

Workforce Development Events: Overview

GP Session

Who is this for?

Any GP but particularly those with responsibility for Safeguarding within the practice (could be Nurse or Manager).

What is it about?

Dr James Burden has been a Named GP for Safeguarding for 9 years, firstly in Northamptonshire and now in Warwickshire. He has presented at the RCGP Annual Conference in 2016 & 2017 and has previously helped NHS England as the National Advisor on GP Safeguarding.

Our Lead Nurse for Safeguarding from the CCG will provide an update on some important changes around System one templates, reiterate local procedures and protocols and be around to answer any questions in the break.

Part 2 of the session will provide practical advice on getting the Practice set up to succeed in Safeguarding. James will provide real life examples of where things have gone right and wrong and the lessons to learn from this.

Why should I attend?

This session does not replace your requirement to attend Level 3 Safeguarding training. However, it will contribute towards your hours of evidenced learning and will give you some practical suggestions on other types of learning you could undertake to meet this requirement.

To recognise how the GP Practice can utilise staff to help clinicians deliver high quality safeguarding.

Nurse Session

Who is it for?

This session has been developed with practice nurses, HCAs, and anyone involved in health promotion in mind. It is open to any clinicians or managers wanting to learn more about the potential benefits of group consultations and how to introduce them.

What is it about?

Too many patients with long term medical conditions? Not enough time? Have you heard about Shared Medical Appointments?

We are fortunate to have Alison Manson who is the Group Consultations – National Training Lead leading this session who will be able to share the learning from the National Pilots.

Colleagues from Public health will also be sharing an introduction to the National MECC (Making Every Contact Count) 'Healthy Conversations' training – providing practical advice and tools that can be used in the practice every day.

Why should I attend?

If you are interested in running group consultations for patients on behalf of your practice or a group of practices this will give you practical advice on how to introduce this new approach to managing care.

In addition, if you feel you want to develop how you provide health promotion advice, encourage and motivate patients to make lifestyle changes, this is the session for you.

Practice Manager Session

Who is this for?

Managers with a responsibility for reporting and income maximisation in the Practice

What is it about?

- Explain the end-to-end Prescription Service (PPA) reimbursement process
- Identify the main problem areas within a typical Practice
- De-mystify what PAIs can be claimed and how much income should be received
- Present a methodology for a more systematic approach
- Provide tools and tips that enable immediate improvements to be made

Why should I attend?

The facilitators are confident that after attending this workshop they will be able to support you to identify unclaimed income. Important at a time when budgets are being cut and practices are required to identify more sustainable ways of delivering General Practice.

“The PPA claims course has proven to be extremely useful. We did a reconciliation and tracked down over £5,000 of claims that have been missed.” *Judi Green, Parkside Practice*

Receptionist (Care Navigation) Session

Who is this for?

Receptionists who are involved in directing patients to the appropriate staff member or service.

What is it about?

- Role of care navigators
- Duty of Care
- Communication needs
- Questioning Styles
- Inclusion and exclusion criteria

Why should I attend?

“Doctors in GP practices are getting busier. That’s why it’s so important that people get directed to the service they need, and get the right advice from their very first contact.

Care Navigators are helping patients get the right treatment, from the right professional, as quickly as possible.

This also helps free up appointments with the GP for those who will benefit most from seeing the Doctor.”
Dr Gary Howsam, Clinical Chair and Chief Clinical Officer, CAPCCG

If you would like any further information about the events or want to discuss please contact Jo Oldfield at the Cambridgeshire and Peterborough Training Hub on 01733 666670