

# Best Practice Guide

This document is intended to support primary care to undertake risk assessments with staff

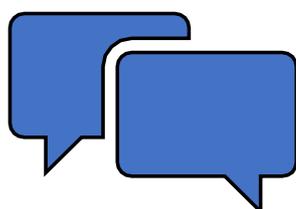
## Things to consider:

### CREATING THE RIGHT ENVIRONMENT



- Ensure you are having a one to one [risk assessment](#) conversation with each member of staff
- Ensure risk assessments are done in a timely manner
- Remember - it is ok to not have all the answers

### DISCUSSION



- Reassure staff members if they have concerns
- Keep team members well informed about policies and procedures
- Take notes to **record** the main points
- Agree and **document a personalised mitigation plan** with each team member

### TAKING ACTION



- There are a number of mitigating actions you may want to take. The following provides some suggestions

#### MUTUAL AID

- Discussion across PCNs
- A buddy system with 2-3 practices supporting each other
- A locality resilience hub
- Access to a GM [Primary Care Resource Bank](#)

#### HEALTH AND WELLBEING SUPPORT

- Ensuring staff have access to support services e.g. smoking cessation, weight management
- Seeking advice from occupational health
- Signposting to mental health support – e.g. [Silver Cloud](#)
- Provide vitamin D testing and recommend supplements as good practice

#### WORKING ENVIRONMENT

- Amendments to standard operating procedures
- Ensuring all staff members have access to and understand policies and procedures
- Facilitation of remote working for people most at risk
- Access to appropriate PPE for all face to face patient contact

Localities will need to develop effective and sustainable solutions in order to maintain quality services and support their staff to work safely. The following provides some examples of good practice already in place across Greater Manchester.

### **Remote Working**

Primary care colleagues are increasingly able to work remotely where they are unable to see patients face to face – supporting patients that do not need a face to face appointment and have capacity to decide about their treatment. This is enabled by access to the patient record and is delivered through online consultations, telephone appointments / triage and video consultations.

### **Resilience Hubs**

A locality wide resilience hub, managed by a lead provider, is designed to provide a central point of contact for requesting additional support and capacity into practices. This ensures that vulnerable staff remain safe and services can be maintained.

### **Buddy Practices**

Two or three practices may want to pair or team up to ensure each other's resilience. It is a mutual arrangement between practices in which each practice may take responsibility for some elements of work. E.g. if Practice A is unable to see their own patients, then Practice B would manage those appointments on their behalf. In return, Practice A may undertake some of Practice B's online appointments. This approach may need further consideration long term as general practice demand begins to increase.

### **GM Workforce Bank**

The GM [primary care resource bank](#), provided by Lantum, gives practices an opportunity to access to backfill staff. GM has agreed a consistent offer to all practices who fill clinical slots of **1%** of the sessional fee only.

In summary:

- Monthly subscription fee for full access to Lantum platform: **Paid for by GM** for all localities within the system for 12 months
- Transactional fee for 'GM Bank' staff-**1%** of total amount paid to GP, **paid by practice** or service using Lantum
- Transactional fee for 'Marketplace' (outside of GM staff bank) staff -**5%** of total amount paid to GP, **paid by practice** or service using Lantum

There are no cost/fee to the locum/doctor providing the service; there is also no 'finders fee' where a doctor is directly employed by a service following introduction via GM Workforce Bank/Lantum. Historically individual practices were charged **15%** which has been replaced by the 1% fee described above for using the GM Bank ensuring equity across GM for all practices.

### **Independent Advice**

There should be a system in place for independent advice regarding the outcome of your risk assessment. This could be CCG led or by your local occupational health specialist

### **Freedom to Speak up Guardians**

Freedom to speak up guardians are appointed locally as a trusted person who staff can confidentially speak to if they have questions about a public interest concern or have concerns that something is not being taken seriously or dealt with effectively by their manager or other appropriate person. Do you know who your local Freedom To Speak Up Guardian is?

If you have any queries please contact [england.primarycarecomms@nhs.net](mailto:england.primarycarecomms@nhs.net)