

# Workforce Development Educational Programme

## Huntingdon and Fenland - 14 March 2018

### GP

#### Introduction to the Cambridgeshire and Peterborough Training Hubs

Led by the Training Hub

#### Safeguarding

Led by Dr James Burden, NHS England Safeguarding Lead

#### Setting up your GP practice to succeed in safeguarding

Led by Dr James Burden, NHS England Safeguarding Lead

#### Local context and update

Led by Carol Davies, Designated Nurse - Safeguarding adults

**Time:** 1.30pm to 4.30pm

**Venue:** Kings Room, Wood Green, PE29 2NH

**Allocation:** 2 GPs per practice

### GP Nurse

#### Introduction to the Cambridgeshire and Peterborough Training Hubs

Led by the Training Hub

#### An Introduction to -

- **Brief interventions in public health topics**
- **Referral to local services**
- **Best practice guides**

Led by Claire Adele Mead, Public Health England

#### Group Consultations: Reflections from Greater Manchester pilot

Led by Louise Brady, Manchester CCG

**Time:** 1.30pm to 4.30pm

**Venue:** Margaret Young Room, Wood Green, PE29 2NH

**Allocation:** 2 GP Nurses per practice

### Practice Manager

#### Maximise your Reimbursements for Personally Administered Items

- **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 improvement to be made**

Led by Tracy Hole, Ash Lane Consulting

**Time:** 1.30pm to 4.30pm

**Venue:** Room G89, The Oak Tree Centre, PE29 7HN

**Allocation:** x30 places available, first come first serve

### Receptionists

#### Bronze Level Care Navigation

- **Role of care navigation**
- **Duty of care**
- **Communications needs**
- **Questioning styles**
- **Inclusion and exclusion criteria**
- **Record keeping**
- **Patient experience**
- **Next step tools**

Led by First4Health Consultancy Services

**Time (AM):** 9am to 12.30pm

**Time (PM):** 1pm to 4.30pm

**Venue:** Civic Suite 1B, Pathfinder House, PE29 3TN

**Allocation:** 1 receptionist per practice

**For ALL bookings please email: [CAPCCG.PrimaryCare@nhs.net](mailto:CAPCCG.PrimaryCare@nhs.net)**