



GIG
CYMRU
NHS
WALES

Partneriaeth
Cydwasaethau
Shared Services
Partnership

Private & Confidential

By Email Only:

Ein cyf / Our ref:

E-bost/Email:
AllWales.Alerts@wales.nhs.uk

Dyddiad / Date: 17th October 2022

Welsh Government – Care Navigation training now live

This alert has been cascaded to the following:

**All Wales GP Practice Managers
All Wales HB Primary Care Managers
All Wales Medial Committees**



Llywodraeth Cymru
Welsh Government



October 2022

Dear colleagues,

National Care Navigation Training Package

We are pleased to be able to update you that the *Fundamentals of Care Navigation* national training package is now available. This structured e-learning package has been developed by HEIW in collaboration with practice managers and clinical staff to meet GMS contract requirements.

The GMS Contract agreement for 2021-22 included an Access Commitment, introduced from 1 April 2022. The Access Commitment requires that care navigation be undertaken for all patients telephoning the practice and when their calls are answered, and where clinically appropriate, patients may be signposted to another appropriate service.

To meet Phase 2 standards of the GMS access commitment, all existing patient facing reception and administrative staff are required to undertake the national training within 3 months of it being made available to practices, with evidence that the training has been completed supplied on the PCIP Access Reporting Tool **on or before 31 March 2023**. New starters must undertake the training within 3 months of their start date. Practices will need to supply names of new starters, start date and date of training undertaken.

Training already completed or pre-booked

As detailed in our letter of 10 August, we are aware that some practices have already proactively undertaken care navigation training, whether through their LHB or through resources which practices have sought out. It has been agreed that where training has been undertaken after 1 April 2021 through a LHB supported package, this will be deemed as sufficient to meet the requirements of the access commitment, and therefore training will not need to be repeated.

Where practices have sought out their own training package, they must seek agreement from their LHB that the training meets the standard required. In those cases where this is deemed as sufficient to meet the requirements of the access

commitment, training will not need to be repeated. Equally, **any pre-booked LHB approved training which has been arranged prior to this notification will be accepted to meet the Phase 2 standards**. However, given the importance of consistency, we would strongly encourage all practices to undertake the national training package now that it is available.

Course description and how to access

The national e-learning package comprises three knowledge and theory modules:

- Fundamentals of Care Navigation
- Skills for Care Navigation
- Care Navigation in Action

The e-learning can be worked through on an individual basis; alternatively, it could be used as the basis for group/classroom learning sessions. It should take no longer than 2 hours to complete.

A fourth module is included in the package to encourage and facilitate application of learning in the workplace via a downloadable workbook to guide users in the exploration of their local resources and community assets, and to aid effective signposting. Although not a requirement of the e-learning, the workbook is provided to help increase care navigation confidence, skills and performance.

The e-learning can be accessed at the link below:

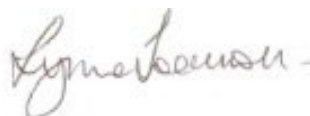
[Fundamentals of Care Navigation](#)

Should you have any further queries, please contact your Health Board Primary Care Team.

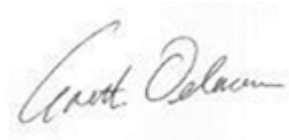
Yours sincerely,



Paul Casey
Deputy Director of
Primary Care and
Community
Welsh Government



Lynne Joannou
Chair
Implementation Group



Gareth Oelmann
Chair
General Practitioners
Committee Wales



Llywodraeth Cymru
Welsh Government



Hydref 2022

Annwyl Gyfeillion,

Pecyn Hyfforddiant Llywio Gofal Cenedlaethol

Mae'n bleser gennym roi gwybod ichi fod y pecyn hyfforddiant cenedlaethol Hanfodion Llywio Gofal bellach ar gael. Datblygwyd y pecyn e-ddysgu strwythuredig hwn gan AaGIC, ar y cyd â rheolwyr practisau a staff clinigol, er mwyn bodloni gofynion y contract gwasanaethau meddygol cyffredinol.

Roedd cytundeb y contract gwasanaethau meddygol cyffredinol ar gyfer 2021-22 yn cynnwys ymrwymiad mynediad, a ddaeth yn weithredol ar 1 Ebrill 2022. Mae'r ymrwymiad mynediad yn golygu ei bod yn ofynnol gweithredu'r broses llywio gofal ar gyfer pob claf sy'n ffonio'r practis, ac wrth ateb galwad gellid cyfeirio'r claf at wasanaeth addas arall lle bo hynny'n briodol yn glinigol.

