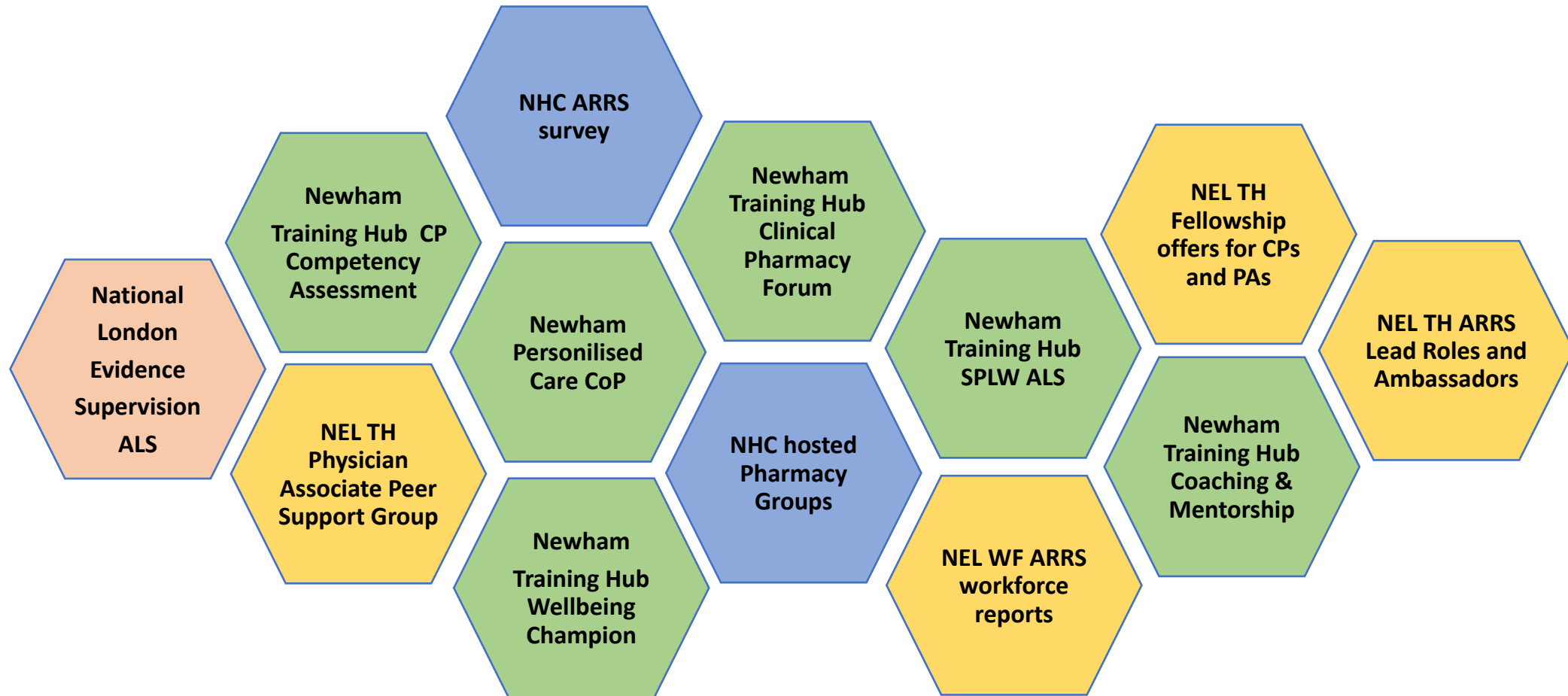
Reduced demand on GP time

- Recruitment is time consuming
- Staff training, upskilling, embedding takes time

## Newham ARRS workforce as of Jan 23 (FTE Claims Data)

	C1	D/lands	New Cen	NE1	NE2	Nth New	NW2	S/ford	Sth One	TOTAL
CP	7	6	8	5	8	4	1	1	4	44
SPLW	1	2	3	1	2	2	5	2	1	19
PA	4		2	3	2	2	5	6		24
CC	4	3	5		1	1	1	2		17
Pharm Tech	1	1	2		1	2		4	1	12
FCP	1	1	2	2	1				2	9
HWB Coach								1	3	4
Paramedic					1		1	1		3
TNA			1					2		3
AP								1		1
MHP							1			1
GPA	4		5					3		12
DTL					1			1		2
TOTAL	22	13	28	11	17	11	14	24	11	151

# Local & NEL support on retention currently



## Reflective Practice Groups for Social Prescribers working in Newham

[CLICK HERE TO JOIN TO A GROUP](#)

Groups will be online and will run monthly for 6 months at the same time on the same day of the week

### GROUP 1

Fridays at 11am – 12.30pm

Meeting dates of the group:

Friday, 24<sup>th</sup> Feb  
Friday, 24<sup>th</sup> Mar  
Friday, 21<sup>st</sup> Apr  
Friday 26<sup>th</sup> May  
Friday, 23<sup>rd</sup> June  
Friday, 28<sup>th</sup> Jul

### GROUP 2

Fridays at 1pm – 2.30pm

Meeting dates of the group:

Friday, 24<sup>th</sup> Feb  
Friday, 24<sup>th</sup> Mar  
Friday, 21<sup>st</sup> Apr  
Friday 26<sup>th</sup> May  
Friday, 23<sup>rd</sup> June  
Friday, 28<sup>th</sup> Jul

### GROUP 3

Mondays 10.30am – 12pm

Meeting dates of the group:

Monday, 27<sup>th</sup> Feb  
Monday, 27<sup>th</sup> Mar  
Monday, 24<sup>th</sup> Apr  
Monday, 29<sup>th</sup> May  
Monday, 26<sup>th</sup> Jun  
Monday, 31<sup>st</sup> Jul

### What are reflective practice groups?

Reflective practice groups provide a confidential, safe and non-judgemental space for workers to discuss frontline patient work as well as issues impacting on their working practice and wellbeing, alongside developing their skills and techniques.

