

FAQs: Digital and Transformation Lead

What is the Digital and Transformation Lead role?

The Digital and Transformation Lead role was introduced as a reimbursable role via the ARRS in October 2022 to support transformation activities in PCNs, including the adoption and effective use of technology.

The key objective of the role is to support PCNs and their practices to deliver ongoing improvement to services. Improvement projects are not restricted to those that focus on the utilisation of digital tools and could include any transformation work that utilises data or quality improvement tools to improve quality, drive efficiency or improve patient experience.

What is the maximum FTE for this role under the ARRS scheme?

The maximum FTE is 1 FTE at band 8a level per PCN.

Does the Digital and Transformation Lead role need to be filled by one person?

No, the maximum reimbursement is 1 FTE at band 8a, however, this could be filled by multiple individuals, or PCNs could pool funding to provide transformation support over a wider footprint, for example, developing a pool of different transformation expertise as outlined in the example job description.

Does the Digital and Transformation Lead role need to be at 8a band level?

No, the reimbursement is up to FTE of 1 band 8a. However, multiple individuals could fill this role, and this could be at a lower band than 8a, if this was deemed more appropriate for the local setting.

Who can the Digital and Transformation Lead be employed by?

The Digital and Transformation Lead can be employed directly by the PCN or commissioned by the PCN as a service from other providers.

Does the Digital and Transformation Lead have to be new to the team in which they are based?

No, however, Digital and Transformation Leads were not included in the 2019 PCN baseline. Reimbursement for staff can be claimed by a PCN if a. the reimbursement is for additional staff engaged or employed since 31 March 2019; and b. the reimbursement is not being used to subsidise practice-funded roles that existed as at

31 March 2019.

Can the Digital and Transformation Lead be responsible for procuring IT systems or providing IT support?

No, the role is intended to lead the delivery of improvement work in the PCN and practices using data or quality improvement tools. It is not intended to provide IT procurement or IT support.

Can I claim reimbursement for a practice/PCN manager to deliver the role?

PCNs can claim reimbursement for members of staff that deliver the requirements outlined in the DES. These requirements can be delivered by existing members of staff, as long as they were not in post at the time of the 2019 baseline.

The requirements of the Digital and Transformation Lead are distinct from those of PCN and practice managers. We expect the Digital and Transformation Lead to deliver transformation programmes, as outlined in the role description, not manage the day-to-day operations of the PCN/practices. PCNs can only claim reimbursement for the time members of staff spend delivering the requirements in the role description.

Is there training available?

A quality improvement training and support programme is being designed specifically for those taking up the Digital and Transformation Lead role. The programme will be focused on developing practical skills for leading improvement and delivering change including building effective relationships for working collaboratively. There will be a support network available alongside the programme. The programme will be available in 2023 – further information will follow.

In the interim, there is a range of existing training and resources available that are relevant to the Digital and Transformation lead role:

- General Practice/PCN Training and Development offers: [Forthcoming training and events - Primary Care Improvement Connect - FutureNHS Collaboration Platform](#) (via the Primary Care Improvement Community). A suite of offers to support the delivery of transformational change.
- 'Digital Journey Planner': [Live modules](#) on communications, GP Online and digital inclusion, with other modules in development. Supports practices to understand their current use of digital tools and where to focus improvements.
- Digital Primary Care workspace: [Digital Primary Care - FutureNHS Collaboration Platform](#), includes resources on a range of topics, e.g.: Online consultation toolkit, e-learning for general practice reception and admin staff,

How to develop a highly usable practice website guidance, Good practice guidance on digital primary care topics.

What other support is available?

The Primary Care Improvement Community is a national community open to anyone who is interested or involved in quality improvement in primary care. It is free to join and members have access to support through a national network, events (including an annual conference), CONNECT (an online space on FutureNHS to use to chat, share and learn virtually with other members) and a monthly newsletter.

Contact england.si-pcic@nhs.net