



**Londonwide**  
**Enterprise Limited**

*Your practice, our priority*

# **Workforce-Training and Innovation Offer**





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## Who we are and what we do

Londonwide Enterprise Limited (LEL) provides services that go beyond Londonwide LMCs' core work. One of the services that LEL provides is training for GPs and their practice teams.

LEL is a wholly owned subsidiary of Londonwide LMCs created with the business, learning and performance needs of GPs and their practice teams in mind. We are organised and run like a social enterprise – providing a tangible benefit to the GP community is more important than making a commercial profit.

Londonwide can tailor training to the needs of general practice and if a topic has not been listed in this booklet, we are more than happy to work with individuals to try to either find a suitable training provider or develop content. Please complete the form on the next page and return to us for more information.

We also provide a Londonwide LMCs Buying Group and an Associate service. The Londonwide LMCs Buying Group allows practices in London to access exclusive, preferential deals ([link](#)) and the Associates service offers practices access to extended practice support and expert legal. Premises, finance/tax, human resources, business and systems advice ([link](#)). For more information click the links which will take you to the relevant page on the Londonwide LMCs website.

This work is part of the Business and Resources Directorate, with Paul Tomlinson as Director. The Workforce-Training and Innovation team are responsible for this area of work within Londonwide LMCs.

### **The Workforce Training and Innovation Team**

Ann Ayamah – Head of Workforce-Training and Innovation

Kayleigh Taylor – Project Manager

Rizwana Ahmed – Project Manager

Aaron Williams – Project Administration Assistant

For more information on any of our services, please contact the Workforce-Training and Innovation team on [wti@lmc.org.uk](mailto:wti@lmc.org.uk).

Should you wish to browse our offer please use the links below:

[Londonwide LMCs learning hub.org.uk](https://www.londonwidelearninghub.org.uk)

[Londonwide LMCs Events and Training](#)

## Expression of Interest

If you would like further information on any of our courses, please complete the form below and return to us at [wti@lmc.org.uk](mailto:wti@lmc.org.uk). Thank you.

Name of organisation:	
Address of organisation:	
Name of person making request:	
Email address of person making request:	
Phone number of person making request:	
Course name:	
Target audience:	
Number of delegates:	
Number of cohorts:	
Requested delivery timeline:	
Any other comments/ requirements:	

## Blended Learning Programmes (BLPs) and Modules

The [Learning Hub](#) is a dedicated website for all our blended learning programmes (BLPs) and modules, allowing you to browse, enrol and make payment for these courses.

**An essential online training tools for staff in General Practice:** Our courses represent the building blocks of an educational pathway to support a career in general practice. We have courses for clinical and non-clinical practice staff.

Please click on the hyperlinks below to find out more about each of the courses and modules.

**Our BLP offer includes the following courses:**

[Aspiring to Partnership Programme](#) (for anyone who is new to or aspiring to become a partner in general practice)

[End of Life Training for Health and Social Care Professionals Module](#) (communication focused on patients with long-term conditions that may be approaching end of life care)

[General Practice Management Training Programme](#) (for anyone who is new to or aspiring to become a manager in general practice)

[Initial Training Cervical Sample Taker Course](#) (novice sample taker course for those wanting to become qualified in cervical sample taking)

[Introduction to Practice Finance Module](#) (for anyone interested in undertaking a role in practice finance)

[Learning Disability Training in Primary Care Module](#) (for anyone with an interest or specialism, or undertaking annual health checks in those people with a learning disability)

[Managing a Multi-Locate Team Module](#) (for anyone who is responsible for or leads a team where some or all the members are located across multiple settings or remote locations)

[Managing People in General Practice and Primary Care Module](#) (for anyone with HR responsibilities in primary care)

[Registered Nursing Associate Training Programme](#) (for registered nursing associates new to primary care)

# Learning Education and Development (LEAD) Programme

In addition to the programmes below, we also offer lunch and learn session on current topics such as changes in legislation and working practices. More information about these and our forthcoming training events can be found on our [Events and Training](#) page on the [Londonwide LMCs](#) website.

