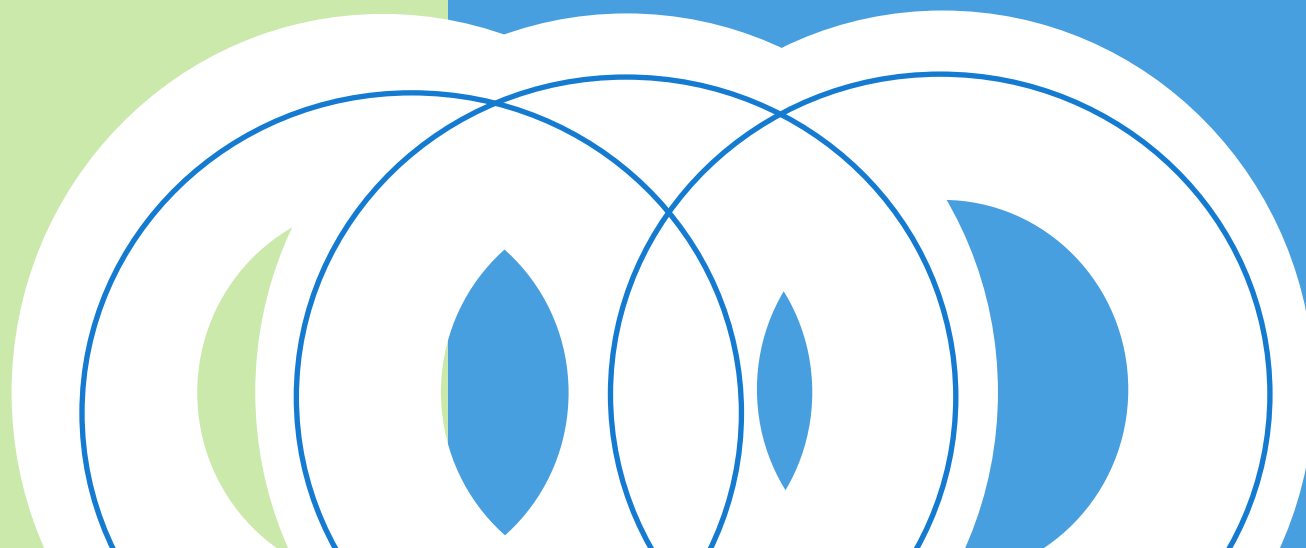




Herefordshire General Practice

Taurus Healthcare

**FLEXIBLE POOLS
PRACTICE MANAGERS' FREQUENTLY ASKED QUESTIONS**



FLEXIBLE POOLS: PRACTICE MANAGER FAQs

Thank you for your interest in Herefordshire flexible pools.

What is the purpose of the pool?	<ul style="list-style-type: none">• To strengthen the resilience of 24-7 General Practice by having workforce pools, that are well supported and trained and that are easily accessible to practices.• Our aim is to create a pool of well trained and supported workforce, offering those who want to work flexibly a way to be part of a stable Herefordshire workforce. Our model aims to be less subject to the market pressures of a traditional locum bank.• The flexible workforce pools will support the primary care networks to increase capacity in general practice and create a new offer for our local workforce wanting to work flexibly. It is expected that practices and PCNs will benefit from reduced burden in accessing temporary staff with the potential to build better relationships with pool members.
What is the ethos behind the pool?	<p>To provide:</p> <ul style="list-style-type: none">• One recruitment process to give all roles an agreed 'HR passport' to work in the general practice system• A simple mechanism for our workforce to pick up some additional hours to support a neighbouring practice or Herefordshire General Practice, even if this isn't a regular part of their income• Those who want or need to work flexibly, can still have a fulfilling and supported role and feel a valued part of the Herefordshire General Practice workforce
Who can join the pool?	<p>Any appropriate applicant that meets the relevant job role criteria, engaged with Taurus, a practice, or a locum.</p>

