

# Level 3 GP Practice Business Administrator Apprenticeship Course Fact Sheet

**About** – This programme enables individuals working in **administration roles** within **GP practices** to develop a highly transferable set of knowledge, skills and behaviours, specifically aligned to the **primary care** environment. Learners will work independently and as part of the wider practice team to deliver, maintain and improve essential administrative services. They will support and engage with clinical and non-clinical colleagues, and interact confidently with patients, carers, and external stakeholders, contributing to the smooth and effective running of the practice.

Roles include, but are not limited to - **Medical Administrator, Receptionist, GP Assistant, Medical Secretary, Notes Summariser/Coder, Care Coordinator, Office Support, Personal Assistant, and Recruitment or HR Support within the GP Practice team**

The Learner will achieve a **Government recognised qualification** equivalent to 2 A Levels at completion of the programme.

**Length** - The course is **15 months plus 3 months** for the Apprenticeship Assessment. The assessment is independent and takes place at the end of the apprenticeship. It is carried out by another organisation. Learners need to allocate **6 hours a week** to the apprenticeship, which is split between teaching and workshops, self -paced learning and the practical application of skills.

**Model of Delivery** - The apprenticeship is delivered through monthly workshops, some face to face, some online. Each learner is allocated an assessor who will work with them and support them throughout the apprenticeship journey. There will also be monthly 1:1 meetings between learner and assessor and 12 weekly periodic reviews between assessor, learner and line manager.

**Eligibility Criteria** - Candidates should:

- Have the right to live and work in the UK
- Have been ordinarily resident in the UK or the European Economic Area (EEA) for at least three years before starting the apprenticeship
- Hold an appropriate visa if you are not a UK citizen
- Must be in a role where the learnt skills can be applied

### **Modules and Content:**

#### **The organisation (GP Practice) and value of their skills**

The purpose and values that underpin the workplace, including wider NHS values  
Workplace vision  
Organisational structures  
Understanding the strategic landscape within NHS, including Integrated Care Boards

#### **Stakeholders**

Knowledge of managing stakeholders and their differing relationships within an organisations  
Liaising with internal/external stakeholders - colleagues, partners, patients, suppliers  
Engage and foster relationships with suppliers and partner organisations

#### **Policies and legislation in Primary Care**

Understand the place of legislation in the workplace  
To understand how policies implement legislation in the workplace

#### **Project Management**

Project Management principles and tools  
Resourcing to deliver success  
Leading projects

#### **Time management and work planning**

Understanding time management  
Time management models  
Daily activity planning: appointment scheduling, repeat prescription cycles, and Quality Outcomes Framework (QOF) deadlines

#### **Business fundamentals and external factors in Primary Care**

Understanding broad and generic business structures and functions  
Funding models  
QOF, CQC and NHS

#### **Information Technology in Primary Care**

Understanding IT systems and packages - Data Analysis w Excel , EMIS & Accurx  
Understanding IT security - Safe Management of information online

#### **Decision making**

Decision making tools  
Decision making requirements in Primary Care

#### **Interpersonal and communication skills**

Managing positive relationships  
Influencing skills

Conflict resolution  
GP-based examples  
(e.g. managing patient calls, complaints, front-desk communication)  
Dealing with triage queries

### **Quality control and record documentation in Primary Care**

Managing quality data systems  
Collecting and analysing data  
Accurate documentation  
Storage of documentation  
Data Protection Act 2018  
Caldicott principles  
Office of the Information Commissioner  
Introduction to Clinical Coding

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