



# MIAA Solutions

## Primary Care Resourcing

### Case Study

# Independent Support and Advice

With over 30 years' experience as an NHS organisation MIAA has played a pivotal role in supporting organisational change, integration, system collaboration and transformation.

We aim to be the provider of choice for assurance and solutions services to the public and third sectors clients, supporting them to deliver value and improve services for the benefit of the people and communities that they serve.

Our mission is to drive value and improve outcomes through excellence and professionalism.

As a provider of advisory services, MIAA Solutions has access to a diverse range of products and professional specialists. Operating independently of MIAA's assurance functions and providing expert independent advice and support to management teams in design, implementation or transformation of change to enhance corporate strategy, systems and processes.

With a client base covering the North West, West Midlands, the Isle of Man and beyond, MIAA Solutions has a wealth of experience in delivering bespoke consultancy services to the NHS, local authority and voluntary third sector organisations.

In addition to our in-house expertise, we have access to a pool of Associate subject matter experts, adding to our unique offer, making MIAA Solutions the strategic partner of choice for our clients.

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# Primary Care Resourcing Case Study

- Over 400 appointments made
- Database of 2000+ appointable candidates developed
- 42 Primary care networks supported across an entire ICB footprint

## The Challenge

The Additional Roles Reimbursement Scheme (ARRS) was introduced in 2019 as a key part of the government's commitment to improve access to general practice.

Through the scheme, primary care networks (PCNs) could claim reimbursement for the salaries (and some on costs) of 15 new role types within their primary care teams, selected to meet the needs of the local population.

An Integrated Care Board (ICB) commissioned MIAA Solutions to generate an appointable pool of candidates to support the Primary Care Networks (PCNs) to meet their recruitment ambition for the ARRS programme.

## The Approach

Estimated saving of £1m in agency fees as a result of the service.

MIAA delivered an increase in high calibre, appointable candidates, and improved vacancy fill rates across the ICB footprint.

We shared learning across the system, such as the potential use of General Practitioner Assistants, to reduce the pressure and responsibilities of the GPs and supported career development pathways for Healthcare Assistants to become Trainee Nursing Associates.

In supporting the PCNs to expand general practice capacity, patient access was improved, this also enabled PCNs to offer a wider the range of services to patients in primary care. This meant that more patients could be seen in the general practice environment and did not default to A&E.

## The Outcomes

MIAA designed and delivered a solution to develop a skilled candidate pool supported by a dedicated recruitment website created specifically to support the programme. We promoted the vacancies via social media and provided monthly reporting across the footprint.

MIAA provided expert recruitment advice and guidance to the PCNs that delivered efficiencies in a variety of ways.

- We built a database of 2000+ appointable candidates, and we able to circulate relevant CVs to PCNs to align with their vacancies.
- We also advertised Expression of Interest job adverts – to ensure a consistent supply of suitable candidates were available.
- We ensured the candidate sift criteria was smart and tailored to each PCN culture and requirements.
- We screened the candidates to check their right to work and suitability to the role.
- We helped with candidates to prepare for interview, sharing insight of working in the sector, preparing interview questions to ensure the job was right for them.
- We also helped the PCNs plan their recruitment timetables and encouraged flexibility in the recruitment process i.e. conducting online interviews where suitable and convenient for candidates and recruitment teams.

The NHSE funding for this programme ended on 31st March 24, however MIAA will share the learning and the formula of generating candidates to avoiding agency fees and benefits of resourcing at-scale, to other systems and sectors.

Taking learning from the resourcing at scale formula we are enhancing the service to support redeployment between Trusts which will assist the collaboration programmes.

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