

GENERAL COURSES

**Note: Please keep this and the following pages—
calendar pages will be replaced each quarter.**

AGGRESSION TRAINING

TARGET AUDIENCE

All staff.

AIM

This training is being provided for one member of each practice to learn how to avoid being assaulted when working in potentially violent situations. The staff member is then expected to go back their practice and cascade the training to the rest of the staff.

OBJECTIVES

By the end of the day, delegates will be able to:

- Define anger, aggression and violence;
- Carry out an aggression audit;
- Understand Freud's five-stage aggressive-incident model;
- Implement clear and effective precautions to prevent aggressive incidents;
- Understand and be able to apply verbal strategies;
- Understand and be able to apply non-verbal techniques;
- Apply escape tactics to aggressive situations;
- Call for help when under direct threat;
- Understand post-incident measures;
- Know how to learn from incidents;
- Cascade learning from the day to their practice.

BASIC NETWORKING AND TROUBLESHOOTING (2 day)

TARGET AUDIENCE

Staff responsible for IT within the practice. Delegates must have a basic understanding of how the network works in their practice, and be able to attend both days.

AIM

Delegates will be able to get the most from their IT equipment without fear of causing faults.

OBJECTIVES

By the end of the day, delegates will be able to:

- Move around their network with confidence;
- Work with files and folders over the LAN;
- Maintain any shared locations and devices;
- Understand the potential and limitations of the environment;
- Carry out basic faultfinding, diagnosis and repair of common problems;
- Have a clearer understanding and more confidence when working with the LAN;
- Understand the implications of changes within the network environment;
- Make use of common time-saving features to enable the network to run efficiently.

CALDICOTT WORKSHOP (1/2 day)

TARGET AUDIENCE

Data controllers: Nurses, Managers, Secretaries, Data Entry Clerks and Reception Staff.

AIM

To be able to apply the Caldicott guidelines in General Practice.

OBJECTIVES

By the end of the day, delegates will be able to:

- Understand how the Caldicott Report findings affect General Practice;
- Understand how the principles of the Caldicott Report impact on their job;
- Identify areas within their own behaviour where patient confidentiality can be improved;
- Understand how to support their Practice Manager to implement the Caldicott Report.

DATA PROTECTION & CALDICOTT OVERVIEW (2 hours)

TARGET AUDIENCE

Data controllers: Nurses, Managers, Secretaries, Data Entry Clerks and Reception Staff. This training is offered in-house for staff—Jennie Dock will come to your practice to deliver it at a time convenient to you.

AIM

To be familiar with the application of Data Protection and Caldicott guidelines in general practice.

OBJECTIVES

By the end of the session, delegates will:

- Have a general understanding of Data Protection in General Practice;
- Have a general understanding of Caldicott in General Practice;
- Understand why confidentiality with regards to health data is particularly important;
- Have practical solutions to areas of weakness on the subject of confidentiality in their practice.

DATA PROTECTION WORKSHOP

TARGET AUDIENCE

Data controllers: Nurses, Managers, Secretaries, Data Entry Clerks and Reception Staff.

AIM

To be able to apply the Data Protection Principles to General Practice.

OBJECTIVES

By the end of the day, delegates will be able to:

- Understand the principles of the Data Protection Act 1998;
- Understand the key differences compared to the 1984 Act;
- Understand the registration and compliance process;
- Identify and demonstrate "good practice" of the Act;
- Understand the rights of the patient to access their records;
- Apply the Act to staff personnel records.

DEALING WITH ABUSIVE AND AGGRESSIVE TELEPHONE CALLERS (½ day)

TARGET AUDIENCE

Staff whose day-to-day activities require them to receive and make telephone calls.

AIM

To determine the nature of problematic telephone calls and offer the means to learn the skills required to deal with these.

OBJECTIVES

Upon completion of this workshop, participants will be able to:

- Identify what constitutes an abusive and aggressive telephone call;
- Describe the most appropriate way to deal with abusive and aggressive telephone calls;
- Use simple and appropriate techniques when dealing with abusive and aggressive telephone calls.