FLEXIBLE POOLS: PRACTICE MANAGER FAQs

What is the benefit of working in the pool for our workforce?	<p>Provision of:</p> <ul style="list-style-type: none">• HR passport• Online, remote and face to face training– covering mandatory areas and system priorities• 360 feedback – rate the practice, rate the flexible worker
What is the Herefordshire HR Passport?	<p>If you use any workforce role in our flexible pool you can be assured they are compliant with our HR checks. The following is included in their Herefordshire HR passport as standard:</p> <ul style="list-style-type: none">• Proof of identify & Right to Work in the UK – If on a visa the visa is checked• In date medical indemnity (if appropriate)• Is registered with the NMC (if appropriate)• Competency Framework – ensuring the postholder possesses competencies and capabilities across all four pillars of advanced practice (if appropriate)• References (last three years of employment)• Recent Enhanced DBS check (Issued no longer than 6 months from start date and checked on a 3 year basis)• Clinical Occupational sign off – which includes all immunisations checked• Clinical COVID19 Risk assessment (identifying low, medium or high risk)• Emergency contact details on file• A full employment history, together with a satisfactory written explanation of any gaps in employment.

FLEXIBLE POOLS: PRACTICE MANAGER FAQs - AND ANSWERS

What is the Herefordshire HR Passport (continued)

It would also include that they are up to date with these statutory and mandatory training requirements:

Statutory

COSHH	Information Governance
Equality and Diversity	Moving and Handling
Fire Safety	Mental Capacity Act (MCA)
GDPR	Prevent
Health & Safety	
Infection Control	

Mandatory

Adult Basic Life Support	Display Screen Equipment (DSE)
Anaphylaxis	Paediatric Life Support
Bullying and Harassment	Privacy and Dignity
Conflict Resolution	Safeguarding Children
Counter Fraud	Safeguarding Adults
Coronavirus – Staff Support Toolkit	Whistleblowing

Role Specific (as appropriate to role)

Accessible Information Standards	ECG
Asthma	Medicines Management
Atrial fibrillation	Polypharmacy (for prescribers)
Cardiology	Prescribing updates (for prescribers)

FLEXIBLE POOLS: PRACTICE MANAGER FAQs

Role Specific (as appropriate to role) - continued

Care Navigation/Active Signposting	Pressure ulcers
Cervical Screening	Spirometry
Chaperoning	Sepsis
Complaints	Waste Management
Contraception & Sexual Health	Working at Heights
COPD	Wound Care
Diabetes	Vaccs & Imms
Dementia Awareness	
Domestic Violence	

If I use a flexible worker will I incur any additional costs?

Flexible worker on-costs are included in the rates paid by practices for the services provided by the worker. However, for longer term cover arrangements (eg maternity, sickness, annual leave) this will be provided under a Medical Services Contract.

These workers will accrue annual leave as any other employee and there may be times when this leave will be taken at a time when they are scheduled to work in the practice.

Unfortunately cover will not be provided for this absence OR where a Medical Services Contract has been agreed the worker will give an undertaking not to take any annual leave whilst working for the practice.

FLEXIBLE POOLS: PRACTICE MANAGER FAQs

How do I make a request to the Workforce Pool?	<p>Practices can make requests online, using the appropriate role specific request form, to the Workforce Pool for any of the additional workforce roles currently available to deliver sessions within their organisation.</p> <p>The Workforce Pool Co-ordinator will make contact with all available staff to fill the vacancy. If the accepted worker is a flexible worker then the Workforce Pool Co-ordinator will confirm with the practice that the session is booked, a contract offered to the practice and an invoice will be raised by Taurus for the service on a monthly basis or as appropriate after the shift has been completed. If the worker is a locum the practice will be introduced to the locum and the next steps are determined by the practice and the locum.</p>
How do I feedback on the practice to the Workforce Pool?	<p>After the session has been completed, the practice has the opportunity to feedback on the worker to the Workforce Pool via a short questionnaire and the worker also has the opportunity to feedback on their experience at the practice.</p>
When will the Non-Clinical Workforce pools be available?	<p>It is anticipated that further roles will come on-line as we move through the year working with the priorities identified by our practices.</p>
Who do I contact if I have any further questions?	<p>Please contact the Workforce Pool Co-Ordinator by email workforcepool@taurushealthcare.co.uk</p>





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Issue 1, March 2022

