**Accelerate Programme Phase 4 - Frequently Asked Questions**

**Regional level**

1. Who is the new offer aimed at what is the selection criteria?

The offer is aimed at Practices locally identified as having challenges e.g.

* being in areas of high deprivation,
* high numbers of complaints,
* poor inspection results,
* Healthwatch concerns.

The offer is not aimed at those Practices where contractual remedial measures are being taken.

1. Will Practices be nominated or can Practices self nominating?

Practices can self nominate or can be put forward for the opportunity to sign up and confirm their involvement. It’s important that the Practice is committed to taking up the opportunity for support. Practices attend an introductory Webinar and consider if the time is right for them now. They can consider if they wish to join a cohort later in the year.

1. Who, if anyone, would not be appropriate to put forward for this Programme?

Practices which have already received considerable support and are successfully meeting all of their targets. The Programme is aimed at those who need, want and have capacity for hands on support.

1. What is covered in the introductory webinar?

The webinar introduces the Programme including:

* Content of the Programme and what support is offered.
* Time commitment required from the Practice.
* Other support e.g., engagement fee available to Practices.
* Opportunity to commit to the Programme.
* Experience from a previous participant (if possible).

1. How long is the introductory webinar?

60 minutes

1. Who will be delivering the Programme?

The delivery team will have a vast range of experience and will be part of our Programme team, this may include a GP, a Development Adviser, and a facilitator. The team will be there to meet the support needs of the Practice and can source further subject matter expertise where needed and applicable.

1. Who needs to be in attendance from the Practice at the webinar?

At least the Practice Manager and a GP partner. Ideally including others from the Practice.

1. How long (number of weeks) will the new Programme offer be?

Initially 20 weeks which will be followed by an offer of further, more flexible support over another 6 – 8 months. The initial support includes commitment to 12 on-site visits for ½ day. More details below.

1. When will it start?

Introductory webinars for the next Phase for Practices to attend will be in September 2022. Practices will start their first Group Based learning seesion (GBL’s) week commecing **7th November 2022**. The dates of the Introductory webinars will be shared with the Regions to cascade to their Primary Care systems.

1. What does the Accelerate Programme include?

* Support from a facilitator to implement Smoothing Patient Flow module from Productive General Practice Quickstart plus at least 2 additional modules – 4 group based learning sessions and 12 on-site visits followed by further support agreed with Practices.
* Support from a Development Adviser which may include help with understanding your data, patient and staff experience surveys, involving your Practice Participation Group and webinars.
* Development Advisers will also signpost the Practice to other support e.g digital implementation support, website design support, data extraction to support in understanding a Practice’s demand and capacity, other training offers and regional support offers.

1. What work is needed outside of the Accelerate Programme?

Practice staff will be making changes with the support of the Programme. Between the on-site visits (OSV), Practices will be expected to progress the actions that they have agreed to undertake, which will be in line with work that already takes place within the Practice.

1. Is there a limit to the number of Practices that can receive this support?

We are now looking to support an additional 250 Practices in 2022/23.

1. How and when will the Region receive updates on the progress of Practices participating in the Programme?

The Regions will receive updates on which Practices are participating and what stage they have reached at least monthly.

1. What are the arrangements for the Engagement Fee?

The Programme will provide funding for participating practices. Every effort is made to minimise the administration burden of the funding and to make it more streamlined and easier for Practices to receive this payment.

The breakdown of the engagement fee for the first 20 weeks (new practices) is:

a. £5k on completion of the first 10 weeks of the programme (all 6 SPF OSV)

b. £5k on completion of the full 20 weeks (all 6 QS OSV)

The breakdown of the engagement fee for Carry Over practices (2 QS Modules) is:

a. £6k on completion of all 6 OSVs

b. £3k on completion of 3-5 OSVs (ie if the practice does not complete both modules)

Practices will receive payment automatically via direct transfers to regions/systems who will then transfer to the practice in the normal way. The practice do not have to do anything to claim it, other than engage with the programme.

Payment is made subject to the delivery team confirming they have completed that section of the programme and attended all sessions.

If they cancel sessions without rearranging them, they will receive a reduced fee.

The additional fee for carry over practices is just for taking on additional Accelerate modules, it is not available for doing separate wrap around support with the Development Adviser.

There are no additional payments for those practices who also undertake wrap around sessions during the initial 20-week programme.

