

ARRS Recovery Action Plan

Date Updated: 5th October 2021

Recommendation Category (from final report pages)	Recommendation	Action	Responsible/Owner	Priority	Start Date	End Date	Target Date	Status	Update
General	PCN Roles	Facilitated sessions on PCN roles and how these can be utilised; to be targetted at all Core Network Practices	Tom Peppiatt Primary Care Leads	Medium			31/12/21		15/09/2021 - Links with several actions below, including embedding knowledge and understanding, directory of success, and induction programme. Update to be provided in coming weeks, once other interdependent actions developed.
General	PCN Roles	Rolling programme of work to develop and embed knowledge and understanding of the new role types - to include non ARRS PCN staff	Tom/Jan/ TH Ambassadors	Medium	19/07/21		31/12/21	Ongoing	27/09/2021 - Meeting with comms took place last week, development of a directory of success to be implemented alongside Training Hub Sharepoint system. Task and finish group to be formed 15/09/2021 - Action links with directory of success. Meeting with comms scheduled 22/09/2021, update to follow on interdependencies.
General	Time Management	Time management and delegation training - procure training provider to run a series of sessions.	Vicky Turner	Medium	12/07/21		30/09/21	Open	27/09/2021 - JSw has chased EQUIP for dates to run sessions. Update to be provided shortly. Realistically Sessions will be run end of November/December awaiting firm dates 15/09/2021 - Quote from EQUIP and Revolution Learning. EQUIP is more cost effective and tailored to health and social care staff. Quotes sent to KP for approval as per SFIs. Aim to close action by 30th September Training dates have been booked and confirmed 3 half days November, December and January
General	Wellbeing	Continue to promote wellbeing initiatives - up	Vicky Turner	Medium				Ongoing	27/09/2021 - TP to review current initiatives in place and promote best practice. PMSS to start go live in November, Supporting Mentors Scheme to go live in November, RCGP coaching good uptake and TPC Health wider workforce coaching has low uptake. Update to follow.
General	Wellbeing	Implement plan aligned to wellbeing bid - funding not awarded alternative options being explored	Jenni Speller/ Kathryn Perry	Medium				Ongoing	Funding not awarded for wellbeing bid - KP and JS to look at alternative system options for wellbeing support aligned with above action. Work ongoing and Here For You Sessions being arranged at TTL and PMs meetings
General	Wellbeing	Encourage uptake of coaching and mentoring support, including testimonials and and experiences	Vicky Turner Babajide Odutola	Medium	12/07/21		29/10/21	Open	27/09/2021 - as per above, Mentoring scheme to go live in November. Uptake of TPC Health and RCGP coaching to be evaluated and best practice to be shared by TP 15/09/2021 - Testimonials recieved and marketed for the RCGP coaching offer. Uptake is low on non-clinical coaching via TPC Health, we need to meet with provider to discuss them attending PM Meetings. Promotion of Supporting Mentors Scheme end of September. All offers live and promoted by end of October
PCN Infrastructure	Training and Q&A	Training and Q&A session on HR/finance related matters for PCNs/Core Network Practices - Training Hub to work with Capsticks on training sessions	Tom Peppiatt	Medium	26/07/21		30/10/21	Open	05/10/2021 - Meeting with Capsticks moved to 12th October, JSw to articulate what we want them to deliver 27/09/2021 - Meeting originally scheduled with Capsticks was delayed. New meeting booked for October. Updates to follow. 15/09/2021 - JSw to approach capsticks and develop sessions with TP support. Aim to get a quote by end of September, with training dates provisionally confirmed. 12/10/2021 Meeting with Capsticks awaiting a quote for providing 2 x 1 hour sessions
PCN Infrastructure	Training and Q&A	Workshop on best use of PCN funding	Ashley King	High				Open	12/10/21 - Meeting arranged with AK to discuss 25.10.21
Recruitment	Budget	Flexibility of ARRS roles and further information on ARRS allocations (and flexibility)	Ashley King	Low				Open	12/10/21 - Meeting arranged with AK to discuss 25.10.21
Recruitment	Budget	Local review of whether the national funding formula creates challenges and how to overcome/whether to present concerns to national team	Ashley King	Medium				Open	Ashley aware of actions, no update yet. Rebecca/Jenni to chase w/c 13th Sept. Discussions underway with Grays PCN about possibility of using them to work up issues/options further. 12/10/21 Meeting arranged with AK to discuss 25.10.21
Recruitment	Directory of Success	Directory of Success - development of a directory of best practice examples for the new roles and PCN Leadership Team models - to include benefit to patients and impact on workload	Training Hub Team	Low	13/09/21		29/10/21	Open	27/09/2021 - Meeting with comms took place last week, development of a directory of success to be implemented alongside Training Hub Sharepoint system. Task and finish group to be formed 15/09/2021 - Kaltrina Bajrami will support with collating best practice and publishing a directory of success, with spotlights on roles etc. Meeting arranged for 22nd September to discuss approach
Recruitment	Estates - dedicated	Dedicated estates support for PCNs to get PCN Premises Plans in place for short and longer term for all 27 PCNs	Kerry Harding/Jenni Speller	High	31/08/21		22/09/21	Ongoing	28/09/21 - Simple guide to process with embedded request form to be sent out within the week. 28/09/2021 - Discussion held with William Guy, Kerry Harding and Ashley King about approach to PCN Estates work. Billericay PCN proposed as possible example PCN to work through and Kerry Harding to be attend weekly project meetings. 27/09/2021 - Requested accelerator sites from AK in order for Jan to provide Edward with a list of suitable PCNs to approach first. Edward has been sent a lot of reading, including summary of current situation and education re ARRS 15/09/2021 - Edward Stezycki joined CCGs on 13th September in dedicated role. Induction and role out plan underway. UPDATE - meeting with Ed on 22nd September (JS, JSw, and TP attending) ES has started to contact the practices to discuss premises issues 12/10/2021 - Billericay PCN to be used as example to test model. Kelly Burke to support.
Recruitment	Training on innovati	Innovative recruitment - link with HCP MSE Team to develop targeted innovative recruitment solutions for PCNs and the wider system workforce	Jan Sweeney TH Ambassadors	Medium	26/07/21		31/12/21	Open	15/09/2021 - Discussion to be arranged between MSE Workforce Transformation Team and Training Hub regarding rotational posts and other recruitment methods - this will link with the MSE Retention Initiative.

