

Primary Care Provider Organisation

Winner

James Wigg Practice, NHS Camden

Description of approach and achievements

Education at the James Wigg Practice: Innovation, opportunity and accessibility are the key words for education at the James Wigg Practice. We provide innovative training techniques, opportunities for all staff, unusual accessibility for support during training.

Our education includes support for:

- The development of an Apprenticeship Scheme in the practice
- NVQ training for Administrative Staff
- Nursing training
- Joint tutorials within the practice FY2 , ST doctors, and Nurse Practitioners
- Joint tutorials with neighbouring practices
- Involvement of the associates and 11 partnership organisations in teaching
- No waiting outside a doctors door for assistance
- Instant accessibility through the availability of a duty trainer or an educational supervisor
- Development of Second Life Teaching in a 3D virtual environment

<http://www.youtube.com/watch?v=MJ2Hz4nlGqc>

The practice has developed its own medical school in Second Life on the internet. This is a first in primary care. It has been used by Imperial College and the University of Illinois in Secondary care. We have also developed the James Wigg Medical Education Twitter site as blogged on the BMJ website <http://twitter.com/jwmeded> Opportunity. Our redevelopment of our partner Queens Crescent Surgery (previously a single handed practice) has provided a state of the art teaching facility. This provides an exciting opportunity for training on two sites; with considerable contrast. The NVQ and Apprentice scheme provides education for administrative and reception staff. This enables us to offer equality of opportunity across all grades of staff. Learners are provided job swap opportunities with neighbouring practices. Maximum study leave is encouraged. We believe delivering opportunities for all our staff helps with: recruitment and retention, ensuring quality training is valued by staff members, creating a culture of learning and education which is infectious leading to improved outcomes for patients.

Medical Student Teaching has greatly expanded in the last 20 months; and will be further enhanced by our joint working with the new Queens Crescent

Surgery. Our teaching has expanded from 2 days a week to 5 days a week and now includes:

- Medicine in The Community
- Paediatrics
- 4th year,
- Care Of the Older Person
- Mental Health

We have been described as an industrial training practice, but are successful in keeping teaching open, welcoming, and accessible to learners. Reception, nursing and doctor teams can access a senior clinician for advice and assistance at all times at our hot desk terminals. The JWP has pioneered open plan working for doctors, using both hot desks and the shared duty doctor terminal. Accessibility has proved exceptionally beneficial to staff, and is positively reflected in the comments of our learners. This has provided close-working between doctors in an open plan environment. Initially controversial, this has proved beneficial in providing a shared environment where clinical questions can be raised and dilemma's discussed. This delivers improved clinical outcomes, and improved patient safety. We include learners on business meetings and partners meetings, introducing elements of practice management and development. We are engaged in research and publication of our results. Regular weekly meetings, staff newsletters and quarterly events ensure good communication.

Department Team Members

Dr Roy Macgregor - Managing Partner, Training Lead

Dr Elizabeth Goodburn – Trainer

Dr Marek Koperski – Trainer

Dr Philip Posner – Trainer

Dr Jessica Baron – Women's Health Training lead

Dr Katherine Breckon – Care of the Older person and Medicine in the Community Teaching Lead

Dr Simon Brownleader – Trainer, Second Life IT Integrated Training Tool Lead

Dr Vanessa Eisman – Undergraduate Teaching Lead and Paediatric Teaching

Lead Dr Richard Garlick – Public Health and Prescribing Lead

Dr Kavitha Gowribalan – Chronic Disease Lead 1

Dr Zarina Ismail – Queens Crescent Practice Integrated Training Centre Lead

Dr Karen Ling – Mental Health Teaching Lead

Dr Justin Sacks – Sexual Health Education and Training Lead

Dr Jane Sackville-West – Trainer

Dr Penny Sheehan – Chronic Disease Lead 2

Karen Sadler – General Manager – NVQ Training Lead and Coordinator

Maya Allen-Taylor – Nurse Development Lead

Karen Probert – Nurse Practitioner in Training

Bernadette Rae – Nurse Practitioner in Training Specialist Trainees (ST1, ST2, ST3) Foundation Year Two Doctors Health Care Assistants in Training NVQ Students in Training Apprenticeship Scheme

For further information contact

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