The maximum practices are eligible for is £16k (£10k for first 20 weeks plus £6k for any additional work undertaken).

Where a Practice has multiple sites and there are multiple-site visits as part of the Programme, on a case-by-case basis, we will consider additional Engagement Fee payments.

1. What is needed from the Region and systems to support the Programme?

Regions are expected to support systems and to:

* Cascade information on the Programme and the Introductory webinars dates to their General Practices.
* Confirm the Engagement Fee at the agreed intervals.
* Purchase and implement APEX software from Edenbridge, where it is not already in place or equivalent analytical tool (funded by NHS England).
* Provide additional support if available for instance: cover for Practice Managers from an expert pool, access to project management support to ensure Practices take the actions required.
* Support at learning retrospect’s with Practices following the completion of interventions.

**ICS/Practice level**

1. If we take part in this offer, what will we achieve?

Practices report: a reduction in waiting time on the phones for patients, a reduction in complaints, a reduction in the number of appointments that were avoidable, an increase in staff morale and engagement, removal of waste from processes (improving efficiency).

1. What would the benefit be to the system of participating in this Programme?

Improvements that can be shared with other Practices in the system, improved access to care or support and more appropriate use of appointments (not a system benefit per se, but if the system believes that patients are accessing more urgent care services inappropriately because GP access is not adequate, this could make a difference).

1. Can we sign up as a whole PCN?

If the Practices in the PCN meet the criteria and all want to sign up they can.  A PCN cannot put in an application on behalf of all the Practices. Each Practice of the PCN will need to attend the Introductory webinar and individually complete a sign-up form. All practices that sign up will be expected to participate in the group based sessions and on-site visits.

1. Who needs to attend the Introductory webinar?

At least the Practice Manager and a GP partner from each Practice. Ideally including others from the Practice too.

1. Who will need to participate in the Programme?

At least the Practice Manager and a GP partner. Ideally, including others from the Practice.

1. How do I sign up to the Accelerate Programme?

As soon as you can after your attendance of the Introductory webinars. The closing date for Phase Four is **14th October 2022**. You will be sent a link to the sign-up form and will have two weeks from the date of the last Introductory Webinar to complete and submit. Details of where the sign-up form needs to be sent to will be part of the form.

1. When do I sign up to the offer?

Sign up is on condition of attending an Introductory webinar.

1. If I decide not to sign up, can I come back another time?

Yes, dates will be confirmed via your Region.

1. Does attending the Introductory Webinar mean I am committed to attend the Accelerate Programme?

No, the Practice will be asked to confirm following the webinar through an online form.

1. What is the expectation of the Practice whilst participating in the Accelerate Programme?

* Commitment to the onsite and group-based sessions.
* Feedback on the Programme.
* Releasing staff to participate.
* Not to cancel at short notice.
* Forward planning regarding leave/school holidays.
* Using data to evidence improvements made.
* Undertaking before and after staff surveys (where appropriate).
* Undertaking before and after patient surveys (where appropriate).
* Contributing to independent evaluation (where appropriate).

1. How will it be confirmed that the Practice is accepted onto the Accelerate Programme?

After the submission deadline for the sign-up forms, Practices will receive a welcome email initially and then invited to join a Group Based Learning Session, to agree focus and logistics for the support.

1. Can you tell us more about the people within the team who will be supporting the Practice?
   * QI Coach / Facilitator who will deliver the Programme modules with the Practice at the weekly onsite /virtual visits, supporting the Practice through the required steps to achieve improvements.
   * Development Adviser who will work alongside the QI Coach to identify other support that may be helpful to the Practice, such as signposting to other resources (digital implementation, data extraction to support demand and capacity, website design, staff training, PM support and training). They will also support the PM to run staff experience and patient experience surveys.
   * Wider faculty team who, in addition to QI expertise, have experience of working in General Practice (as GPs, Practice Nurses, PMs, other managers) as well as working in the wider health system. Members of the faculty can be connected with Practices as needed to offer experience and support in a variety of issues.
2. I have previously accessed Time for Care, can I access this new offer? And what will be different to the support offer this time?

You can if you want to, sign up for the Accelerate Programme. If you are already part of the Accelerate Programme you will be offered ongoing support. The Accelerate offer is different from previous Time for Care Programmes in that it is more intensive and continues over a longer period.

