

## **Somerset LMC Practice Support Programme 2020/21 Support Proposal**

Somerset LMC recognise that the pressures in primary care is increasing with ever growing workload, resource and workforce problems. The Covid-19 has added to this pressure, with many Practice Managers and staff, reporting feeling overwhelmed by the conflicting priorities and change of direction. The LMC have therefore, put in a range of support measures to support the resilience of GP practice staff, and practices as a whole.

It has been apparent through our interactions with General Practice that there is a need for support in the areas of:

- Practice support in resilient leadership; specifically:
  - Being clear on the strategic vision for the practice in a changing environment and the development of a strategy to deliver this effectively
  - The need to be adaptable to respond to the evolving nature of primary care
  - Ability to delegate effectively
  - Strong leadership from Practice Leads, including Deputy Practice Managers, to better support the PM
  - Development of personal resilience amongst all staff
  - Creating an environment that attracts new staff in a competitive environment, encourages growth & retains staff
- Individual Practice Manager support

Support has therefore been provided in:

- Providing zoom sessions for Practice Managers during the Covid period, to allow PM's to discuss areas concerning them
- Providing a range of online resources on resilience for practices staff
- Online resources to support the business: contract and finance information, QOF tips etc. This is also aimed at upskilling relevant staff
- Streamlining communication to practices to assist with key messages, and to avoid overwhelm with repetitive, or non urgent communications.

In addition, recent feedback has suggested there may be a need for further support moving forward. It is very much recognised that recent months has meant that attention in the business has moved from the day to day, to

dealing with Covid-19. However, as business begins to return to a new normal, and we deal with the anticipation of a potential second wave; it is felt that practices may need additional support. Therefore, the following is suggested:

- Pre-bookable zoom coaching support sessions for Practice Managers and Deputies to access to discuss current areas of concern and develop practical solutions. These can be booked by PM's via the eventbrite page <https://www.eventbrite.co.uk/e/one-to-one-coaching-tickets-117830232397> PM's will be given the code, SOMFREE to enter once they select the date which will enable them to access the training for free before they checkout. It is recommended that these free sessions are limited to 2 per practice.
- Action Learning Sets for New Practice Managers (less than 2 years in post) – monthly facilitated sessions for small groups to discuss work-based issues and to support each other in developing solutions.
- Action Learning Sets for Deputy Practice Managers / Operational Leads – monthly facilitated sessions for small groups to discuss work-based issues and to support each other in developing solutions.
- Resilience Training – to allow focused time for practice staff to discuss work-based issues which is causing pressure and stress; and to increase coping strategies.
- Continue coaching skills training for new PM's and those staff who are in a lead role, to give skills to empower and motivate their teams.