## Duration of LEAD Courses:

- Any course under 4hrs is a half day.
- Any course over 4hrs is a full day.

## Cost of LEAD Courses:

- Any course that is a half day (£95 (inclusive of VAT) for attendees from [Londonwide practices](#) & £120 (inclusive of VAT) for attendees from practices from other areas).
- Any course that is a full day (£190 (inclusive of VAT) for attendees from [Londonwide practices](#) & £240 (inclusive of VAT) for attendees from practices from other areas).

## Active Signposting/Care Navigation

Target audience	GPs, PMs, Senior GPNs, GP admin managers
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<p>Enhancing skills and confidence to deliver care navigation, active signposting and triage</p> <ul style="list-style-type: none"> <li>• Understanding the elements of signposting</li> <li>• Realising the benefits: patients and practice</li> <li>• Exploring and adapting protocols</li> <li>• Using information technology to empower patients</li> <li>• Maximising patient engagement within your role</li> <li>• Communicating with patients effectively</li> <li>• Ensuring patient and staff safety</li> <li>• Making every contact count</li> </ul>
Learning objectives	<p>This course aims to develop your skills in directing patients to the most appropriate healthcare resource to receive the care they need.</p> <ul style="list-style-type: none"> <li>• Develop an understanding of the term ‘care navigation’</li> <li>• Recognise competencies required within this role</li> <li>• Develop an understanding of the care navigation process</li> <li>• Gain an understanding of patient perceptions</li> <li>• Learn how to recognise red flags</li> <li>• Recognise the importance of confidentiality and information governance</li> </ul>
Format	Interactive workshop

**Annual Immunisation update for experienced registered immunisers (health care professionals)**

Target audience	Experienced immunisers (Registered health care professionals)
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	Content for the session (dependent on discussion with the commissioner and national issues/programme changes) Immunisation update content as of August 2023: <ul style="list-style-type: none"> <li>• Revision on training requirements, where to find immunisation information/get queries answered</li> <li>• Any changes to vaccine recommendations or national policy, new resources</li> <li>• Current issues in immunisation</li> <li>• MMR, Shingles, Flu programme, adolescent vaccines (HPV, MenACWY and dT/IPV), Pertussis, Diphtheria, Polio</li> <li>• Future changes to the immunisation schedule</li> <li>• Q&amp;As and contributions/comments throughout</li> </ul>
Course aims	To update delegates knowledge of and their confidence for safe delivery of the national vaccination programmes.
Learning outcomes	Delegates leave with resources and links to current information about the national vaccination programmes so they can keep up to date with the programmes as they evolve over time.
Format	PowerPoint and interactive question and answer sessions.

## Asthma management update

Target audience	The course is designed for healthcare professionals working in general practice in the UK who are involved in the diagnosis and management of asthma. This may include, but is not limited to, the following roles: General Practitioners, Practice Nurses, Respiratory Nurses, Pharmacists, Physician Assistants, Medical Students (with an interest in primary care), Allied Healthcare Professionals including pharmacists and paramedics.
Duration	Full day
Delivery mode	Zoom/MS Teams
Cost	£190 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £240 (inclusive of VAT) for attendees from practices from other areas
Course overview	<ul style="list-style-type: none"> <li>• Introduction to Asthma Management in Primary Care</li> <li>• Latest Recommendations and Guidelines on Asthma Diagnosis</li> <li>• BTS/SIGN Guidelines and Standards</li> <li>• Treatment Options and Inhaler Devices</li> <li>• Advantages and Differences Between New Inhaler Devices</li> <li>• Acute Asthma: Identifying and Managing Patients at Risk</li> <li>• Preventing Exacerbations: Treatment Options and Care Plans</li> </ul>
Course aims	<p>By the end of this course, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Understand and apply the latest recommendations and guidelines for asthma diagnosis in primary care.</li> <li>• Interpret and implement the BTS/SIGN guidelines and standards in the management of asthma.</li> <li>• Demonstrate proficiency in advising patients on inhaler devices and selecting appropriate treatment options.</li> <li>• Evaluate the advantages and differences between new inhaler devices to facilitate informed decision-making.</li> <li>• Identify patients at risk of developing acute asthma and provide timely intervention.</li> <li>• Develop effective treatment strategies and care plans to prevent exacerbations of asthma.</li> </ul>
CPD points	6
Prerequisites	<p>While there are no strict prerequisites for attending the course, participants would benefit from having a basic understanding of respiratory conditions and experience working in a primary care setting. Familiarity with asthma terminology, diagnostic tools, and treatment options would be advantageous. Additionally, participants should have a desire to enhance their knowledge and skills in asthma management, stay updated with the latest guidelines, and improve patient outcomes.</p> <p>It is recommended that participants have a foundational understanding of general medical concepts and terminology. This course assumes a basic knowledge of respiratory anatomy and physiology. Participants are encouraged to review relevant literature, guidelines, and resources prior to attending the course to maximize their learning experience.</p>
Format	Interactive workshop