DEALING WITH COMPLAINTS (1/2 day)

TARGET AUDIENCE

All staff.

AIM

To ensure that, following the complaints procedure, complaints are dealt with effectively and efficiently so that a fair and just result is achieved to the satisfaction of all parties.

OBJECTIVES

By the end of the day, delegates will be able to:

- State the policy of the PCT towards complaints and the specific procedural steps to be taken in the event of a complaint;
- Define a complaint as the recognition of a mutual problem for the complainant and the PCT;
- Determine their objective in dealing with a complaint using a "win-win" approach;
- Use appropriate communication techniques in dealing with face-to-face complaints;
- Recognise the applications of assertive responses to verbal complaints.

DEVELOPING EFFECTIVE TELEPHONE SKILLS (½ day)

TARGET AUDIENCE

Staff whose day-to-day activities require them to receive and make telephone calls.

AIMS

- To provide guidelines on receiving and making telephone calls in a professional manner.
- To enable the participants to identify their listening strengths and weaknesses.
- To provide an opportunity to learn how to handle difficult situations on the telephone.
- To provide an overview of the Trust's policy on: 'Requests for Personal Information' and the 'Data Protection Act 1998'.

OBJECTIVES

Participants will be able to:

- Provide an effective telephone answering service;
- Handle the difficult telephone encounter;
- Control calls more effectively, through the application of listening and questioning skills.

DRUG AND ALCOHOL AWARENESS (½ day)

TARGET AUDIENCE

Staff who currently, or could potentially, work with people who use substances and/or may need to be referred to the Portsmouth City PCT Substance Misuse Service.

AIM

To provide participants with a basic awareness of alcohol and drugs, related issues and information about the Portsmouth City PCT Substance Misuse Service.

OBJECTIVES

By the end of the day, delegates will have had the opportunity to:

- Explore their own and societies attitudes and beliefs about alcohol and drugs and people who use them;
- Consider current information about a variety of substances commonly misused;
- Understand some of the issues leading to problematic drug and alcohol use in clients;
- Identify the main elements of the Portsmouth City PCT Substance Misuse Service on offer to its service users;
- Establish clearly the correct routes of referral to the Portsmouth City PCT Substance Misuse Service.

EMIS: SEARCHES AND AUDIT

TARGET AUDIENCE

Any member of staff who runs audits, searches or reports on the EMIS system.

AIM

To learn how to get the information needed from the system.

OBJECTIVES

By the end of the day, delegates will:

- Know the difference between systems audits and searches;
- Know how to send personalised letters;
- Know how to design audit reports.

EMPLOYMENT LAW (PCT RUN) (½ day)

TARGET AUDIENCE

Managers and Deputies.

AIM

For participants to be aware and understand the impact the law has in employment.

OBJECTIVES

By the end of this session participants will be able to:

- State the main sources of employment law;
- State the main elements that make up a contract of employment;
- Describe the rights of people applying for jobs within the Trust;
- State the main duties of the employer and employee under the law;
- Describe the main rights an employee has at work;
- Explain the legal importance of following the disciplinary process;
- Describe the potentially fair reasons for dismissal;
- Explain the importance of notice periods.

EMPLOYMENT LAW UPDATE (LBC)

TARGET AUDIENCE

Managers and Deputies who have some previous knowledge of employment law.

AIM

To provide details of recent and forthcoming changes to the law.

OBJECTIVES

By the end of this session participants will:

- Understand the new cases on sex discrimination;
- Be familiar with the latest maternity rights;
- Understand new cases on Parental and Dependant leave;
- Understand the new laws on sexual discrimination;
- Understand the new laws on religious discrimination;
- Be familiar with the latest legislation around discipline and dismissal;
- Be familiar with the most recent contracts of employment cases.

Note: Due to the complexity of the material and the needs of individual delegates, it may be necessary to vary the program. Changes to the law will also lead to significant revision of the above objectives.

FIRST AID FOR PRACTICES

TARGET AUDIENCE

All staff.

