**Appendix 3 – General Practice Assistant Programme – Case Study Learner Feedback**

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| **Brief Description of the Skills and knowledge acquired during the programme?** | **Did you learn any new skills/knowledge?** | **Did the programme include correct content/modules?** | **What was your role before joining the GPA programme?** | **Any additional skills/knowledge that could have been included?** | **Are you currently in post as a GPA?** | **Region** | **Any other comments?** |
| Care Programme | New skills: -  Helping with care plans  Legality behind consent | Repetitive content  Too much around care planning | Senior admin then HCA | More help with protocols | No – advanced HCA | C & M | Post more admin than healthcare |
| Learnt about admin side/follow ups after consultation with GP | Learnt about reception/admin side of GP work  Developed skills in summarising/creating care plans and EMIS system | Course covered large variety and proportion of daily workings for a HCA and the admin teams | HCA | Content of course very good, however some of modules repetitive | HCA – plan to start PA course | C & M | Course encourages admin/reception and HCA to work together.  Lack of communication between course providers and students poor.  Still awaiting certification. |
| Complete GP forms e.g. Insurance & DWP  Expanded skills on taking patient history and symptoms | New skills: -  Phlebotomy  Clinical history taking  How to complete GP forms | Certain areas could have been expanded  e.g. more content on clinical discussion  Also, some group sessions with other GPAs would have been beneficial | HCA | Blank | Not officially as not received certificate | C & M | Overall satisfied with programme  Still awaiting certification – difficult to negotiate the role until receive the certification. |
| As a HCA already knew a lot, but did refresh skills and learnt about community offer for patients | Not learned any new skills as already a HCA | Yes, included correct content/modules | HCA/Patient Care Advisor/Prescribing Clerk | Spirometry training – since been on a course | Yes - GPA | C & M | Course should be longer than 6 months |
| Learnt skills with general observations, completing forms and consultation recording | New Skills: -  ECG  Phlebotomy  Spirometry  BP reading  Observations | Some content was not relevant as course designed to also include carers | Reception/Admin | Blank | Yes – GPA | C & M | The role of the GPA will differ from surgery to surgery dependent on size.  Job role developing – on hand to chaperone and assist. |
| Learnt skills in care, consent, referrals, history taking, ordering blood tests, phlebotomy, taking observations, confidentiality, health & safety, infection control, use of PPEs, ECGs, triaging medical letters and more | | Some of modules more aimed at care/nursing home staff rather than staff based in GP surgery.  As I was in wave 1, I believe some of the wording of the modules changed for the wave 2 learners. | Receptionist | Meds management would have been useful | Yes – GPA | C & M | I believe that the course changed for wave 2 learners and was made more understandable and relevant.  The course needs to be longer for people to put their new-found competencies into practice.  Still awaiting certification. |
| Gave me chance to brush up on my existing skills using my knowledge and expertise as a HCA. | Did not learn any new skills, but I have been able with the skills and knowledge to understand and think more of what my role is. | As I am already a HCA the clinical skills were ideal, a receptionist or non-skilled person may have found it more challenging. | HCA | None. | HCA/GPA – need certificate to go along with the role | C & M | Although it is a pilot scheme, I have waited a long time for the process, perhaps as more come on board it will get better. |
| Involved a lot of work on clinical skills e.g. blood taking, BP, ECGs.  Also, high focus on administrative work e.g. summarising records and insurance reports. | New skills: -  Phlebotomy  Finger Prick Tests  ECGs  BPs  How to complete insurance forms  How to write a consultation | I felt that the programme was repetitive at times and a tick box exercise for some of the modules and lacked direct learning.  A lot of the elements of the assignments could have been amalgamated to cut down the work, as difficult to complete as well as working full time. | Senior Receptionist | None. | GPA – Yes | L & SC | Idea of the course very interesting. Enjoy parts of the role that have taken on since finishing the course.  Lack of support and guidance with regards the organisation of the course, although appreciate a pilot scheme and future intakes may feel more supported. |
| Programme included working alongside GP mentor and Lead Practice Nurse. It gave me a greater understanding of patient care and what was involved. | New skills: -  Mental capacity and consent  Power of attorney  Phlebotomy  The programme gave me better understanding of the whole picture and how a GP works. | Yes, but I do feel that if I had come straight from reception onto the programme, without any clinical knowledge I would have needed longer, especially the phlebotomy training. | Full time HCA | None. | GPA - Yes | L & SC | None. |