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NAPC | National Association
of Primary Care

Beacon Medical Group Primary Care Home: multi-disciplinary team working in action

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BEACON
MEDICAL GROUP

Primary Care Home in Action: Maturing the MDT

Background of Beacon

Merged April 2014

6 sites, 43k patients, suburban and rural Devon

Rapid test site Primary Care Home



We promote
Candour

Our opinions count at work. We feel able to speak up when needed and embrace constructive feedback. We are open and honest when something goes wrong. We protect colleagues who raise concerns about care.

We are
Trusted

We are successful; we recognise what we do well and promote this but are also thankful and grateful. We are respected and this is important to us. We are trusted, by patients, by our peers, by each other and by the community.

We are
Here

We are accessible - we do this by opening at the weekend and late night opening. We have invested in our website so that you can get help 24 hours a day.

We are
Community

We are supportive to each other and our patients. We are a community and support our community. We link patients and their families to services in our neighbourhoods. We have fun together, in work and throughout the year. We value team work and work with our patients, carers, communities and partners as one team.

We are
Caring

We promote and provide good patient care. We are caring - within our teams and for our patients. We are inclusive, we are all valued equally.

We are
Evolving

We share new ideas and we are willing to explore them. We want to grow and learn and want to help others too. We are constantly developing so that we can help people in new ways.

Building towards maturity



1. Look at the data - define what / who you need
(Primary Care Foundation - free tool)



2. These are emerging roles - set clear expectations
(Health Education England, HE providers)



3. Involve the whole team in the introduction- be agile
(patients, reception team, GP colleagues)



4. Build in time for resilience, reflection and growth
(clinical boundaries, safety and sustainability)



5. Nurture a network and inspire others
(students, other providers, across networks)

Step 4: Resilience, reflection and growth

- Developmental frameworks
- Developing the team ethos and infrastructure
- Supporting education
- Improving supervision
- Encouraging innovation

Step 5: Nurture a network and inspire others

- Collaboration with networks
- MDT students from an array of backgrounds
- Community providers



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