Recruitment	Training on innovati	Adaption of the Consultant Exchange Scheme to enable practice staff to spend time shadowing colleagues	Kathryn Perry	Low			31/12/21	Open	05/10/2021 - This may link with the Retention Group Medical Workforce workstream. Will discuss with JS and KP 27/09/2021 - JSw to get details of the outcomes of the Consultant Exchange Scheme and send to JS 15/09/2021 - TP sent details of Programme to JS - discussions with Ronan Fenton to be arranged
Retention	Development Oppo	Peer support and supervision support implemented for newly appointed staff	Jan Sweeney TH Ambassadors	Low	19/07/21		31/12/21	Open	05/10/2021 - All Ambassadors recruited, awaiting sign off from HR and finance, start dates tbc. 27/09/2021 - FCP Ambassador and ECP Ambassador, final interviews on 29th September. Once appointed, all recruited. 15/09/2021 - Once Ambassadors appointed, they will work closely on this action. Pharmacy Ambassador and PA Ambassador confirmed, EPC & FCP interviews w/c 20th September
Retention	Development Oppo	Appraisal and 1-1 resources shared and implemented with PCN's	Training Hub Team	Low	15/09/21		29/10/21	Open	27/09/2021 - JSw has spoken to KP and plan being formulated re systems approach to appraisals across primary care 15/09/2021 - JSw to speak with KP regarding webinars and templates for PCNs to use for appraisals and 1:1s. May need to procure formal training (tbc.).11/10/2021 Contact made with several providers awaiting quotes from EQUIP, H.R.Advisory Service (subsidiary Capsticks) and Practice Managers Association
Retention	Development Oppo	Appraisal training developed for PCNs	Training Hub Team	Low	15/09/21		29/10/21	Open	27/09/2021 - as per E24 update 15/09/2021 - Links to action above (E24) - JSw to discuss further with KP. Capsticks may be able to provide training and support.
Retention	Development Oppo	Staff development and supervision offer communicated across and linked to appraisals and initial objective setting with new staff	Training Hub Team	Low	15/09/21		31/12/21		15/09/2021 - Ambassadors being interviewed. Will support with action when appointed.
Retention	Development Oppo	Ensuring PCN Meetings take place and operate in a way to support Team Building and individual development	to discuss						
Retention	Development Oppo	Easy to use intranet service to enable the communication of up-to-date information and services	Vicky Turner Training Hub	Medium	15/09/21		31/12/21	Open	27/09/2021 - Comms meeting took place on 22nd September, task and finish group formed to ensure delivery (as per other comms actions) 15/09/2021 - meeting taking place with comms to discuss (22nd September)
Retention	Induction	Sign off and implementation of the Ready, Set, Grow Programme - PCN induction of ARRS staff	Tom Peppiatt	High	28/06/21		31/12/21	Open	27/09/2021 - RSG programme now delayed due to infrastructure and capacity issues with BLMK (host organisation). Likely we will develop a similar offer at a local level. Update to follow. 15/09/2021 - Project group formed and signed off by PCL (sub-group of Programme Board). Risk = project lead leaving from BLMK. TP to ensure doesn't impact project. Meeting scheduled 17/09/2021
Retention	Induction	Development of full induction programme for primary care	Training Hub Team	High	28/06/21		01/03/22	Open	05/10/2021 - JSw to take the lead on pulling together an induction programme for new starters August - Discussion with South West London Training Hub has taken place, presentation to be designed for MSE and additional arrangements in place to ensure delivery of first session in October 2021
Retention	Network Agreements	Review of Network Contract Agreements	Rebecca Warren	Medium	01/07/21		30/09/21	Open	A number of agreements have been reviewed with recommendations made. The majority of agreements cannot be located by NHSE. PCNs have been written to requesting copies of Agreements
Retention	Practice Meetings	approach to be reviewed with Place Leads a	to discuss						
Support	Meetings	Mapping of PCN and Practice meetings - can meetings be rationalised?	Rebecca / Place PCN Leads	Low	10/09/21		24/09/21	Open	Meetings with CCG involvement have been mapped and added to Teams channel
Support	Practice Level	EQUIP to undertake Phase 2 discussions with	Jenni/EQUIP	High			30/11/21	Open	6.10.21 - EJ to pick 30 proposed practices - completed. JS to verify. Meeting with place leads to be set up to agree purpose and Qs for the practices. Proposal received from EQUIP and under review. Work has commenced in line with draft proposal. Discussions underway to link with other initiatives. 22.09.21 - Meeting arranged for 29 Sep JS/EJ

