

RCGP PROPOSAL

The Provision of Coaching for Humber Coast and Vale
Health and Care Partnership

09 August 2019

1. Executive Summary

The Royal College of General Practitioners (RCGP) is a GP led organisation who understands the importance of supporting GPs to deliver a better quality and level of patient care. We draw on our long-standing reputation for high quality standards and services, to bring this proposal to Humber Coast and Vale Health and Care Partnership.

We have a team of experts, each trained to the highest standards by the Faculty of Medical Coaches and experienced to deliver a flexible, bespoke and confidential coaching service to every individual taking part in this coaching programme.

. Our standard individual coaching package includes;

- An Initial 30min call with advisor to establish outcomes
- 4 coaching sessions (either face to face or via Skype or phone)
- 1st and 4th session - 1.5hrs each
- 2nd and 3rd session - 1hr each
- The 4th session includes the close of coaching support or recommends additional sessions

The cost of delivering this, our standard coaching service, is £1,000+VAT

2. Our Offer

Coaching is a supportive and development process that enables an individual to unlock their full potential and achieve their personal and practice goals. This process is facilitated through a 'coaching conversation' with a skilled coach which may include supportive challenge, guided activities and reflective learning.

The aim is to develop employees and instil a range of skills, which can be used in everyday roles. The techniques taught help to advance individual's to be more resilient, empowered, operate with reduced stress and be motivated and inspired to tackle the challenges of everyday work life effectively.

2.1. How our programme will meet your requirement?

The RCGP will provide a fully tailored, coaching programme.

We will bring expert knowledge of General Practice with the right mix of coaching expertise.

At times, non-peer coaching can be beneficial to gain valuable insights from other professions. This gives a fresh perspective on how you work and non-peer coaches can often introduce new and different ideas. The RCGP can draw on a range of coaches to be utilised in this manner.

2.2. What experience does the RCGP have in delivering coaching?

At the RCGP we know that the relationship between coach and coachee is integral and through experience we know that finding common ground and building trust quickly aids the process. Since establishing our service we have worked with more than 52 commissioners and their practices.

All our coaching is GP led with supplementary expertise being utilised when required. ensure they will be at ease and will receive thorough support to develop.

All our coaches are trained and supervised by the Faculty of Medical Coaches. We have a team of coaches who operate across the UK, meaning we can match the correct coaches to the individual, specifically to needs and skillset.

Our coaches are trained to:

- Teach techniques to improve resilience
- Empower employees to expand their insight for decision making
- Help employees set their goals and learn how to achieve them
- Focus on confidence in decision making

Our coaching is always non-judgmental and confidential.

2.3. Venue

Should you wish to select face to face coaching - we are flexible regarding where your coaching sessions occur. We can attend your place of work, however, we do recommend coaching sessions take place external to the practice, at a neutral location.

3. Fees

RCGP Standard Coaching Package £1,000 +VAT per individual

4. About us

The RCGP has been at the forefront of providing support directly to GP's, GP practices and developing primary care through our work with commissioners, since 2014. We can support practices preparing for CQC inspection, negotiating practice mergers and facilitating with the development of PCNs.

With our bespoke support services, we can work with you as an independent, critical friend to support your next stages of development and transformation as you strive to deliver better and sustainable patient care.

4.1 The RCGP Project Team

RCGP Relationship Manager

Victoria, will be your first point of contact and liaison for key decision makers at the practice and RCGP teams, responsible for coordinating regular project meetings and risk mitigation.

RCGP Medical Director

Dr Pauline Foreman, a GP in Hertfordshire, has overall responsibility for the coaching programme., She is a former RCGP Chief Examiner and now Medical Director for our flagship Primary Care Development Programme. She has also been a member of the CSA's operational group, worked as a GP tutor and appraiser, and programme director for the East of England deanery. Pauline is currently preparing to become an Accredited Medical Mediator.

RCGP Lead Coach

You will be assigned a lead coach, who will be responsible for the coordination of all coaching as part of the project. They will be your day to day contact regards the coaching programme and will work closely with you to identify your needs, to create and implement the programme of coaching.

4.2 Why the RCGP?

- High quality development, delivery and evaluation is at the core of what we do. With three levels of quality assurance, including two clinical, built into this programme
- We have high capacity in our 80-strong multi-disciplinary team to deliver the programme without risk
- We can assign a comprehensive mix of expertise to the programme, bringing strong skills in coaching, leadership and thought-leading GPs
- We provide you clear costs, with no hidden extras

A selection of our past and current public-sector partners

- NHS England – Peer Support Programme
- NHS Greater Manchester Health and Social Care Partnership – GP Excellence Programme
- NHS Waltham Forest CCG – QI in practice
- NHS Hounslow CCG – Moving into Management
- NHS Herts Valley CCG – Leader, Manager or Both? Masterclasses
- NHS Walsall CCG – Active Signposting/Social Prescribing and Management of Clinical Correspondence

5. Your RCGP Contact

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