



Training &  
support for  
primary care

# **Annual Project Summary Report 2024 2025**

## Introduction

In 2024-2025, our Derbyshire Training Hub has played a pivotal role in aligning our efforts with local, regional, and national strategies, policies, and priorities. Acting as a crucial bridge between NHSE, ICB, and general practice organisations, we have ensured that the workforce is well-equipped to deliver high-quality care. By engaging with the local Integrated Care Systems (ICSs), Primary Care Networks (PCNs), and GP practices, we have tailored our training priorities to meet specific population health needs, address workforce gaps, and support wellbeing. Our initiatives have spanned from Suicide Prevention, supporting Women's Health Hubs and aging well programmes to providing comprehensive workforce development pathways and aligning with regional and national strategies to strengthen the primary care workforce and improve patient outcomes.

### Key achievements for 2024 - 2025

#### Education and Training Initiatives

In the past year, our commitment to providing quality assured education has significantly bolstered workforce retention and talent growth. We have successfully increased the number of Learning Management System (LMS) users from 1000 to 2251 (58% of the workforce), surpassing our initial target. This growth reflects our dedication to supporting individual development and professional requirements through diverse learning routes, including self-directed study, instructor-led sessions and eLearning.

Our educational programmes have received overwhelmingly positive feedback, with an average feedback rating of 9.3/10, 96% of those completing feedback forms would recommend our training to friends and colleagues and 79% of participants expressing high confidence in applying their newly acquired knowledge. Key projects such as suicide awareness sessions, perinatal mental health (PMH) training, and the EDEN initiative have seen substantial engagement across Derbyshire.

QUEST has delivered both clinical and non-clinical sessions, catering to all roles across Derbyshire during their protected learning time with 2025-2026 training diary confirmed. Our North and South Nurse Conferences was a resounding success, with over 90 delegates attending and providing positive feedback, leading to numerous follow-up career progression contacts.



In line with the Department of Health and Social Care's confirmation of CPD investment for 2024/25, NHSE announced the allocation of funds to support the continuing professional development of nursing associates, nurses, midwives, and allied health professionals. The funding despite being received in November 2024 has supported 205 individual funding requests and 340 individuals completing in-house CPD training, by enhancing their clinical skills, facilitating career transitions, and maintaining professional registration. For practices, this investment translates to improved patient care, as staff are better equipped to provide high-

quality services and adapt to evolving healthcare needs. Ultimately, this initiative supports both personal and professional growth, benefiting Derbyshire’s healthcare services and communities.

*“Excellent and very well presented. the presenter ensured we completely understood what she had explained before moving on. It was so interesting and very easy to understand and apply to my everyday work.”*

#### Understanding Blood Results

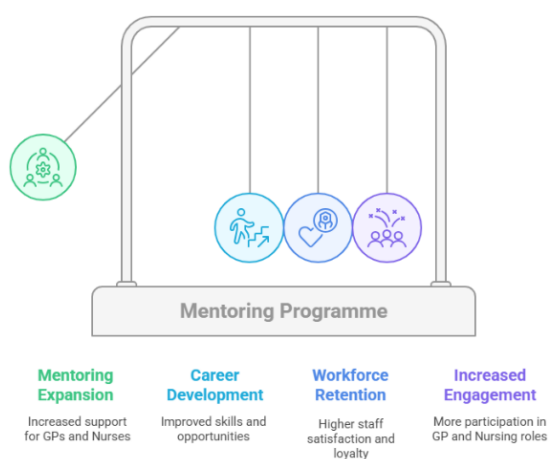
*“Thank you, that was a really helpful presentation. I am a trainee ACP and so my 'confidence' is still growing however sessions like these are a great help and enhance my understanding of conditions for attaining differential diagnoses and ways to treat and explain correctly to patients.”* **Heart Failure update**

Health Care Support Workers (HCSWs) often miss out on development opportunities due to ineligibility for CPD funding. To address this, The Hub Plus is developing a Health Care Support Worker Training Passport, a 12-month programme featuring monthly workshops, updates, learning resources, and a support network. This initiative allows HCSWs to progress at their own pace and access sessions that benefit their career growth. Additionally, it provides opportunities for HCSWs to explore further development in their nursing careers.

Nursing Associates (NAs) also miss out on advancement opportunities. To address this, The Hub Plus appointed a Nursing Associate Ambassador in April 2024. This initiative includes creating a WhatsApp group with 45 active members for clinical advice and training updates, developing an induction booklet for Student Nursing Associates, and designing a preceptorship package with bimonthly drop-in sessions via Microsoft Teams. Additionally, the ambassador piloted workshops to bridge training gaps, collaborating with University Hospitals of Derby and Burton. These efforts allow NAs to progress at their own pace and access sessions that benefit their career growth, ultimately enhancing patient care within Derbyshire.

Looking ahead, we are focused on enhancing our LMS capabilities, live QUEST content for all staffing groups, increasing induction eLearning uptake, continuing our educational projects including CPD and the launch of the Health Care Support Worker Training Passport to ensure our staff are equipped with the skills and knowledge necessary to meet patient needs and deliver high-quality care from induction to retirement.

