

General Practice Access eLearning programme

Communications Toolkit



About the eLearning

What – A free-to-access two-hour eLearning programme for all Primary care staff, service planners and commissioners, that serves as both a useful introduction to the various components of general practice access systems, and a resource summarising the latest research, best practice, case studies and tips to support considerations and practical projects for improving local general practice patient access systems.

Why - General practice is at the heart of the NHS and is the first port of call for many peoples' health needs. It provides over 300 million appointments each year and demand is increasing year on year. GP teams are delivering a million appointments a day, half a million more per week than before the pandemic. All those working in general practice want our patients to be offered the right care by the right person to best meet their needs, but despite the best efforts of dedicated colleagues it has never been harder to meet those needs. There are no quick and easy answers or one-size-fits-all solutions; every general practice is different, caring for individuals from diverse backgrounds with differing needs.

Whilst this eLearning does not focus on particular policy requirements, it will prove useful when considered alongside the increased national focus on improving patient experience and access to primary care, as outlined within the [Fuller Stocktake report](#) (2022), [GP contract changes](#) 2023/24 and [Delivery plan for recovering access to primary care](#) (2023).

By completing this programme, staff will be better equipped to understand and plan for the varying demands in general practice and offer the best possible access within their available resources.

Where – This eLearning programme can be accessed from the *eLearning for Healthcare* website: <https://www.e-lfh.org.uk/programmes/general-practice-access/>. A direct link to the programme on the Learning hub is: <https://learninghub.nhs.uk/catalogue/General-practice-access>

How – Any NHS staff member (and those meeting [OpenAthens eligibility criteria](#), such as general practice staff) can freely access this eLearning programme, all that is required is to [register for an account](#) on the [eLearning for Healthcare Learning Hub](#).



Who - Intended Audience(s)

Providing good patient access requires a whole-team approach. It is good practice for all general practice staff to have an understanding of the factors that impact and can support improvements in patient access. As such, this eLearning programme will be of use to:

- All general practice staff with an interest in patient access
- Practice managers and those involved in selecting, implementing and reviewing processes and systems to support patient access within available resources
- GP partners or those nominated to take a lead on patient access within the practice
- Primary care organisations representing patients, service planners and researchers
- Any staff new to the profession
- Anyone interested in learning about patient access to primary care

Who – Authors and developers

The NHS England - London regional primary care team, in collaboration with system partners, [Londonwide LMCs](#), the [EQUIP team](#), and [eLearning for healthcare](#), have developed this national eLearning programme on patient access to general practice based upon the [London General Practice Access Guide and Manual](#), which were also co-authored by Drs Sian Howell (GP and previous London Regional Clinical Lead for General Practice Access) and Tom Margham (GP and Clinical Lead, the [EQUIP](#) primary care quality improvement programme).

When – The programme is now live. Communications are launching on **Tuesday 13th June**.

Further information

- CPD accreditation has been applied from the Royal College of General Practitioners.
- By registering for an account on the eLearning for Healthcare Learning Hub, participants can pause and return to the programme at a later time
- For further information, please contact england.londonprimarycare@nhs.net

Key comms objectives

NHS England has tasked General Practice (and Primary Care more broadly) with considering how it can transform local patient access systems to provide the best possible access to patients within available resources¹. For this to be achieved, all staff – clinical and non-clinical, as well as the wider multi-disciplinary team will need to input into local system redesign. This eLearning will provide a useful grounding to support local considerations and discussions. The key communications objectives are therefore:

1. To sight all general practice staff (and wider primary care staff) on this eLearning programme
2. To support the formal launch of the programme on **Tuesday 13th June 2023**
3. To encourage the embedding of the programme within staff training / learning management systems
4. To encourage early staff completion of the 2 hour programme

¹ [Delivery plan for recovering access to primary care](#) (2023)

200 Words

This can be used for bulletins/websites, depending on your activity.

New NHS eLearning programme to support improved patient access to General Practice

NHS England's London regional team and [eLearning for healthcare](#) have worked with [Londonwide LMCs](#), the [EQUIP team](#), and system partners to develop a 2 hour [eLearning programme to improve understanding of how general practice can adapt local access systems to provide the best experience to patients and staff within available resources](#).

Freely available to all NHS and general practice staff, the eLearning consists of five 20 minute sessions, based upon the [London General Practice Access Guide and Manual](#). It will be a helpful resource when considering local responses to the recent [Delivery plan for recovering access to primary care](#).

The programme is aimed at the whole General Practice team, including clinical and non-clinical staff, and outlines latest research, best practice, case studies, tips and practical quality improvement projects that have led to improvements in services and patient experience.

General practices, service planners, commissioners and wider primary care staff are encouraged to embed this eLearning in local staff learning systems, and support staff undertake this learning. CPD Accreditation has been sought from the Royal College of General Practitioners.

For further information, visit the [programme webpages](#) or contact england.londonprimarycare@nhs.net.

100 Words

This can be used for bulletins/websites, depending on your activity.

A new national NHS [eLearning programme](#) has been developed with [eLearning for Healthcare](#), [Londonwide LMCs](#), the [EQUIP team](#), and system partners to support general practice staff, service planners and commissioners consider ways to improve local general practice patient access systems. Freely available via the Learning Hub, this 2 hour programme will support improved understanding of and planning to best meet the varying demands of general practice, in order that the best possible patient access can be provided within available resources.

For further information, visit the [programme webpages](#) or contact england.londonprimarycare@nhs.net.

280 Characters

Suggested tweets / shorts

[Register](#) for a new free 2 hour NHS eLearning programme to improve understanding of how general practice can adapt local access systems to provide the best experience to patients and staff within available resources.

Clinical and non-clinical primary care staff can now access a new free 2 hour NHS eLearning programme on improving patient access to general practice [here](#), developed with @eLfHC, @LondonwideLMCs and [EQUIP](#).

Primary care employers can now include a new free 2 hour NHS eLearning programme on improving patient access to general practice, developed with @eLfHC, @LondonwideLMCs and [EQUIP](#), in their learning management systems.

A new 2 hour [elearning programme for general practice teams](#) focuses on improving patient access systems so that they work better for patients and staff. GPs, practice managers, receptionists service planners and commissioners can access for free [here](#)

Do you work in a general practice team and would like to learn more about improving patient experience through patient access systems? Check out this new NHS eLearning developed with @eLfHC, @LondonwideLMCs and [EQUIP](#) to help you, see [link](#).

Animations included within the eLearning

The key components of an inclusive access system

<https://vimeo.com/elfh/review/773961632/6d6173fcac>

Equitable access systems

<https://vimeo.com/elfh/review/802995942/de6f2ba473>

Improving our access systems Plan-Do-Study-Act (PDSA) cycles

<https://vimeo.com/elfh/review/803001061/da611bc442>

The value of autonomy within the practice team

<https://vimeo.com/elfh/review/802995855/4af0670718>



