



School of Health & Wellbeing

Health Care Support Workers in General Practice Competency Programme



Information for Applicants

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Introduction

Glasgow Clyde College has been delivering the HCSW core course since 2012. During this time the course has grown/adapted to meet the needs of HCSWs in General Practice. The course continues to evolve alongside the changing landscape of General Practice. It has the ability to do this by working in partnership with NHS Greater Glasgow and Clyde and the HCSW strategic Group. Members of this group include, Practice Managers, Practice Nurses, HCSWs, LMC representation, Glasgow Clyde College representation and representatives from the Practice Nurse Support and Development team (PNSDT). The PNSDT and Glasgow Clyde College would like to take this opportunity to thank all members of this group, for their continual support and input into the course content.

The Local Medical Committee, NHSGG&C approved the course programme and it was agreed that the GP's would financially support their staff to undertake four days of training. The course has now been extended to five days to enable further topics to be included. Practices are also required to support the HCSW in practice to achieve the necessary competencies and to consolidate their learning.

Practice Supervisor/Support

Before an individual is accepted onto the course they must have the agreement of their practice. The GP, Practice Manager and Registered Nurse colleague (practice supervisor) should look at the content of the programme and decide if it is appropriate for the HCSW and the requirements of their practice.

It is essential that each candidate is assigned a practice supervisor in the workplace who will provide the opportunity and supervision for the HCSW to practice and develop their skills. Therefore practices will be asked to assign a named practice supervisor to the HCSW before they are accepted on to the course. The main teaching elements of the course will come from the lecturers at the college. However there is an expectation that the HCSW's practice supervisor within their practice will also support this learning.

Each individual will be issued with a copy of the course competencies booklet that will be used to teach, supervise, practice and record competency. The competency booklet is required to be signed by the practice supervisor as an ongoing process. By the end of the core course the individual will have a strong foundation of knowledge, governance and clinical skills. Enabling individuals to carry out their role using up to date evidence based practice and therefore ensuring patient safety.

Draft timetable

Healthcare Support Workers Course Programme 30/9/2022

	Day 1 – 13/8/21	Day 2 –	Day 43-	Day 4	Day 5
Session a.m.	Intro, registration Canvas overview Outline of Course Introduction to Competencies, supervision, Code of Conduct Role & Responsibilities Accountability & limitations	Infection Control Procedures Theory and practice	Specimen Collection Urinalysis Height, Weight BMI Theory and practice	Basic Life Support & Anaphylaxis Theory and practice	Temperature Pulse Blood pressure Peak flow, PO2 Theory and practice
p.m.	Patient Centred Care Communication Skills Care of Vulnerable Adults	Chaperoning Patient Safety Programme Admin of Medication	Wound dressings, wound closure material removal Theory and practice	Vitamin B12 injections Adult Venepuncture Theory and practice	Diabetes - diagnosis treatment, monitoring, complications

Testimonials

One employer has supported their HCSW through the Higher National Certificate (HNC) in Care and Administrative Practice, the practice has also supported her through her nurse training. The employee now works as a Practice Nurse within the practice. The same employer is going through the same process with another HCSW. As there is a shortage of Practice Nurses, they have taken the initiative and invested in their HCSW to enable them keep their staff compliment secure.

“Really enjoyed the course and learned loads! Can’t wait to take my new experience to my practice and all the lecturers were great!”

“It has enabled me to work as a HCSW within my practice with confidence in the future”

“I feel I have learned so much! Items that maybe are not applicable now to my situation can be taken forward should I change role or workplace!”

Frequently Asked questions about the HCSW Competency Programme

1. How do I apply for this course

An email will be sent out to all practices from the General Practice Nurse Support & Development Team with the course information, dates and reservation form. Applicants should have the reservation slip completed by their Practice Manager and return it to:

Sandra McGoldrick

Customer Adviser/Administrator

Phone: +441412723218

E-mail: smcgoldrick@glasgowclyde.ac.uk

Web: [Glasgow Clyde College](#)

2. Can I apply for funding for the course?

Yes, for more information please contact:

[Sandra McGoldrick](#)

Customer Adviser/Administrator

Phone: +441412723218

E-mail: smcgoldrick@glasgowclyde.ac.uk

Web: [Glasgow Clyde College](#)

3. What are the entry requirements?

Candidates should be working in General Practice and have the support of their Practice Manager and an assigned practice supervisor.

4. How many days do I attend college?

The course shall run for approximately 5 weeks. You will attend college for five consecutive Fridays. College hours are 9am – 4.30 pm

5. What will I do on the course?

You will be learning specific skills identified by employers as having the potential to impact positively on the standard of patient care within General Practice. These include Physiological Measurements, Urinalysis, Blood Glucose Monitoring, and Immunisation for example. The programme also contains competencies which are referred to as Preparation for Practice. These competencies are intended to demonstrate a commitment to a patient centred approach in their development of knowledge and skills and the NiCHE philosophy.

6. How am I supervised?

The main support will come from the college. The lecturers will supervise ongoing practice every day you attend, however, you and your practice supervisor will be issued with copies of the competency workbook that will be used to teach, supervise practice and assess. Your practice supervisor will supervise your practice and offer support and guidance. The competency booklet will therefore be signed by the workplace practice supervisor as an ongoing process.

7. *What If I do not achieve all the competencies in my Practice?*

8. It has been the case that some HCSW who completed the college course have been unable thereafter to gain the competencies in their Practice. This is for various reasons e.g. some do not require their HCSW to perform certain tasks. Where this is the case the college, on receipt of the competency booklet, will give a certificate for those competencies achieved.

8. *How long does the course take?*

This varies depending on the individual HCSW, their practice, hours of work and issues such as holidays.

9. *What certificate will I receive?*

On receipt of the completed competency booklet a certificate is awarded to the candidate from Glasgow Clyde College. This is sent by recorded delivery to the candidate along with the competency booklet to ensure safe delivery for their future use. If not all competencies are complete then you will receive certificates relating to what you have completed.

Progression

This HCSW competency programme is now seen as the gold standard education programme for HCSW's within General Practice. The programme has been running for eight years and is delivered four times a year. Each cohort has been full and a waiting list is taken. The course has been extended since the initial programme was delivered and has been a great success.

The growing demand for further training for HCSW's has resulted in us now offering evening classes for the HNC Care and Administrative Practice to those currently in employment. The majority of applicants for this academic session are from those who have previously completed the competency programme from the first four cohorts.

Annual Conference

The college host the HCSW's annual conference which is normally held in June. The conference topics are suggested by HCSW's and the HCSW's Strategic Working Group. If you have any suggestions for topics for the conference please contact Pat Gourlay Senior lecturer at Glasgow Clyde College. Contact details can be found on page 10.

NES Resources

NES has various learning and resources for HCSWs, to access these please contact:

[Healthcare Support Workers \(HCSWs\) | NHS Education for Scotl](#)

If you require further information please use contact details below:

Rosemary Stewart

Curriculum Manager Healthcare & AHP

Glasgow Clyde College

Tel: +441413576110

E-Mail: PGourlay@glasgowclyde.ac.uk

Lindsay King

Practice Nurse Support & Development Nurse

Tel. 01412110615

Email. Lindsay.King@ggc.scot.nhs.uk

Sandra McGoldrick

Customer Adviser/Administrator

Phone: +441412723218

E-mail: smcgoldrick@glasgowclyde.ac.uk

Web: Glasgow Clyde College