## Derbyshire Mentoring Programme



In 2024-2025, we expanded our mentoring programme to support GPs and NQ Nurses, aiming to enhance career development and workforce retention. Key achievements include:

**135 GPs and New to General Practice Nurses** accessed mentoring, including **11 partners**, totalling **879.15 mentoring hours**.

A notable success story involves a GP who was out of work and considering the private sector. By accessing our service, this GP secured a role within Derbyshire general practice. This is a fantastic workforce retention achievement and demonstrates the value of our service.

As we enter a new year, we will enhance our mentoring programme for all General Practice roles, starting with those at risk, such as Nursing. Through sustained engagement and support, we aim to strengthen the entire healthcare workforce in Derbyshire.

## Supporting individuals to aspire and develop

This year, we delivered key programmes such as the Partnership Development Programme and Practice Manager Induction to support the retention and development of future and current leaders, enabling effective succession planning. Notably, **73.4% of delegates** expressed an increased likelihood of joining a partnership following the programme, and **100% of aspiring or new practice managers** felt confident applying the knowledge gained from the 6-month learning programme.

Our core leadership and management training via People Promise bitesize online sessions has been accessed by over **200 individuals**. Additionally, we established a General Practice Nurse Lead forum with 97 leads attending monthly sessions focused on clinical guidance, QOF improvements, CQC, team management and development, clinical supervision, increasing confidence, and having a voice.

Despite funding challenges, we have secured funding from General Practice Provider Board for the incoming year (2025-26) to continue the people promise programme. We will be on the road in 2025 to gather feedback and ensure our colleagues have "a voice that counts" and celebrate colleagues of whom have devoted 25 years or more of their careers to the NHS.

Looking ahead, we are designing the 2025/26 leadership and development programmes supporting aspiring managers and partners, retaining late-career nurses, and enhancing leadership and management competencies.

## Apprenticeships

This year, we focused on supporting new and existing staff through apprenticeships, emphasising manager education and an 'Apprenticeships-First' strategy. Our efforts have led to practices utilising apprenticeships to find new staff and support existing staff in upskilling, aiding retention and succession planning.

- Increased participation of staff accessing apprenticeships increased by 20%, from 24 to 30.
- Expanded the variety of apprenticeship pathways being accessed.
- Increased local gifted levy spend to **£263,657**

## Student Placements and Learning Environment Approvals

This year, we focused on supporting the medical trainee workforce by increasing placement capacity and quality across Derbyshire for nursing roles and pharmacy. Our goal is to ensure students understand the opportunities available in general practice.

- Achieved **6365.5 placement hours**, nearing our target of **7500 hours**.
- Planned **39 placements** for 2024/25, with **37 placements** already active.
- Whilst we await the national SOP for Learning Environments nationally practice and PCNs continue to provide placement opportunities for students showcasing general practice as a destination for the future workforce

### People Promise Interactions

Over 2400 interactions through the People Promise programme.

### Derbyshire Induction

Developed and launched the Derbyshire induction programme, receiving positive feedback.

### Flexible Working Framework

Created a flexible working framework now available online.

### Bitesized Sessions

Delivered 13 sessions on the LMS, achieving 120% of the target.

### Long Service Recognition

Launched with 79 applications, exceeding the target by 143%.



- Delivery of a Student on Tour 4-week hybrid placement for nursing and pharmacy students completing induction, practice placements at different sites and health checks in the community allowing the students to gain experience in a number of general practice settings

“It has given me a different perspective about primary care. This profession clearly opens so many doors.” Student

“Already started looking for jobs in Primary Care.” Student

We will continue to promote student placements through initiatives like "Students on Tour" and incentivisation of placements to address the high number of unplaced students including those considering returning to the workforce. Our focus remains on increasing placement hours, converting trainees to staff, and expanding learning environments.

## Fellowships

This year, our specialised Fellowships aimed to drive quality improvement projects, address health inequalities, and develop leadership skills. These efforts have significantly contributed to the modernisation of general practice and fostered personal growth, enhancing retention.

We awarded **12 Fellowship grants** for 2024-25 and have over **70 participants** in the New to Practice scheme, including GPs and nurses, working towards quality improvement projects. Key achievements include:

- Fellows making tangible improvements and recommendations in their specific areas.
- Participants acquiring valuable skills through their projects.
- Quality improvement projects presented to stakeholders, showcasing impactful results.
- Recruitment of three aspiring leaders.

Fellowship areas have covered MSK, lifestyle medicine, neurodiversity, GP retention, dermatology, quality improvement, cancer education, perinatal mental health, and simulation pilots for general practice. Fellowship project reports are now available on the [Hub Plus website](#).