As we know, frontline roles can be interesting a rewarding, but they can also often involve stress, challenges and can sometimes lead to burnout and compassion fatigue. These groups allow members to reflect on patient issues and workplace challenges, as well as benefitting from the support, skills and perspectives of their peers. These groups aim to help staff process and move on from work related issues and difficulties. These groups aim to cultivate a sense of support, kindness and encouragement.

### What happens in a group session?

Groups will be online and will run monthly for 6 months at the same time on the same day of the week. Each online group session will start promptly and last for approximately 90 minutes.

Groups will be facilitated by the supervisor and will follow a reflective practice/learning cycle structure which will involve two people each month bringing a prepared case or challenge which the group will go on to discuss together, with the aim of supporting and helping the 'presenter' enhance their practice, resolve issues, deepen their understanding and develop new insights.

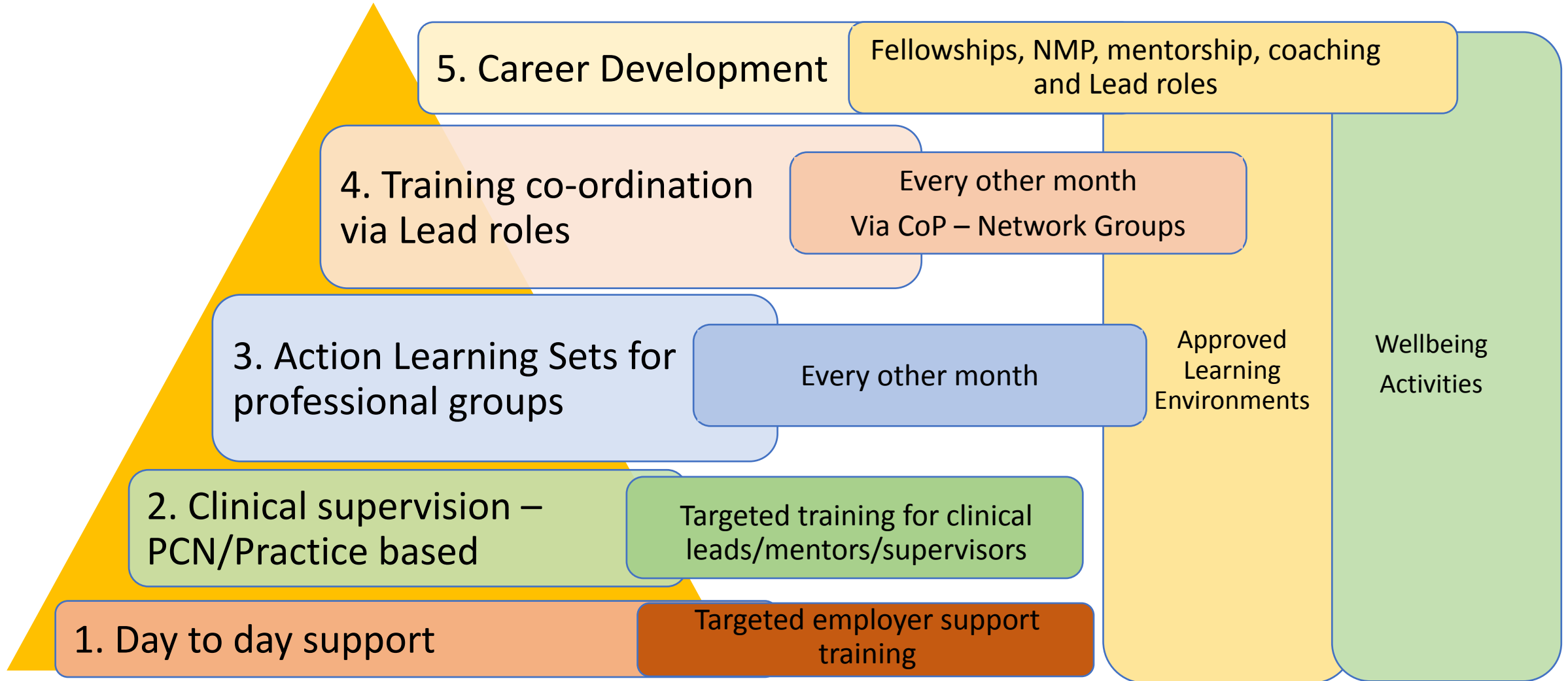
Every group will be 'closed' in that there will be set members of each group who will attend every month, rather than a drop-in style. Having a closed, set group encourages the development of a sense trust and psychological safety for all members.

# Action Learning Sets for Social Prescribers

- Offer is out and starting at the end of February
- 19 registered (out of 21)
- Will use the model to develop support model for all new roles



# PCN Staff Retention Support Model







Newham  
**TRAINING HUB**  
We **develop** people



Newham  
Health  
**Collaborative**  
A Community Interest Company

# THANK YOU

## Comments/Questions

**VALUING OUR PEOPLE,**  
CARING FOR OUR COMMUNITIES.