AIM

To train confident and competent First Aiders.

OBJECTIVES

By the end of the day, delegates will:

- Have experience of the theory and practice side of First Aiding;
- Understand why the provision of a well trained First Aider can mean the difference between life and death;
- Understand why an appointed First Aider is necessary under Health and Safety at Work (1981) regulations;
- Be qualified to undertake the post of First Aid—Appointed Person in their Practice.

HARASSMENT AND BULLYING

TARGET AUDIENCE

All staff

AIM

To enable participants to recognise bullying and harassment behaviour in the workplace. To utilize systems and policies in place to tackle bullying and harassment.

OBJECTIVES

On completion of this course participants will be able to:

- Define what constitutes bullying behaviour;
- Define what is meant by harassment;
- Describe the local policy for bullying and harassment;
- Describe and explain the process to tackle bullying in the workplace;
- Detail important factors for collecting evidence regarding bullying.

HEALTH AND SAFETY IN PRACTICE

TARGET AUDIENCE

All staff.

AIM

To familiarise staff with Health and Safety law and policies.

OBJECTIVES

Participants will be able to:

- Understand the main principles of Health and Safety at work;
- Conduct a Health and Safety audit in their practice;
- Identify hazardous substances that are a risk at work;
- Carry out risk assessments under the COSHH, DSE and Management Regulations;
- Be aware of accident and incident reporting criteria, accident investigation skills and RIDDOR reporting.

HEALTH ISSUES FOR REFUGEES AND ASYLUM SEEKERS

TARGET AUDIENCE

Staff who have little or no experience of working with refugees and asylum seekers.

AIM

To highlight the entitlement to health care for asylum seekers and refugees as well as the difficulties they face in accessing it.

OBJECTIVES

Upon completion of this workshop, delegates will be able to:

- Define what a refugee and asylum seeker is;
- Understand Asylum Support Services arrangements;
- Understand entitlements to health services;
- Understand the key health issues;
- Identify the barriers to accessing healthcare.

IMPROVE YOUR STUDY SKILLS (10 sessions)

TARGET AUDIENCE

All staff who want to develop their study skills at a more advanced level e.g. to go on to higher education or professional training.

AIM

To develop study skills and confidence in learning as preparation for higher education or professional training.

OBJECTIVES

By the end of the 10 week course, delegates will be able to:

- Develop existing skills and strengths;
- Note take and have improved their reading skills;
- Explore health care issues that are relevant to your job (whether clinical or non-clinical);
- Understand how to tackle statistical information;
- Use investigative and research skills, including library and internet use;
- To plan and write an essay.

INDIVIDUAL PERFORMANCE REVIEW (IPR) (½ day)

TARGET AUDIENCE

Managers and Deputies.

AIMS

To give delegates a better understanding of an Individual Performance Review (IPR), so they can carry out IPR's confidently. To explore some of the issues surrounding the process of staff IPR's.

OBJECTIVES

By the end of this session you will be able to :

- Define and state the benefits of the Individual Performance Review (IPR) process;
- Structure and conduct an IPR which will help motivate and develop your staff;
- Structure measurable objectives;
- Agree personal development plans.

INTRODUCTION TO FACE-TO-FACE COMMUNICATION SKILLS (½ day)

TARGET AUDIENCE

All staff.

AIM

Participants will explore the nature of interpersonal skills and consider their contribution to effective communication at work.

OBJECTIVES

By the end of the day, delegates will be able to:

- Discriminate between question styles and state the uses of different styles;
- Utilise the techniques of active listening;
- Recognise the importance of non-verbal behaviours and use them appropriately;
- State the applications of the programme to their work.

MAKING “IT” WORK FOR YOUR PRACTICE (1/2 day)

TARGET AUDIENCE

All staff.

AIM

To understand the importance of initial preparation, use of appropriate codes and regular data quality checks, and how to get maximum points in their area.