Er mwyn bodloni safonau Cam 2 o'r ymrwymiad mynediad, rhaid i bob aelod o staff y dderbynfa a staff gweinyddol sy'n ymwneud yn uniongyrchol â'r cleifion gwblhau hyfforddiant cenedlaethol o fewn 3 mis i'r hyfforddiant hwnnw ddod ar gael i bractisau, a dylid darparu tystiolaeth bod yr hyfforddiant wedi ei gwblhau drwy adnodd Adrodd ar Fynediad y Cynllun Gwella Gofal Sylfaenol (PCIP) **ar 31 Mawrth 2023 neu cyn hynny**. Rhaid i'r rheini sy'n newydd yn eu swyddi gwblhau'r hyfforddiant o fewn 3 mis i'w dyddiad dechrau. Bydd angen i bractisau ddarparu enwau'r staff hynny, y dyddiad pryd y gwnaethant ddechrau yn eu swydd, a'r dyddiad cwblhau hyfforddiant.

Hyfforddiant sydd eisoes wedi ei gwblhau neu ei drefnu.

Fel y nodwyd yn ein llythyr dyddiedig 10 Awst, rydym yn ymwybodol bod rhai practisau eisoes wedi mynd ati i gwblhau hyfforddiant llywio gofal, naill ai drwy eu bwrdd iechyd lleol neu drwy adnodd y mae'r practis ei hun wedi dod o hyd iddynt. Daethpwyd i gytundeb bod hyfforddiant yn ddigon i fodloni gofynion yr ymrwymiad mynediad os yw wedi ei gwblhau ar ôl 1 Ebrill 2021 drwy becyn a gymeradwyir gan y bwrdd iechyd lleol, ac felly ni fydd agen cwblhau hyfforddiant eto.

Os yw practis wedi dod o hyd i'w becyn hyfforddiant ei hunan, rhaid iddo ofyn i'r bwrdd iechyd lleol gytuno bod yr hyfforddiant hwnnw'n bodloni'r safon ofynnol. Yn yr achosion hynny lle yr ystyrir ei fod yn ddigon i fodloni gofynion yr ymrwymiad mynediad, ni fydd angen cwblhau'r hyfforddiant eto. Hefyd, **bydd unrhyw hyfforddiant sydd wedi ei gymeradwyo gan y bwrdd iechyd lleol, ac sydd wedi ei drefnu cyn yr hysbysiad hwn, yn cael ei dderbyn fel hyfforddiant sy'n bodloni safonau Cam 2.** Fodd bynnag, oherwydd pwysigrwydd sicrhau cysondeb, heblaw am yr eithriad a nodir uchod, rhaid i bob practis gwblhau'r pecyn hyfforddiant cenedlaethol gan ei fod bellach ar gael.

Disgrifiad o'r cwrs a sut i fynd ato.

Mae'r pecyn e-ddysgu cenedlaethol yn cynnwys tri modiwl gwybodaeth a theori ar y canlynol:

- hanfodion llywio gofal
- sgiliau llywio gofal
- gweithredu proses llywio gofal

Gellir gweithio drwy'r e-ddysgu fel unigolyn; neu gellir ei ddefnyddio mewn sesiynau dysgu i grŵp/ystafell ddosbarth. Ni ddylai gymryd mwy na dwy awr i'w gwblhau.

Mae pedwerydd modiwl wedi ei gynnwys yn y pecyn er mwyn annog a hwyluso dysgu yn y gweithle drwy lyfr gwaith y gellir ei lawrlwytho i dywys defnyddwyr wrth iddynt ymchwilio i adnoddau ac asedau cymunedol lleol, ac i'w helpu i gyfeirio pobl yn effeithiol. Er nad yw hyn yn un o ofynion yr e-ddysgu, darperir y llyfr gwaith er mwyn helpu i feithrin hyder, a gwella sgiliau a pherfformiad wrth lywio gofal.

Gellir mynd at yr e-ddysgu drwy'r ddolen isod:

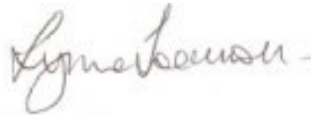
[Hanfodion Llywio Gofal](#)

Os oes gennych unrhyw gwestiynau, cysylltwch â Thîm Gofal Sylfaenol eich Bwrdd Iechyd.

Yn gywir,



Paul Casey
Deputy Director of
Primary Care and
Community
Welsh Government



Lynne Joannou
Chair
Implementation Group



Gareth Oelmann
Chair
General Practitioners
Committee Wales