

# IRWELL MEDICAL PRACTICE CASE STUDY



The Practice's new strategic solution to generate significant workforce growth and quality improvements utilising the new role of **Nursing Associate (NA)**

## AT A GLANCE

### Challenges

- University requirements
- Understanding NA Scope
- Estate size

### Benefits

- Direct savings: £4,091.80 pa
- Indirect savings: £14,136.80 pa
- 716 additional nurse hours
- 104 additional pharmacist hours
- No cost incurred if ARRS available
- PCN approach
- Improved quality and patient safety



"For over 4 years, we've been developing and deploying the new role of the NA for both the practice and PCN using both

**Apprenticeship** and **ARRS** routes"

"Our mission is to provide effective career development and quality learner opportunities. Ultimately improving the practice and patient experience"

### Angela Ormrod

Nurse Manager

PCN Lead Nurse Rossendale East

## OBJECTIVES

Following the Shape of Caring review recommendations, HEE's initiative is to develop, implement and monitor a programme of work to deliver the recommendations for widening access and developing the nursing and caring workforce.

## SOLUTIONS

The Nursing Associate is a new support role in England that bridges the gap between healthcare support workers and registered nurses to deliver hands-on, person-centered care as part of the nursing team.

## BENEFITS

### Benefit One

The savings for the practice and PCN both direct and indirect are estimated to be approximately £18,000

### Benefit Two

Additional sessions were able to be facilitated by utilising the TNA/NA role. The practice implemented programmes for future workforce requirements, such as training in spirometry, contraception reviews, LTCR, LD reviews, and dementia reviews

### Benefit Three

Using the programmes and training identified above this has reduced the practice nurse workload. This allows them to focus on improving the quality of care of patients with more complex health requirements. Some successful outcomes are highlighted here:-

NA's are receiving training in spirometry, so they can assist with the backlog of patients awaiting this test.

The TNAs have been given training in contraception reviews, carrying out pill checks, and administering depo injections under a robust practice protocol and supervision of a registrant.

They are carrying out work in the care home on the personalised plan of care.

The team of Trainee Nursing Associate's are taking part in a PCN project, exploring the quality of dementia reviews, and ensuring carer reviews are conducted. Ensuring that the carer reviews meet the patient's needs in accordance with the dementia-friendly practice.

### Benefit Four

As part of the ARRS roles, they have employed 5 TNA's to work in the practices and in the care home with nurses. Using the developed programme and quality learning environment, the PCN benefits from 5 NA's once qualified whilst the practice receives the tariff.

### Benefit Five

By increasing the workforce numbers and a "grow your own" quality, it ensures the GPN has time for more complex care management of patients.

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