## Change management

Target audience	GPs, PMs, Senior GPNs, GP admin managers
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course Overview	<ul style="list-style-type: none"> <li>• Consider the impact of change and what happens if it isn't managed well</li> <li>• Look at how to manage resistance to change by identifying the reasons for this and reinforcing that this is a natural reaction</li> <li>• To understand how to apply change theory models to real life situations within your organisation</li> <li>• Practice using a range of change models including Kubler Ross, Missing Pieces and Kotter to develop your own change strategies</li> </ul>
Course aims	<ul style="list-style-type: none"> <li>• To study the impact of change within an organisation, focusing on the potential consequences if change isn't effectively managed</li> <li>• To delve into the complexities of managing resistance to change, understanding its root causes and treating it as a natural organizational reaction</li> <li>• To develop an understanding of how to apply various change theory models to real-life situations within an organization</li> </ul>
Learning objectives	<ul style="list-style-type: none"> <li>• Analyse the impact of change on an organisation and discuss the potential negative outcomes if change is not effectively managed.</li> <li>• Identify the common reasons for resistance to change, understand its natural occurrence within organisations, and provide strategies for managing this resistance.</li> <li>• Explain and apply a variety of change theory models to real-world scenarios within an organisation to aid participants in understanding the practical applications of these models.</li> <li>• Enable participants to use a range of change models, including Kubler Ross, Missing Pieces, and Kotter, in designing and developing their own change strategies, reinforcing the concept through role-plays, case studies, and interactive exercises</li> </ul>
Format	Interactive workshop

## Communications and customer service

Target audience	All practice staff
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course Overview	<p>The programme enables understanding and learning in the following areas:</p> <ul style="list-style-type: none"> <li>• Eight stages of success</li> <li>• Gaining trust and building rapport</li> <li>• Face to face service and attitudes of practice staff</li> <li>• Telephone communication</li> <li>• Making your practice 'patient centred'</li> </ul>
Course aims	That each delegate achieves a level of self-awareness so that their behaviour, thinking and service can be adapted to differing situations, ensuring a consistently excellent patient journey. The delegate will gain the skills to complete a customer service improvement plan (competence), at work, following attendance at this workshop.
Learning objectives	<p>By the end of this training course, participants will be equipped to:</p> <ul style="list-style-type: none"> <li>• List the eight stages of success in customer service</li> <li>• Construct a personal action plan for delivering excellent customer service, with view to completing a communication competency</li> <li>• Identify the importance of accurate listening and questioning skills</li> <li>• Direct an actress workshop which will identify skills to effectively build and break rapport</li> <li>• Recognise and effectively use a communication tool when handing over to patients and staff colleagues</li> <li>• Gain a patient perspective</li> </ul>
Format	Interactive workshop

## Complaint handling

Target Audience	GP, Practice Manager, GPN, Health Care Support Worker, other healthcare professionals and staff who may receive a complaint directly.
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> . £120 (inclusive of VAT) for attendees from practices from other areas.
Course overview	Effective processes in managing complaints for General practices. The course will provide an overview of the NHS complaints regulations and CQC requirements.
Course aims	This course will examine the following areas: <ul style="list-style-type: none"><li>• what does an effective practice complaints policy consist of</li><li>• receiving, recognising and investigating a complaint</li><li>• the purpose of the NHS complaints regulations; undertaking a complaint investigation</li><li>• CQC regulations for receiving and acting on complaints</li><li>• the importance of maintaining a complaint record.</li></ul>
Learning outcomes	Delegates will leave with a greater understanding of the NHS complaints management process and how it can be applied consistently and effectively in primary care.
Format	Presentation, scenarios, interactive.