CLOSED ITEMS										
Recruitment	Training	Targetted discussions with PCNs who have not progressed with recruitment, ensure they are aware and engaged with EPCC and supported by TH	Tom Peppiatt Babajide Odutola	High	05/07/21		31/08/21	31/08/21	Closed	15/09/2021 - All PCNs who had not previously utilised EPCC have been contacted. EPCC have been invited to place based Practice Manager forums. Targetted discussions with PCNs during workforce planning. JSw to continue to work with PCNs and ensure all roles are being advertised and PCNs supported with recruitment challenges
Retention	Development Oppo	Workforce Planning - embed retention and population health into workforce planning process	Tom Peppiatt Primary Care Leads	High	16/06/21		09/09/21	31/08/21	Closed	15/09/2021 - Workforce planning for 2021/22 completed - all plans returned, going through sign off process
Retention	Quick reference gui	Development of PCN support guide, including services and training provided by the CCG, EQUIP, and other agencies for	Tom Peppiatt Training Hub Team	High	28/06/21		02/08/21	06/08/21	Closed	Support guide approved by PCL Group and sent to all PCNs before workforce planning process.
Programme Management		Development and process for ARRS working dashboard, updated on a fortnightly basis with recruitment and claim portal intelligence	Tom Peppiatt Babajide Odutola	High	28/06/21		02/07/21	02/07/21	Closed	Report sent on a monthly basis (usually 20th of each month) to align with extraction of ARRS claims. Dashboard in place.

Programme Management		Fortnightly highlight reports to include key improvements, issues and concerns	Tom Peppiatt Babajide Odutola	High	05/07/21	09/07/21	09/07/21	Closed	Report sent on a monthly basis (usually 20th of each month) to align with extraction of ARRS claims. Dashboard in place.
Programme Management		Recovery Action Plan - structured process for review of entire RAP to be established with support from EQUIP - weekly oversight of progress to be established	Jenni/Emma James (EQUIP)	High	25/08/21	13/09/21	13/09/21	Closed	Process agreed - work underway to implement and test. Weekly meetings in place for review for RAP.
Retention	Development Oppo	Workforce plans need to support practices and PCNs in identifying time to dedicate to recruitment and train . Leadership Model needs to be discussed and agreed.	Tom Peppiatt	Medium	26/07/21	31/08/21	31/08/21	Closed	15/09/2021 - Workforce planning process completed. Discussions with key stakeholders across the system completed prior. Links to PHM and service delivery made. Focus of plans has been on creating resource to support extended service delivery across PCNs