## Local GPIIP Implementation

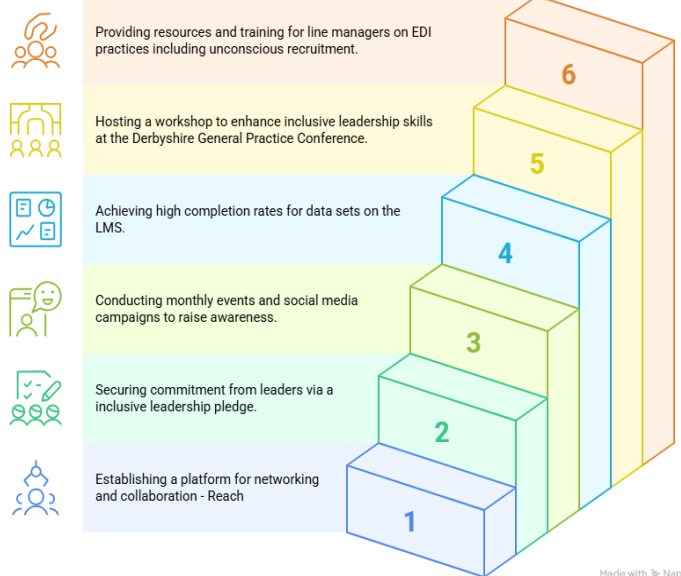
The Primary Care Access Working Group invited The Hub Plus Derbyshire to deliver a local model of the General Practice Improvement Programme (GPIIP) – which ran alongside the national initiative to support GP practices in improving patient access. For the local GPIIP, Derby & Derbyshire LMC were also invited to work on the programme as a project partner.

The Local GPIIP programme has helped **6 GP practices** across Derby & Derbyshire become more efficient, improve patient access, and support staff in managing demand including:

- Streamlining GP clinics to improve patient access
- Easier access to patient information and advice with improved websites and resources
- Streamlining patient services with increased patients registering for online services
- Better telephone systems and care navigation with advanced phone systems and scripts to help manage patient demand and capacity
- Improved care navigation and patient triage system resulting in better patient flow
- Strengthened team collaboration and freeing valuable time for clinicians, allowing more focused patient care

Feedback from participants has highlighted the programme's collaborative nature, data-driven approach, and supportive sessions. A heartfelt thanks is extended to all project partners, practices, and facilitators for their dedication to the programme.

## Equality, Diversity, and Inclusion (EDI)



This year, we incorporated EDI elements throughout all Hub Plus activities, promoting the benefits of flexible working and unconscious recruitment.

Our goals were to increase awareness, collect relevant data, and ensure consistent delivery of services with a focus on EDI.

We will continue promoting the REACH network and reviewing data collection processes to ensure alignment with national standards.

Our focus remains on enhancing EDI practices and supporting flexible working

## Wellbeing

This year, we embedded the principles of the Health and Wellbeing framework across primary care, aiming to standardise provision, increase staff wellbeing scores, and raise awareness of wellbeing initiatives.

<b>Staff Engagement</b>	1028 staff engaged with 43 face-to-face Health Improvement/wellbeing sessions
<b>Wellbeing Champions</b>	Increased to 35 champions
<b>Staff Wellbeing score</b>	General Practice wellbeing score increased from 3.6 to 3.73 over the last 12months.
<b>Positive Environment</b>	50% of face-to-face events focused on creating a positive and inclusive workplace.

We will continue to promote wellbeing initiatives, increase the number of wellbeing champions, and maintain high engagement levels through workshops and site visits via our staff Health Improvement Advisor (HIA) team.

## Freedom to Speak up

The Freedom to Speak Up initiative is a crucial support mechanism for staff within the NHS, aimed at fostering a culture where employees feel safe and confident to raise concerns.

In Derbyshire, we have established a robust Freedom to Speak Up mechanism for general practice. Our Speak Up service has supported

- 45 FTSU cases since August 2023 to March 2025 in Derbyshire with 12 cases currently active.
- 300 + Speak Up queries handled and signposted onwards
- 94 PCNs and Practices visited and have spoken at events and conferences where the Derby and Derbyshire practices/PCNs have been in attendance.
- 29 FTSU practice champions trained

Our independent Freedom to Speak Up Guardian ensures that staff have a clear and safe pathway to raise concerns. The initiative has been instrumental in promoting a positive workplace culture, enhancing staff wellbeing, and ultimately contributing to the delivery of safe and effective patient care.





As we look ahead, our priorities include building on these achievements by expanding opportunities for professional growth and fostering an inclusive, positive environment across every practice. Through sustained collaboration and innovation, we aim to empower all staff, clinical and non-clinical alike, to thrive and feel valued within the system. This commitment will underpin our continued efforts to drive improvement, celebrate diversity, and enhance patient experiences. By working collectively with partners and maintaining an unwavering focus on staff development and wellbeing, we will ensure that the evolving needs of both the workforce and communities remain at the heart of our mission.

**The Hub Plus team would like to thank the General Practice workforce for engaging with our schemes.**

**Schemes and programmes of work have been made possible by commission and co-commission from**

NHSE  
Derby and Derbyshire ICB  
Derbyshire County Council  
General Practice Provider Board  
Derby and Derbyshire Local Medical Committee  
Levy Gifting organisations  
Practices and PCNs