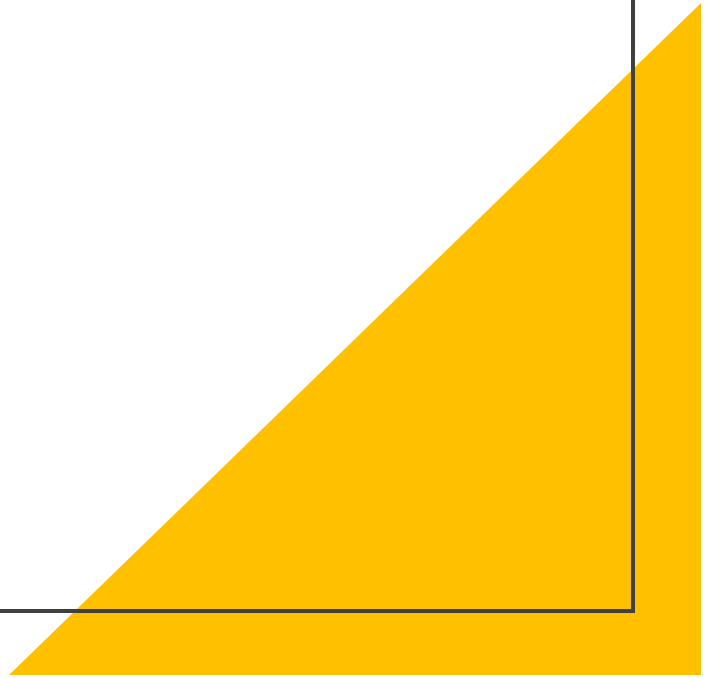


Therapy Assistant Practitioner Leadership Skills

By Lisa Davies



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- You have been asked to increase the number of referrals within your working week. This presentation explains options for how this could be achieved.



But firstly... what is a Therapy Assistant Practitioner?

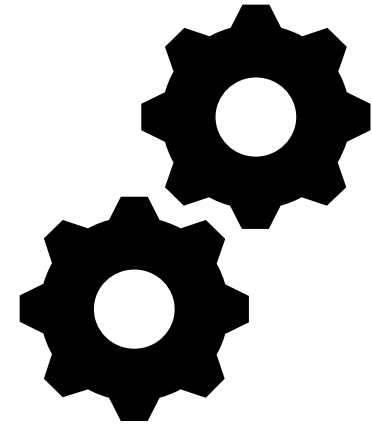
- “Assistant practitioners are experienced staff working in support roles, alongside registered healthcare professionals. Assistant practitioners have skills and experience in a particular area of clinical practice. Although they are not registered healthcare professionals they develop a high level of knowledge and skill through their experience and training.” [Healthcareers.nhs.uk](https://www.healthcareers.nhs.uk)

My area of work

Therapy assistant practitioner.
Blended role of Occupational Therapy and Physiotherapy.

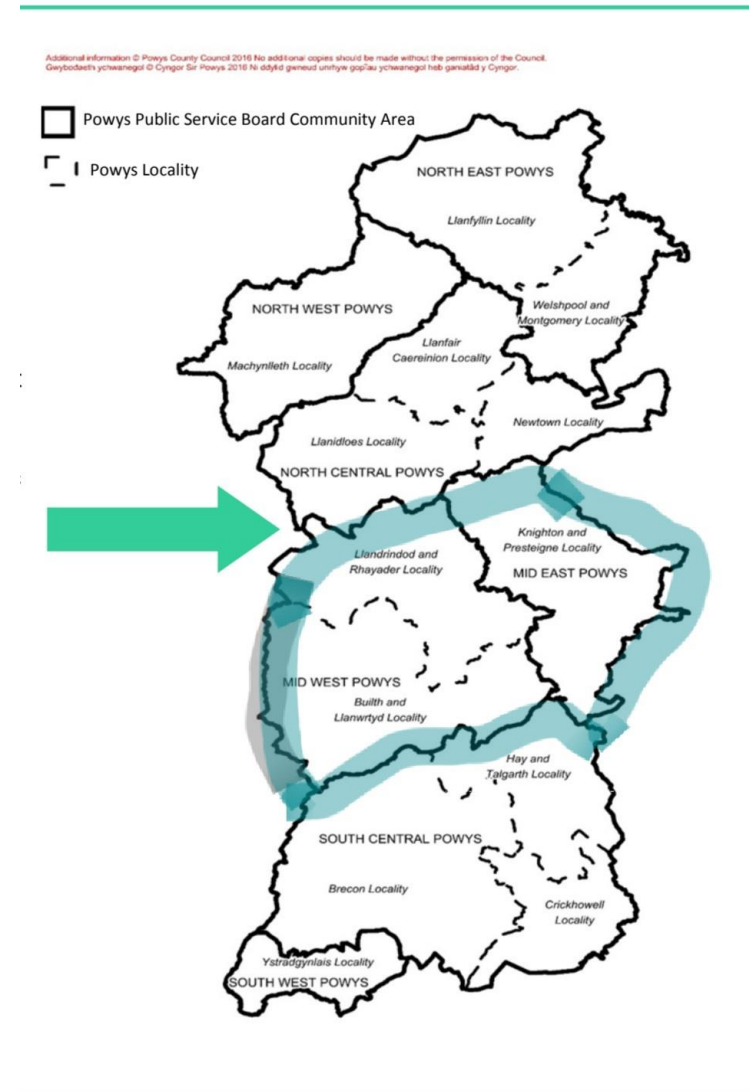
Community Therapy Team.
Powys Mid locality.

