

General Practice Training Calendar

January—March 2004

East Hampshire
Fareham & Gosport
Portsmouth City



Training & Development Shared Services



Supporting East Hampshire, Fareham & Gosport and Portsmouth City Primary Care Trusts

Welcome to your Training Calendar for January to March 2004.

Please note that this calendar should be kept for courses after March 2004—the calendar pages will be updated, but course details pages will remain the same unless otherwise notified. Any updates to the calendar will be emailed.

BOOKING

To book a place on a courses, or for more information, please contact **Code A** Training Adviser, General Practice on:

Telephone:

Code A

Fax:

Code A

Email:

or: course.bookings@ports.nhs.uk

Post:

TDSS,
Overton,
St James' Hospital,
Locksway Road,
Portsmouth,
PO4 8LD.

Please provide the name of the participant, her or his place of work and the name of the manager authorising the booking.

Full details will be sent to the participant and the manager not less than four weeks before the date of the course.

REIMBURSEMENT

Reimbursement for all courses should be requested by PS2 in advance of the course running. Any course which starts after the 31st March 2004 will not attract reimbursement. Any course which starts before the 31st March, but ends after this date will attract pro-rata reimbursement. The only exception to this rule is for courses which are WDC funded.

PAYMENT

Payment will be requested by invoice once the course has run. Please do not send any payment other than in respect of such an invoice.

CANCELLATION AND NON-ATTENDANCE

We may have to cancel a course as a result of numbers being insufficient to make the course viable. Cancellation will be notified not less than four weeks prior to the planned course date.

If a course place is cancelled by you, the following charges will apply according to the date on which written notice of cancellation is received:

More than 4 weeks: No charge

2 - 4 weeks : 50% of the course fee

Less than 2 weeks: 100% of the course fee

The full course fee is payable in the event of non-attendance (including sickness) as set out above.

ICT COURSES

These are also available, covering such topics as:

Access

New User

Publisher

ECDL

Outlook

Word

Excel

PowerPoint

Microsoft Office Specialist

Please contact the IT training department at St James' Hospital, on 023 9289 4127 or 023 9289 4438, for more information on any of these topics.

TRAINING ON DEMAND

Training On Demand (TOD) Packs are intended to provide managers and others with a means of delivering training sessions in a wide range of topic areas to their own staff at a time and place that is most appropriate for them. Each subject will take approximately two hours to cover.

To request a pack, contact Jennie Dock. Normally the pack will be made available for loan for a period of one week unless otherwise requested. It is the responsibility of the manager to ensure the collection and safe return of the pack on time.

Each pack contains sufficient material to train up to ten people. If you intend to train a greater number, you should make this clear and additional materials will be supplied. You will need a flipchart, and OHP and a video player where specified.

Titles include: ([V] denotes video accompanies pack)

- TOD 01: Dealing With Difficult Colleagues [V]
- TOD 02: Giving personal feedback [V]
- TOD 03: Fire Safety
- TOD 04: Introduction to Time Management
- TOD 05: Setting Objectives
- TOD 06: Writing Reports
- TOD 07: Techniques of Instruction
- TOD 08: Record keeping For Health Care Professionals
- TOD 09: Listening and Explaining [V]
- TOD 10: Leading a Meeting [V]
- TOD 11: Health & Safety at Work [V]
- TOD 12: Working in Partnership
- TOD 13: Working with Display Screen Equipment
- TOD 14: Safe Movement of Loads
- TOD 15: First Impressions
- TOD 16: Working with the Data Protection Act [V]

For more information on any of the subjects, please contact Jennie Dock.

INFORMATION ABOUT THE INDIVIDUAL LEARNING ACCOUNT

Introduction

The NHS Individual Learning Account (ILA) has been introduced specifically to provide support to staff who do not have a professional qualification.

