

SUPPORTING ARRS ROLES TO DELIVER MONTHLY PEER FORUMS



Transformation
Partners
in Health and Care

SOUTH WEST LONDON TRAINING HUB (SWL TH)

AT A GLANCE

The Approach

- **Monthly learning and support:** A training champion for pharmacists runs two hour training sessions for peers. The first hour is focused on education and the latter focused on discussion and peer support.
- **Important topics:** By using a champion, the topics covered were ones that the workforce most wanted. This included things like polypharmacy, hypertension, mental health coaching.
- **A scalable model:** The champion role has been employed for Primary Care Network (PCN) and GP Pharmacists as well as ARRs Paramedics. Now they are scoping the model for Care Coordinators.
- **Career development:** addresses a key training need, as identified in surveys and analyses among ARRs roles. It is important that peer support opportunities help with this.

FUNDING

- Funding came from the Primary care system development fund (SDF).
- The training hub found this is a more cost-effective approach compared to bringing in external trainers/facilitators.

THE CHALLENGE

SWL TH recognised the value of peer support for newer ARRs roles in primary care.

- Not all roles in SWL have access to peer support opportunities where they can discuss challenges, learn together and share ideas.
- There is huge value in peer forums, especially for newer roles such as those under the ARRs scheme.
- It isn't sustainable or most effective to run peer support forums from within the Training Hub or Integrated Care System so they searched for alternative ideas.
- There are few opportunities for ARRs roles to develop skills in leading groups and developing networks.

THE ACTION PLAN

- Developed a champion role for pharmacists in running monthly forums.
- Ensured there was someone in the training hub who could support from the administrative side.
- Recruited a champion role, with the Primary Care Network's (PCN) permission, to release time. Payment for backfilling the role was agreed.
- Each month, the designated champion designs the session and delivers the content, depending on what is most needed from the network.

IMPACT

- The top word used to describe the pharmacist sessions was '**Inspiring**' followed by '**educational**' and '**helpful**'
- **Interactivity, networking and meeting face to face** were the top things that were valued from the session

KEY DRIVERS FOR SUCCESS

- Getting funding agreement for backfilling the role, so PCN directors and managers don't feel like they are losing out.
- Allowing the champion to focus on the important part - the content for the peer support forums.
- Ensuring there is a designated person in the training hub to support e.g. with setting up teams invites, sharing comms.
- The champion is more likely to stay in their role and can make a valued contribution to their PCN.