**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 |  |
| 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 |  |
| 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 |  |
| Confidentiality | * Understanding of data protection and confidentiality within General Practice and the NHS |  |
| 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) |  |
| 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 |  |
| Active Signposting | * Awareness of 3rd party treatment pathways * Awareness of ARRS roles within PCN * Care navigation |  |
| Prescriptions | * Generation of scripts * Understanding of EPS / EDS * Understanding and use of EPS tracker through the Spine |  |
| Basic Training Skills | * “Buddy” for new starters / apprentice * Sharing of information learnt on training courses amongst colleagues |  |  |
| Specifics Knowledge (e.g cancer champion) | * Development of interests within role to suit the needs of the practice population |  |  |
| 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 |  |
| Report Writing | * Participation in production of reports utilising clinical system * Documentation of significant events as per practice policies |  |
| Minute Taking | * Production and publication of documents from practice / PCN / PPG minutes |  |
| Conflict Resolution | * Patients/carers: Verbal complaint handling * Conflict within the team |  |  |
| Line Management Level | Delegation | Safe delegation and performance management | Reception Supervisor  Senior Administrator  Office Manager |  |
| Time Management | * Evidence of Deadlines met * Specific project targets achieved |  |  |
| Motivational Skills | * Resilience / flexibility of team demonstrated * Confidence building * Inspiring others * Interpersonal skills |  |
| Appraisal | * Demonstration of process understanding & application * Individual team objectives delivered * Application of SMART(ER) system * Objective Setting |  |
| 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 |  |
|  | * PPG |  |
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| Basic accounts | * Administration of claims * Checking payments in * Management of petty cash / patient payments * Anomaly reporting / chasing |  |
| 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 |  |
| Change Processes | * An understanding of the change process models and how to implement them |  |
| IT Systems – Advanced | * System set up and administration * User management * Troubleshooting evidence * Liaison with system supplier * Management of equipment and 3rd party software |  |
| 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 |  |
| Group Management | * Planning and leading discussions / meetings * Chairing meetings * Providing feedback * Increasing group membership / engagement |  |
| Facilities Management | * Troubleshooting issues * Understanding of infection control requirements – legionella, cold chains * Patient information and displays maintained * Risk assessments * Accessibility * Reasonable adjustments |  |
| 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 |  |
| Accounting | * Payroll * Accounts * Budgeting * Liaising with accountants * Pensions |  |
| Governance | * DSP Toolkit Compliance * Business continuity plan |  |
|  | CQC | * CQC compliance: safe, effective, caring, responsive, well-led |  |  |
|  | Safeguarding | * Named safeguarding admin lead * Managing safeguarding register * Safeguarding meetings |  |  |
| Partnership | Legal Issues |  | Practice Partner |  |
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