OBJECTIVES

By the end of the day, delegates will:

- Know what to do in initial preparation for nGMS;
- Know which read codes to use, and the importance of using the correct ones;
- Know how to achieve indicator points (clinical *and* administrative staff);
- Understand how to use templates;
- Demonstrate an effective search.

MANAGING ABSENCE (½ day)

TARGET AUDIENCE

Managers.

AIM

To equip managers with the skills to deal with short and long term absence, and for them to put measures in place to ensure that problems are dealt with before they escalate.

OBJECTIVES

By the end of the day, delegates will be able to:

- Describe a variety of reasons why staff are absent from work;
- Identify the main responsibilities of staff members, managers, Personnel and Occupational Health in managing absence;
- State the key stages in managing absence;
- Describe how to manage long term sickness absence;
- Describe ways of identifying and managing repetitive short term absence;
- Describe how repetitive short term sickness can become an issue of poor performance.

MEDICAL TERMINOLOGY—INTRODUCTION (½ day)

TARGET AUDIENCE

This course is aimed specifically at medical receptionists, secretaries and associated administrative staff. It is particularly relevant to such staff, recently in post, with limited understanding of medical terminology but who come across it throughout their working day.

AIM

- To promote an understanding of the construction, derivation and meaning of commonly used medical terms;
- To become familiar with the terminology associated with drug administration and prescription issuing.

OBJECTIVE

By the end of the day, delegates will understand commonly used medical terms.

MEDICAL TERMINOLOGY (3 day)

TARGET AUDIENCE

This course is aimed specifically at medical receptionists, secretaries, data entry clerks and associated administrative staff. This three day course is the follow-on from the Introduction to Medical Terminology—staff with little or no experience of medical terminology should attend the introduction first.

AIM

- To promote an understanding of the construction, derivation and meaning of commonly used medical terms;
- To become familiar with the terminology associated with drug administration and prescription issuing.

OBJECTIVES

By the end of the day, delegates will:

- Demonstrate the correct use of medical prefixes, roots and suffixes;
- Be able to give the meanings of medical terms and abbreviations in common use, including body structures and systems;
- Be able to apply correct medical terms and abbreviations;
- Demonstrate the correct use of abbreviations used in prescriptions.

MINUTE TAKING (3 sessions)

TARGET AUDIENCE

Staff who have to take minutes, but feel uncertain about what is expected, or how to go about doing it. Suitable for people who are new to the job.

AIM

To increase confidence in producing minutes.

OBJECTIVES

By the end of the course, delegates will:

- Be able to use different styles of minutes for different purposes;
- Understand conventions of setting out minutes;
- Understand note taking;
- Improve their listening skills;
- Know how to select the correct information for the minutes;
- Be able to work with the Chair;
- Be familiar with group dynamics and different roles in meetings;
- Have an understanding of communication issues.

NEW GMS CONTRACT FOR PRACTICE NURSES

TARGET AUDIENCE

Practice Nurses and other clinical professionals who play a supporting role in general practice.

AIM

To enable nurses to gain an understanding of the new contract and the possibilities for developing their career.

OBJECTIVES

Upon completion of this workshop, delegates will be able to:

- Understand the difference between Essential and Enhanced Services;
- Understand the differences between Directed, National and Local Enhanced Services;
- Understand the Quality and Outcomes Framework;
- Understand clinical indicators and how they should be used in their practice;
- Develop a personal development plan under the New Contract;
- Action plan for their practice.

NEW GMS CONTRACT—QUALITY AND OUTCOMES

TARGET AUDIENCE

Practice Managers or Deputy Practice Managers.

AIM

To enable delegates to gain a detailed understanding of the quality and outcomes framework and show them how to get started with "easy wins".

OBJECTIVES

Upon completion of this workshop, delegates will be able to:

- Understand clinical indicators;
- Work with clinicians to ensure the practice achieves the maximum points possible with the resources available;
- Understand disease registers;
- Identify evidence and audit issues within their practice;
- Know how to get started with the New Contract.

PAPERLESS PRACTICE

TARGET AUDIENCE

All staff who still work with paper records (clinical and administrative) in their practice.