All staff working in or for the NHS (including practice staff) can apply for access to an ILA which offers up to £150 each year to support their learning,

Frequently Asked Questions

- Can I use the money for any course?
With some exceptions, e.g. training which is a mandatory requirement of your job, sporting activities and Higher Education courses (check with Training & Development if you have any queries about a specific course), the ILA can be used for any learning provided the course forms a part of your Personal Development Plan as agreed at the time of your IPR and is provided by a reputable supplier for example, through a local College or other reputable organization.
- Does my manager have to approve the course?
Yes, as part of your Personal Development Plan.
- Will the NHS give me time off to attend the course?
Yes, subject to negotiation with your manager. You may be expected to make a contribution and often the time is agreed as half from you and half from work-time.
- What if the course costs more than £150?
You would need to find the additional money from another source. The maximum from the ILA is £150.
- Do I receive the money as a cash payment?
No, you would ask the course provider to send the invoice to Training & Development Shared Services at St. James' Hospital; or if necessary, pay the fee and reclaim the money from Training & Development Shared Services at St. James' Hospital
- How do I apply?
An application form is available from Training & Development Shared Services at St. James' Hospital (tel: 023 9289 4415). Complete this and you will then receive confirmation of the ILA. Note that until you receive this confirmation, you are not guaranteed the ILA as there is an overall limit on the numbers available this year.

Further information is available on the web: www.doh.gov.uk/nhslearningaccount

January 2004

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1 Bank Holiday	2	3	4
5	6 New GMS Contract for Practice Nurses <hr/> IPR	7 New GMS Contract for Practice Nurses <hr/> Harassment & Bullying	8 New GMS Contract: Quality and Outcomes	9	10	11
12 Skills for Health Conference	13 New GMS Contract for Practice Nurses <hr/> Problem Solving	14 New GMS Contract for Practice Nurses <hr/> Dealing with Abusive Telephone Calls	15 IPR	16	17	18
19	20 New GMS Contract for Practice Nurses <hr/> Planning and Procurement of Premises	21 <i>PC TARGET</i>	22 New GMS Contract: Quality and Outcomes <hr/> Working with Assertiveness	23 Developing Effective Telephone Skills	24	25
26	27 Quickbooks <hr/> Quicken	28 Dealing with Complaints	29 Presentation Skills <hr/> Health Issues for Refugees and Asylum Seekers	30	31	



February 2004

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4 EMIS Searches and Audit <hr/> Working with Assertiveness <hr/> FG TARGET	5 Time Management <hr/> Risk Assessment	6	7	8
9	10 IPR <hr/> Caldicott	11 Aggression Training <hr/> PC TARGET	12 Introduction to Medical Terminology <hr/> Substance Misuse	13 Introduction to Communication Skills	14	15
16 Improve your Study Skills (1)	17 Dealing with Complaints <hr/> Return to Learn (1)	18 Time Management <hr/> Drug and Alcohol Awareness	Half Term		21	22
23 Improve your Study Skills (2)	24 Employment Law Update <hr/> Read codes <hr/> Return to Learn (2)	25 First Aid for Practices	26 Working with Assertiveness <hr/> New GMS Contract for Practice Nurses	27	28	29

March 2004

<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>	<i>Sun</i>
1 Improve your Study Skills (3) <hr/> Minute Taking (1)	2 Recruitment and Selection <hr/> Making "IT" work for your Practice <hr/> Read Codes and Data Quality for nGMS <hr/> Return to Learn (3)	3 Systematic Approach to Medical Records	4 IPR <hr/> Medical Terminology (1)	5	6	7
8 Managing Absence <hr/> EMIS: Advanced features for data entry <hr/> EMIS: Templates <hr/> Improve your Study Skills (4) <hr/> Minute Taking (2)	9 Data Protection <hr/> Return to Learn (4)	10 Health and Safety in Practice	11 Aggression Training <hr/> Medical Terminology (2)	12	13	14
15 Improve your Study Skills (5) <hr/> Minute Taking (3)	16 Employment Law <hr/> Return to Learn (5) <hr/> EMIS: Protocols <hr/> EMIS : Data entry for admin staff	17 PC TARGET	18 <i>FG TARGET</i> <hr/> Medical Terminology (3)	19	20	21
22 Improve your Study Skills (6)	23 Time Management <hr/> Return to Learn (6)	24 Basic Networking & Troubleshooting (1) <hr/> Read Codes <hr/> Drug and Alcohol Awareness	25 Basic Networking & Troubleshooting (2) <hr/> Marie Curie Cervical Cytology (1)	26 Marie Curie Cervical Cytology (2)	27	28
29 Improve your Study Skills (7)	30 Working with Assertiveness <hr/> Return to Learn (7) <hr/> EMIS: Searches and Audit	31 IPR <hr/> Aggression training				