1. Is the offer delivered virtually or face to face (f2f) or a hybrid model of both?

The offer will be delivered using a hybrid model.

1. Can we request how it is delivered? (Virtually or f2f)

Every effort will be made to accommodate Practice preference, particularly where COVID is a factor.

1. As a Practice, do we have to sign up for the whole package offer or can we agree a tailored offer?

Accelerate is offered as a package. If it’s not for your Practice, it is planned that there will be other support offers made available later in the year.

1. As a Practice, is there an expectation that we work with other Practices outside of our PCN?

Group Based Learning (GBLs) sessions are with Practices in cohorts. These are opportunities to share your achievements and to learn from what other Practices have done.

1. What is the frequency and duration of the support? Number of weeks and length of time commitment each week?

See the diagram below for the first twenty weeks. The follow on support has more flexibility and will be disussed with Practices by group based learning session 4.

Graphical user interface, application, table

Description automatically generated

1. How many and which staff would need to be released to support the offer?

We anticipate that a lead clinician, the Practice Manager and admin staff will need to be involved. It is preferable (and more impactful for the Practice) if more clinicians are involved.

1. What are the requirements for the participant(s) and the Practice between sessions?

* Collection of data.
* There will be a requirement to complete some actions agreed at the weekly session.
* Staff experience survey (we will provide the survey) at the start and finish of the Programme.
* Patient experience survey (we will provide questions and support but the Practice will need to run this) at the start and finish of the Programme.

1. What are:
   * The requirements of attending the Introductory webinar? Do you have to attend all of the webinars to be accepted onto the Programme?

At least one person from the Practice must attend one of the webinar dates outlined below. The webinars are the same so there is no need to attend multiple webinars.

* + The closing date for applying to be invovled in the new offer?

Practices will have 2 weeks to sign up to the Programme from the date of the last Introductory webinar. **The deadline date is 14th October 2022**

* + Where are the links to the webinars? [Accelerate Phase IV Introductory Webinar Registration Form](https://forms.office.com/Pages/ResponsePage.aspx?id=kp4VA8ZyI0umSq9Q55Ctv3Dfu5oOnJpJgqC0m9UP8GZUMzREV0FROURVTlBXSzZOWUs5RDZRTDgyTyQlQCN0PWcu)
  + Dates of the webinars:

**W/c 19 September**

* + - **Mon 19th September 4pm**
    - **Tues 20th** **September 12 pm**
    - **Weds 21st September 12pm**
    - **Thurs 22nd September 4pm**

**W/c 26th September**

* + - **Mon 26th September 4pm**
    - **Tue 27th September 12pm**
    - **Weds 28th September 4pm**
    - **Thurs 29th September 12pm**
  + How do I book onto a webinar? [Accelerate Phase IV Introductory Webinar Registration Form](https://forms.office.com/Pages/ResponsePage.aspx?id=kp4VA8ZyI0umSq9Q55Ctv3Dfu5oOnJpJgqC0m9UP8GZUMzREV0FROURVTlBXSzZOWUs5RDZRTDgyTyQlQCN0PWcu)
  + What is the time frame from a place being offered on the Programme and the start date of delivery?

Delivery will start week **beginning 7th November 2022.**

* + What happens after the webinars?

After Practices have signed up, they will recieve a welcome email, be allocated to cohorts and Delivery Partners including their Development Adviser and, will be notified of their first Group Based Learning session.

* + The key contacts, if we have a further questions following on from the webinars?

These will be provided at the webinar.

1. Start and end dates of the Accelerate offer?

**Delivery starts with the first Group Based Learning (GBL) week commenicng 7th November 2022.** Following the 20 week Programme Practices will be encouraged to take up further support. This further support determines the end date.

1. Is this compulsory?

No. Practices are invited at the Introductory webinars to sign up.

1. My Practice can’t commit now, can I participate later in the year?

There may be further opportunities later in the year or next finanical year. Details to follow.

1. If we find that we are unable to progress with the offer, once we have started, can we pause or be flexible with the dates of delivery?

This would need to be discussed with the delivery team and potentially with your system and will affect Engagement Fee arrangements.

1. What happens to the information that we share with the Programme, and who is able to access it?

The Programme does not store any patient information. The impact of the work you do with the Programme will be collected and shared with Regions and sponsors. Case studies will be developed with your consent