AIM

To encourage delegates to reduce their personal and practice reliance on hand-written records, whether clinical or administrative, and to develop new working methods to ensure that best use is made of information technology under nGMS.

OBJECTIVES

By the end of the day, delegates will be able to:

- Understand the legalities and practicalities of going paperless;
- Appreciate the necessity for quality data recording under the Quality and Outcomes Frameworks (for both GMS and PMS practices);
- Bring about a reduction in paper-based working in their practices;
- Improve data quality within their practice.

PLANNING AND PROCUREMENT OF PREMISES (½ day)

TARGET AUDIENCE

Practice Managers, Clinicians, PCT personnel.

AIM

- Share the new arrangements for handling future capital investment in premises;
- Discuss arrangements set out in the initial briefing paper from the NHS Confederation.

OBJECTIVES

Upon completion of this workshop, delegates will:

- Understand new financial and regulatory regimes that will replace the current Statement of Fees and Allowances;
- Appreciate the importance of public engagements in SSDP developments;
- Know about availability of the new web site *Developing New Primary and Social Care Premises*;
- Understand nGMS implications for funding capital development;
- Understand flexibilities to support premises developments;
- Understand roles and responsibilities for PCTs;
- Be aware of the matching service redesign to estate requirements;
- Be aware of Local Strategic Service Development Plans.

PRESENTATION SKILLS

TARGET AUDIENCE

Any member of staff who needs to give presentations as part of their job.

AIM

To enable participants to present information or a pre-prepared training pack to an unknown audience in an effective manner.

OBJECTIVES

By the end of the day, delegates will be able to:

- Define the basic structure of a presentation;
- Recognize and define the importance of the environment when presenting;
- Demonstrate and explain the importance of setting ground rules and boundaries for the group;
- Recognize and use a range of techniques to get learning groups involved and participating in the presentation;
- Identify the four learning styles, and the benefits of understanding these styles;
- Recognize and use various presentation aids;
- Identify a number of activities designed to keep the group stimulated/ energized.

PROBLEM SOLVING (½ day)

TARGET AUDIENCE

Staff who have not previously received training in problem solving techniques and who need to develop a systematic approach to problem solving and increase their knowledge of problem solving tools.

AIM

To enable participants to solve problems more easily by using a systematic approach and to help them to engender a positive attitude towards problem solving.

OBJECTIVES

Upon completion of this workshop, participants will be able to :

- State that a positive attitude towards problems increases the likelihood of a positive resolution;
- Use the FADE systematic approach to problem solving;
- Describe the most appropriate application of a range of types of problem solving tools;
- Use the Six Hats thinking technique.

QUICKEN / QUICKBOOKS TRAINING (½ day)

TARGET AUDIENCE

Practice Managers, Deputies and Accounts Staff.

AIM

To familiarise delegates with day to day tasks in Quicken / Quickbooks to enable efficient accounting.

OBJECTIVES

By the end of the day, delegates will:

- Understand schedule E appointments (Salary / PAYE / NI and pension implications);
- Understand NHS control account entries;
- Know how to amend PCT income and expenditure templates;
- Be competent in data verification;
- Know how to deal with changes in Partnership;
- Know how to create and amend reports;
- Understand the year-end processing / clear-down process.

READ CODES AND DATA QUALITY FOR nGMS (½ day)

TARGET AUDIENCE

All staff (clinical and administrative) who enter data into the computer.

AIM

To learn more about read codes and their importance under nGMS.

OBJECTIVES

By the end of the day, delegates will:

- Know which code to chose and which to avoid;
- Understand how to run data quality checks;
- Know how to repair poor data;
- Know how to get the best out of templates;
- Know how to improve data entry.

RECRUITMENT AND SELECTION

TARGET AUDIENCE

Managers.

AIM

To equip delegates with the knowledge and understanding to be able to lawfully and time-efficiently recruit and select new staff.