Role and responsibilities include...
Assessing, delivering treatment and therapy based rehab
plan's for patients in their own home's under the
supervision of registered Physiotherapists and
Occupational Therapists.
Providing environmental home falls prevention
assessments.



- Powys is the largest county in Wales and is sparsely populated.
- The population of Powys is approx. 133,200 in 2021 – according to Office of National Statistics. (www.ons.gov.uk)
- The Powys population of residents aged 65 and over 37,353 according to the 2021 census. www.statswales.gov.uk
- The map highlights the large locality area covered by the Mid Powys Community Therapy Team.
- The Mid Wales Healthcare Collaborative was formed in 2015 to support access to relevant healthcare services for the residents of Mid Wales. In 2018 this was adapted to the Mid Wales Joint Committee For Health and Care.

Image from Powysmoderngov.co.uk



What leadership skills are required as a therapy assistant practitioner?



Flexibility



Effective
communication



Collaborative
working



Delegation



Accountability



Motivation

Options to increase caseload

- Delegation of follow up and review appointments to therapy support staff.
- Utilise base location options. Dedicate days to specific base locations to reduce travel time. Which increases capacity to see more patients in the same area.
- Initial assessment to be specific rather than holistic approach.
- Delay in non urgent follow up appointments to allow increased capacity for initial contacts.

Benefits

- Reduces pressure on the team and registered members of staff.
- The All Wales Guidelines for Delegation suggest delegation can improve effectiveness and efficiency. It can also contribute to staff development within the team.
- Increasing capacity for registered staff to see more complex or urgent patients.
- Seeing patients for initial contact in a timely manner.
- Improved patient outcome if patients are seen sooner.

Contraindications

- Ensuring allocated referrals are within the scope of my role.
- The importance of efficient triaging of referrals and reviewing this prior to initial contact visit in case of significant changes.
- Be proactive to refer patients to registered staff if become complex.

Implications of increasing caseload

- Delay in non urgent follow up appointments.
- Increased stress levels.
- Negative effects on well being.
- Less efficient caseload management due to high caseload.
- Time restraints when required to support fellow team members for joint working purposes.
- Reduced available time or opportunity for mandatory training or additional training.
- More complex patients = more time consuming.
- Reduced caseload turnover in a timely manner.

The importance of well being at work.

- “Strong evidence shows that NHS organisations that support the health and well-being of their staff achieve a range of positive outcomes. The level of health and well-being of the workforce is a key indicator of organisational performance and patient outcomes”. (Department of Health, NHS Health and Improvement framework).
- Staff well being is an important aspect that contributes to the effective running of the team and can impact on delivery of service.
- Powys Teach Health Board have a stay well well-being club. This can be accessed via the intranet and has links to helpful resources.

What data you might include and why?

Referrals to the Community Therapy Team are inputted onto WPAS (Welsh Patient Administration System).

Contacts between a patient and therapist or TAP are recorded on this system usually on the day of the contact.

It shows patients who are waiting to be seen and those who are active – (those that have been seen and require ongoing input or follow up).

This data would reflect the current waiting list of the team, and how long the patients have been waiting.

The information highlights patient wait time, location, flow and can build a bigger picture to the demands on service.

The data can reflect that low staff levels would indicate longer patient waiting lists and could justify reasoning for the request of locum support within the service.

Efficient and prompt administrative skills are important in inputting the contacts onto the system to reflect an accurate picture of the waiting list.

How will this challenge develop you?

- Increase my confidence.
- Improve my awareness to be flexible.
- Adaptability.
- Contribute to improving my caseload management and delegation skills.
- Increased awareness of the importance of efficient time management skills.
- Encourage reflective practice.
- Awareness to contribute towards delivering prudent healthcare in a rural community.

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