



Ribbleton Medical Centre

Senior Healthcare Support Worker Apprenticeship x2

Started Programme

July 2025

Duration

15 months

Education Provider

Lancashire Teaching Hospitals

The apprenticeship programme has delivered several measurable and qualitative benefits to the organisation:

Strengthening Workforce Capacity and Business Processes

- Improved administrative efficiency through better understanding of systems, data management, and workflow processes.
- Increased resilience within the team, reducing pressure on senior staff.
- Enhanced understanding of governance, confidentiality, and compliance requirements.
- Greater consistency in handling patient queries, documentation, and internal procedures.

Supporting Service Improvement

- More effective triage and signposting of patients, improving access to appropriate services.
- Improved communication skills when dealing with vulnerable or complex patients.
- Increased awareness of safeguarding, equality, and patient-centred care principles.
- Positive contribution to maintaining safe, responsive, and well-led services in line with CQC standards.

Learner Confidence and Professional Development

- Noticeable increase in learner confidence when managing tasks independently.
- Development of problem-solving skills and accountability.
- Greater understanding of the wider primary care environment and multidisciplinary working.
- Clear career progression pathway, supporting staff retention and succession planning.

Benefits to Patients and Service Users

- Improved patient experience through more confident and knowledgeable staff.
- Reduced errors due to stronger understanding of processes and protocols.
- Enhanced communication, leading to clearer explanations and improved patient reassurance.
- More efficient handling of appointments, prescriptions, and administrative requests.

Organisational Culture and Staff Retention

- Demonstrates the organisation's commitment to staff development and continuous learning.
- Boosts morale and engagement within the team.
- Encourages a culture of reflective practice and quality improvement.



Challenges faced when implementing the apprenticeship and how they were overcome:

Balancing Study Time with Service Demand

Challenge: Releasing the apprentice for protected study time while maintaining safe staffing levels, particularly during periods of high patient demand.

How We Overcame It:

- Structured rota planning to accommodate protected learning time.
- Advance scheduling of study days to minimise operational disruption.
- Redistribution of workload within the team to ensure service continuity.

Supervisory and Mentorship Capacity

Challenge: Ensuring sufficient managerial and clinical supervision time to support the apprentice without impacting senior staff workload.

How We Overcame It:

- Assigned a named supervisor with protected time for regular check-ins.
- Built progress reviews into existing 1:1 and appraisal structures.
- Encouraged peer support within the wider team to share responsibility.

Please rate the education provider on:

Induction	4/5 (Good)
Ability to tailor the learning to meet employer needs	4/5 (Good)
Keeping you informed of your apprentice's progress	4/5 (Good)
Did the education provider explain what structures and systems they have in place to support apprentices – including those who are struggling?	Yes
Did the education provider explain how they expect you to support the apprentice with their learning?	Yes

Would you recommend the training hub apprenticeships team to other primary care organisations, and why?

Yes. The team has provided clear guidance and structured support throughout the apprenticeship process, from initial onboarding to ongoing progress reviews. Key reasons for our recommendation include:

- **Strong administrative support** - Assistance with documentation, funding requirements, and compliance processes, reducing the administrative burden on the Practice.
- **Accessible advice and problem-solving** - The team has been approachable and proactive in resolving queries or concerns.
- **Workforce development focus** - Their support aligns with long-term workforce planning, succession planning, and retention strategies within Primary Care.

Overall, the team has helped make the apprenticeship process manageable and beneficial, contributing positively to staff development and service improvement within the Practice.