OBJECTIVES

By the end of the day, delegates will be able to:

- Describe the legal framework surrounding recruitment & selection practices;
- Demonstrate an understanding of how the recruitment administration process works;
- Identify possible recruitment opportunities;
- Describe differing selection methods;
- State key components of CEP.

RETURN TO LEARN (10 sessions)

TARGET AUDIENCE

All staff.

AIMS

To develop writing and note-taking skills, to research through interview and writing a report, to be able to understand and express points of view.

OBJECTIVES

By the end of the ten week course, delegates will feel able to get back into learning, will have developed their skills and gained confidence to take up further vocational qualifications

RISK ASSESSMENT (1/2 day)

TARGET AUDIENCE

Managers and Deputies, or staff with Risk Assessment responsibilities.

AIM

To ensure that all participants are aware of the definition, application and methodology associated with risk identification.

OBJECTIVES

Upon completion of the workshop, participants will be able to :

- Define risk and the importance of identifying risk situations;
- Define their own responsibility for the identification and reporting of risks;
- Define their role in the event of a risk event;
- State the sequence of events which follows the reporting of a risk event;
- Carry out day to day housekeeping.

SKILLS FOR HEALTH CONFERENCE

TARGET AUDIENCE

All healthcare professionals.

AIM

To support delegates in identifying the benefits of learning on their patients' health.
To develop practical strategies to ensure delegates are making the most of local learning to improve health skills in Portsmouth & SE Hants.

OBJECTIVES

By the end of the day, depending on which workshop the delegate has accessed, they will:

- Understand delivery of essential skills in the NHS workplace;
- Understand prescriptions for learning;
- Understand the links between learning and mental health;
- Know how to source support for essential skills of employees and patients;
- Have a greater understanding of the role of the Workforce Development Confederation in Hampshire and the Isle of Wight.

SUBSTANCE MISUSE TRAINING (1/2 day)

TARGET AUDIENCE

Clinical and administrative staff who come into contact with the general public.

AIM

To provide participants with a basic awareness of alcohol and drugs.

OBJECTIVES

Participants will have the opportunity to:

- Explore their own and societies attitudes and beliefs about alcohol and drugs and people who use them;
- Examine a variety of substances;
- Test their knowledge (however limited) on drugs and the law;
- Consider, in depth, current information about two main drugs of abuse.

SYSTEMATIC APPROACH TO MEDICAL RECORDS

TARGET AUDIENCE

Receptionists, Secretaries and Medical Summarisers.

AIM

To learn how to organise, summarise, and prune medical notes; how to apply confidentiality requirements and fulfil legal requirements.

OBJECTIVES

By the end of the day, delegates will:

- Know how to organise medical notes;
- Be able to identify material in their practice that could be pruned;
- Know how to summarise notes;
- Understand abbreviations associated with note summarising;
- Appreciate legal implications of dealing with patients and medical records.

TIME MANAGEMENT (1/2 day)

TARGET AUDIENCE

Any manager who experiences difficulty in prioritising work and has not previously attended training of this type.

AIM

To enable participants to make more effective use of working time.

OBJECTIVES

Upon completion of this course, participants will be able to:

- Identify the principal areas where their time utilisation may be made more effective;
- Apply appropriate techniques to effect such improvement.

WORKING WITH ASSERTIVENESS

TARGET AUDIENCE

All staff

AIM

The seminar aims to provide all participants with the skills and knowledge required to develop their ability to choose assertive behaviours in their working relationships with colleagues, clients and others.

OBJECTIVES

Participants will be able to:

- Define assertiveness as a behavioural philosophy based upon the recognition of the rights of all people;
- Recognise the principal difficulties experienced in behaving with assertiveness and consider any changes desired in their own position;
- State and practise the three basic steps of assertive behaviour and the relationship of these to the achievement of a workable compromise;
- Recognise and practise the impact of listening skills and awareness of non-verbal communication upon assertive behaviour;
- Recognise and practise a range of techniques supporting assertive behaviour including fogging and broken record;
- Complete a personal action plan to extend their opportunities to choose to use assertive behaviour.