GPA

Our experience from the 2019/20 cohort of GP assistants.

Positive case studies:

A success story from the first cohort of GPA’s included the case of H. H was working in a large rural practice and had a GP mentor for their GPA training. H embraced all 5 domains of training, covering clinical and administrative roles. They worked closely with the GP mentor throughout and learnt from real patient cases and feedback from their mentor.

Administrative skills developed to aid and assist the GP with requesting of tests, processing documents and liaising with the administrative teams regarding appointments and referrals.

Clinical skills also developed, enabling the GPA to prepare the patient for face to face consultations. H learnt to take short clinical histories, perform clinical observations and procedures such as urine analysis and phlebotomy. They were able to act as a chaperone for examinations and assist in some management plans such as dressing applications.

Both of these skills sets helped the GP mentor to manage their workload and allowed the opportunity for working in a team and not in isolation. The GPA was developing several skill sets to provide a varied working day. The patient at the heart of this project was able to have a more holistic and one stop appointment.

Learning from less successful cases:

In some cases GPA’s did not have the full support of a mentor or lacked a clinical mentor meaning they only had the opportunity to carry out administrative domains. Whilst this upskilled their training in all areas of administration in primary care it did not directly result in a cohesive working relationship between GP and GPA which benefited the patient.

What GPA is not

An opportunity to document and evidence your current work practice within primary care with no skill development

What GPA can be

An opportunity to build a working relationship with a clinical mentor, to develop skills both administratively and clinically to enhance primary care working and lead to greater job satisfaction and better patient care.