**Memorandum of Understanding**

**General Practice Assistant Programme (GP practice - CCG)**

This memorandum of understanding (“MoU”) is made on 12th May 2021

Between:

(1)        NHS Norfolk and Waveney Clinical Commissioning Group. Lakeside 400, Old Chapel Way, Norwich, NR7 0WG.

(2)        Practice name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Address \_\_\_\_\_\_\_\_\_\_\_\_\_ Tel\_\_\_\_\_\_\_\_\_

Primary contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

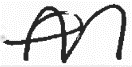
1. **Introduction:**
   1. The CCG and the GP Practice have agreed to work together under the auspices of the General Practice Assistant Programme (“**GPAP”)**
   2. This MoU sets out:
      1. The key aims and objectives of GPAP
      2. The principles of collaboration; and
      3. The respective roles and responsibilities the parties will have under these arrangements.
2. **Key aims and objectives of GPAP**
   1. The key aim of GPAP is to reduce the administrative burden GPs face in practice. GPAs role will be to support GPs with a wide ranging of administrative and clinical tasks, following their guidance and supervision. This will improve the quality of services within general practice and the patient experience.

The GPAP will contribute to the development of a framework for career progression for non-clinical and clinical staff.

1. **Principles of collaboration**
   1. The parties agree that the following key principles (“**Principles**”) shall guide any activities they may undertake pursuant to this MoU:  
      1. *collaborate and co-operate*: ensure that activities are delivered and actions are taken as required;
      2. *be accountable*: take on, manage and account to each other for performance of the respective roles and responsibilities set out in this MoU;
      3. *be open*: communicate openly about concerns, issues or opportunities relating to GPAP and work together in a spirit of mutual trust, support and respect;
      4. *learn, develop and seek to achieve full potential*: share information, experience, materials and skills to learn from each other and develop effective working practices, work collaboratively to identify solutions, eliminate duplication of effort, mitigate risk and reduce cost;
      5. a*dopt a positive outlook*: behave in a positive, proactive manner;
      6. *adhere to statutory requirements and best practice*: comply with all applicable laws and standards including (but not limited to) data protection and freedom of information legislation and respect the employee relationships and contractual rights and obligations of each party;
      7. *act in a timely manner*: recognise the time-critical of work and respond accordingly to requests for information;
      8. *deploy appropriate resources*: ensure sufficient and appropriately qualified resources are available and authorised to fulfil the responsibilities identified in this MoU;
      9. *act in good faith*: to support achievement of the key objectives and compliance with the spirit and intention of these Principles
2. **Commitments from the general practice employing the GPA**
   1. The GP host practice will allocate an experienced clinical or non-clinical professional to mentor the GPA learner throughout the GPAP
   2. The GP host practice endeavours to support the GPA where appropriate throughout the GPA programme and commits to raise any concerns to ensure positive resolution.
   3. The GP Mentor is required to support the cohort learner for a minimum ½ day per week, for six months, to achieve the competency framework requirements.
   4. For 6 months, 1 day per week the GPA learner must be released to complete web-based education. Upon completion of all five domains they will be awarded the General Practice Assistant Certificate.
   5. To take part in pre, during and end point data collections to assist in the writing of an impact report on general practice for the GPA programme.
   6. The GPA learner should have an induction period and any training required to appropriately complete the tasks required of the role, an induction meeting with their supervisor, a mid-point and an end of programme review with their supervisor.
   7. The GPA learner will be invited to take part in a case study between months 3-6, whereby they will seek to improve practice processes. This may include a subtle revision of a process or a larger revamp. It is anticipated the practice will be supportive of the GPA learner’s case study.
   8. GPA mentor is required to assess the GPA learner’s work portfolio in line with the competency framework through the learning platform tool.
3. **Commitments from Norfolk and Waveney CCG & the Norfolk and Waveney Primary Care Workforce team**
   1. Provide clear guidance and support on the training needed for the GPA role.
   2. Be responsive and supportive to requests of assistance from practices taking part in the pilot.
   3. Pay funds to the practice for the provision of backfill after receiving invoicing by the practice.
   4. We will provide support, advice and guidance for both employer and the GPA learner during the programme to ensure the experience is rewarding for all parties.
4. **Disputes**
   1. If a party has any issues, concerns or complaints about the operation of GPAP or any matter referred to in this MoU, they shall notify the other party and seek to resolve the issue by a process of consultation.
5. **Duration**
   1. This MoU shall commence on the date of signature by the parties and unless extended by agreement between the parties, shall expire upon learner’s completion of the programme.
6. **Variation**
   1. This MoU may only be varied with the written agreement of both parties.
7. **Charges and liabilities**
   1. Except as otherwise provided, all parties shall bear their own costs and expenses incurred in complying with their obligations under this MoU.
   2. This MoU is not intended to be legally binding, however, the parties enter into the MoU intending to honour all their commitments and obligations.
8. **Finance**
   1. There is a total of £1,700 allocated to each cohort learner plus a further £420.00 for the GPA mentor. Therefore a total of £2,120 will be paid directly to the GP practice taking part within this programme.
   2. The £1,700 is to be used to support back fill for the GPA whilst they are undertaking protected learning time. The £420.00 is to support 1:1 sessions and mentoring time.
   3. The full payment will be made to the practice upon completion of the GPA programme, permitting the MoU is signed demonstrating commitment to the programme. However, if the GPA learner withdraws from the GPAP the practice is required to recruit another GPA learner for the programme within one month. Failure to recruit a replacement learner within this timescale, will require the practice to pay back a proportion of funding back to the CCG for this GPAP. This includes any costs for user licenses if unable to recycle the license.

Signed for and on behalf of NHS Norfolk and Waveney CCG.

Print: Rhiannon Edwards, GPFV Workforce Officer

Signature: 

Date: ……/………/………

Signed for and on behalf of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [GP Practice]

Print: …………………………………

Signature: ……………………………

Date: ……/………/………