

LORRAINE MCCOSKRIE

BAY MEDICAL GROUP



Lorraine McCoskrie is a HR and Development Manager at Bay Medical Group.

We spoke to Lorraine recently about her experiences of apprenticeships, keep reading to find out more.

Why did you decide to take on an apprentice?

To improve the skill mix of the workforce and offer development opportunities for current staff as well as providing succession planning options.

What aspects did you find challenging?

Recruiting to fixed term contract for apprenticeships. Providing off the job learning time that is protected at a time when we are experiencing huge demand.

What successes are you most proud of?

Development of KSB's (Knowledge, Skills and Behaviours) in the current workforce, enabling people to access learning, whether clinical or non-clinical team members.

How do you feel having an apprentice benefitted the organisation?

It has allowed for development, for instance managers have accessed CMI (Chartered Management Institute) levels 3 and 5 and we have two managers undertaking level 6 in Management. They use their new skills and understanding to improve management capabilities at the practice, thereby increasing wellbeing and performance of themselves and their team members. Demonstrates investment in education and learning so that others can see we are serious about developing our team members.

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"Do your homework, make sure you have capacity to support the apprentice, then do it."

What would you say to someone thinking of taking on an apprentice?

Do your homework, make sure you have capacity to support the apprentice, then do it.

Do you have any final comments?

We have employed apprentices over many years and have always found that this benefits the person, the practice and the care we are able to provide our community - whether clinical e.g. MSc in Advanced Clinical Practice or non-clinical such as management or admin apprenticeships.

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