



16 February 2024

The latest news and updates from NHS England for those working in Primary Care.

[Click here to access the Primary Care Hub](#)

[Click here to access confidential coaching](#)

General Practice

National Care Navigation training available until March 2024

[Practices are encouraged to book one member of their team to complete care navigation training.](#)

Thousands of primary care colleagues have taken up this free national offer, made available as part of the Primary Care Access Recovery Plan, equipping learners to effectively communicate with patients and the multi-disciplinary team.

Training is accredited with foundation and advanced modules available. A new online collaborative platform supports learners and their managers to access resources and to connect with peers. [Please book before the end of March 2024.](#)

Email carenavigationtraining@england.nhs.uk with any questions. [Care navigation training FAQs and promotional materials can be accessed here.](#)

Dedicated support available from the General Practice Improvement Programme

Practices interested in accessing 'hands on' support from the [General Practice Improvement](#)

Programme (GPIP) can sign up now for an introductory webinar – [various dates and times are available until 22 February](#). The three-month support package, made available as part of the Primary Care Access Recovery Plan, includes facilitated in-person sessions, data diagnosis and tailored analysis to understand and manage demand and capacity.

GPs wanted for research interviews on test result comments

The NHS App team is working on improving the experience around test results. They are looking into clinicians' comments and workflows within GP practices and looking to recruit GPs for 45-minute remote interviews on Microsoft Teams between until 23 February. To participate, [complete the consent form](#). Email amalia.robinson1@nhs.net with any questions.

GP survey: patient facing digital services

Thank you to those who have provided feedback to NHS England's transformation directorate about digital patient facing services, such as patient online and the NHS App. This is enabling us to gain insight on the impact these services are having on GP practice staff and to capture quantitative baselines we can use to measure positive and negative impacts against. If you would like to [participate in the survey](#), you can do so until the end of March 2024.

Dentistry

Plan to recover and reform dentistry

Following last week's publication of our [joint plan to recover and reform NHS dentistry](#), as set out in [NHS England's letter](#) to dental contractors and ICBs, guidance on the New Patient Premium has been shared with dental commissioners, who will liaise with contractors in due course in advance of the scheme starting. The New Patient Premium aims to support patients who have not been able to see an NHS dentist in two years or more and will run from 1 March 2024 to 31 March 2025.

Primary Care

Help us improve the NHS App and NHS website

NHS England would like to understand how the NHS App and NHS.uk website can better meet the needs of GP Practices and Pharmacies. The purpose of this research is to understand how practices are using the NHS App and the NHS.UK website and what is and isn't working well. Practice staff who don't use the NHS App are welcome to take part. Click on the links to complete the survey before 23 February.

- [GP practice staff](#)
- [Pharmacy staff](#)

Following the completion of this research, a summary of findings will be shared.

Launch of consultation on Never Events framework

NHS England has launched a consultation seeking views on whether the existing Never Events Framework remains an effective mechanism to support patient safety improvement. Never Events are defined as patient safety events that are 'wholly preventable' because of the existence of strong systemic protective barriers at a national level. However, reports from [the CQC](#) and [HSIB](#) highlighted for several types of Never Events the barriers are not strong enough and called for the framework to be reviewed. [Find out more on the consultation webpage and share views via the online survey before 5 May 2024.](#)

Upcoming webinars and events

- Various dates. [NHS pension scheme webinar series](#)
- 20 February, 1pm - 2pm. [Acute Respiratory Infection \(ARI\) Hubs: Community of Practice.](#)
- 21 February, 12pm – 1pm. [Register with a GP surgery service – February update webinar](#)
- 22 February 2024, 4pm – 5pm. [Integrating Virtual Wards and PEO LC Framework into your Heart Failure pathway.](#)
- 28 February, 8am - 6pm. The [NHS Confederation's Primary Care Network has shared its agenda for the second in-person Primary Care Conference](#), taking place in London. With expert speakers, it promises to be another thought-provoking and inspiring day. Additional speakers will be announced over the next few weeks – [book tickets.](#)
- 29 February 2024, 12:30pm – 1:30pm. [Embedding improvement tools in daily practice for sustainable change: the how's and whys](#)
- 7 March, 12.30pm -1.45pm. [NHS App – Problem solving and support session](#)
- 12 March, 2pm – 3pm. [Race Equality Foundation webinar. Improving outcomes: encouraging physical health checks for Black African and Caribbean people with Severe Mental Illness](#)
- 20 March 2024, 12:30pm – 1:30pm. [Measurement for improvement: It's easier than you think](#)
- 12 - 13 June. [NHS ConfedExpo 2024](#)

Catch up

Missed a recent national webinar? You can view slides and recordings below:

- [General Practice webinars](#)
- [Primary Care Network webinars](#)
- [Recovering Access to Primary Care webinars](#)

Download patient-facing materials

- [The general practice team](#)
- [General practice access routes](#)
- [NHS dental practice recall and skill mix](#)
- [NHS staff respect](#)
- [NHS Community Pharmacist Consultation Service](#)

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