**General Practice Non-Clinical Pathway Competency Framework**

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| **Non-Clinical Role Progression Pathway Level**  | **Required Competencies** | **Competency Descriptor**  | **Indicative Roles**  | **Available Training** |
| Entry Level  | Customer Service  | * Awareness of patient needs
* Handling of sensitive situations
* Professionalism
 | * Trainee
* Student (Temp)
* Apprentice
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| Effective Communications | Ability to communicate effectively using oral, written, visual and non-verbal communication skills as well as listening skills to:* Clinical and non-clinical team members
* Patients and carers
* Employees working across other organisations such as secondary care and voluntary sector

Recognise people’s needs for alternative methods of communication and respond accordingly |  |
| Clinical System | * Ability to log on, book/cancel appts, make basic data entries with appropriate coding and contact appropriate people to rectify any problems
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| Admin Level  | Communication Methods | * Telephone system – handling, transfer and troubleshooting
* Appropriate use of individual and/or practice email
* Involvement in Social Media set up
* Reception information design and display
* Use of text messaging (AccuRx or Mjog)
 | * Administrator
* Receptionist
* Care Navigator
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| Confidentiality | * Understanding of data protection and confidentiality within General Practice and the NHS
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| System Usage | * Expanded knowledge of clinical system including:
* Reporting tools to produce information
* Workflow (tasks/out of hours /deductions)
* Registration Processes
* Knowledge of other systems used within practice (docman/IGPR/Accurx/AskmyGP)
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| Communication Processing | * Expanded knowledge of administrative procedures
* File correspondence into medical records
* Processing incoming mail
* Allocate communication and documentation to the relevant clinicians and staff
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| Active Signposting | * Awareness of 3rd party treatment pathways
* Awareness of ARRS roles within PCN
* Care navigation
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| Prescriptions | * Generation of scripts
* Understanding of EPS / EDS
* Understanding and use of EPS tracker through the Spine
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| Basic Training Skills | * “Buddy” for new starters / apprentice
* Sharing of information learnt on training courses amongst colleagues
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| Specifics Knowledge (e.g cancer champion) | * Development of interests within role to suit the needs of the practice population
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| Senior Admin Level | Mentoring/Coaching | * ECE student management
* Inductions for receptionists/entry-level roles
* Chair team meetings
* Development of junior team members
 | * Senior Admin
* Practice Secretary
* Senior Receptionist
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| Report Writing | * Participation in production of reports utilising clinical system
* Documentation of significant events as per practice policies
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| Minute Taking | * Production and publication of documents from practice / PCN / PPG minutes
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| Conflict Resolution | * Patients/carers: Verbal complaint handling
* Conflict within the team
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| Line Management Level | Delegation | Safe delegation and performance management  | Reception SupervisorSenior AdministratorOffice Manager |  |
| Time Management | * Evidence of Deadlines met
* Specific project targets achieved
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| Motivational Skills | * Resilience / flexibility of team demonstrated
* Confidence building
* Inspiring others
* Interpersonal skills
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| Appraisal | * Demonstration of process understanding & application
* Individual team objectives delivered
* Application of SMART(ER) system
* Objective Setting
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| Leading team meetings | * Demonstration of process understanding & application
* Individual team objectives delivered
* Application of SMART(ER) system
* Objective Setting
* Creation / communication of agenda
* Managing meeting schedule
* Managing meeting timings (before and during)
* Task setting and Actions allocation
* Report writing
* Summary and future review
* Influencing skills
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|  | * PPG
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| Basic accounts | * Administration of claims
* Checking payments in
* Management of petty cash / patient payments
* Anomaly reporting / chasing
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| Management Level | Recruitment | * Vacancy advert production and placement
* Interview skills
* Appropriate documentation / audit trail
* Staff retention and development potential
 | * Deputy or Assistant Practice Manager
* Ops Manager/Business Manager
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| Change Processes | * An understanding of the change process models and how to implement them
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| IT Systems – Advanced | * System set up and administration
* User management
* Troubleshooting evidence
* Liaison with system supplier
* Management of equipment and 3rd party software
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| Complaints Advanced | * Understand the NHS England process for handling complaints
* Be able to describe what makes a good practice complaints policy, and the NHS complaints regulations
* Understand what makes a good complaints investigation and response
* Know how to deal with difficult complainants and undertake removals from the practice list when appropriate
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| Group Management | * Planning and leading discussions / meetings
* Chairing meetings
* Providing feedback
* Increasing group membership / engagement
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| Facilities Management | * Troubleshooting issues
* Understanding of infection control requirements – legionella, cold chains
* Patient information and displays maintained
* Risk assessments
* Accessibility
* Reasonable adjustments
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| Senior Management Level | HR  | * Succession planning
* Disciplinary Procedures and Protocols
* Appraisals
* Staff competencies and appropriate skill mix
* Valuing staff
* Coherent organisational structure
 | * Ops Manager/Business Manager
* Practice Manager
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| Accounting | * Payroll
* Accounts
* Budgeting
* Liaising with accountants
* Pensions
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| Governance | * DSP Toolkit Compliance
* Business continuity plan
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|  | CQC | * CQC compliance: safe, effective, caring, responsive, well-led
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|  | Safeguarding | * Named safeguarding admin lead
* Managing safeguarding register
* Safeguarding meetings
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| Partnership | Legal Issues |  | Practice Partner |  |
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