## Contraception update

Target audience	Nurses and Doctors who are giving care to women in relation to contraception.
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<p>The following topics will be covered:</p> <ul style="list-style-type: none"> <li>• New information</li> <li>• Pregnancy testing – not just 3 drops of urine</li> <li>• Emergency contraception</li> <li>• Contraception injection methods</li> <li>• Combined Oral contraception</li> <li>• Progesterone only pills</li> <li>• All presentations are based on the most up to date information from the Faculty of Contraception and Reproductive Health, product guidelines and any other pertinent research</li> </ul>
Course aims	<ul style="list-style-type: none"> <li>• To enhance the highest standards in patient care.</li> <li>• To improve understanding and knowledge of contraception for nurses and doctors who are working in primary care.</li> </ul>
Learning outcomes	On completion of the half day delegates will have an understanding of current information and will have the understanding to review and improve care that is given.
CPD hours	3.5 CPD hours
Format	<p>The half day will be interactive and enjoyable using many methods of teaching e.g. power point presentations, scenarios, storytelling, and questions and answers.</p> <p>The use of questions and answers will give direct feedback to aid understanding and all delegates will be encouraged to participate within the session.</p>

## Correspondence management, workflow optimisation workshop

Target audience	Practice managers, assistant practice managers and senior reception staff.
Duration	Full day
Delivery mode	Zoom/MS Teams
Cost	£190 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £240 (inclusive of VAT) for attendees from practices from other areas
Course overview	There is a widely held belief that a strengthened version of general practice is essential to the wider sustainability of the NHS and that general practices themselves seem more open to new ways of working than ever before. It's about 'doing more with the same, rather than doing more will less' but it's also about 'Doing things differently' and that means addressing both skills and processes.
Course aims	This module will give delegates the opportunity to reflect on the changes of the last 6 months and understand how new technologies and consultation types will continue to impact on traditional work patterns.  It will help focus on and enhance current skills and increase delegates confidence to deliver care through Document Management as part of their role in the new environment.
Learning outcomes	<ul style="list-style-type: none"> <li>• Understand how new technologies have influenced the way GP's and Clinicians behave in practice</li> <li>• Understand how these changes have affected the traditional roles of administrators / support staff</li> <li>• Understand how Correspondence Management works</li> <li>• Help staff gain skills and confidence to deliver Document Management</li> <li>• Understand the Benefits and Risks associated with Document Management</li> </ul> <p>Understand what changes are necessary for successful implementation for:</p> <ul style="list-style-type: none"> <li>• administrators</li> <li>• clinical staff</li> <li>• patient safety</li> <li>• Understand the need for capturing data at the earliest opportunity / templates and Read coding</li> <li>• Understand the need for agreed robust protocols and flowcharts</li> <li>• Understand the need for robust auditing and ongoing reviews</li> <li>• To help practices formulate a plan for implementation</li> <li>• To help localities implement Correspondence Management across clusters of practices</li> </ul>
CPD points	3 points
Format	PowerPoint presentation, scenarios, interactive web workshop, facilitator led.

## CQC Fundamentals for administrative staff

Target audience	Administrative staff
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<p>This CQC Fundamentals training session has been designed for administrative staff. Their role in supporting compliance and quality care within healthcare practices is vital. This 2-hour session is aimed at providing delegates with essential knowledge about the Care Quality Commission (CQC), its assessment process, and how they can contribute to ensuring compliance and quality within their organisation.</p> <p>This session will provide a comprehensive understanding of the CQC's purpose, assessment process, and how administrative staff can support compliance. We'll delve into the key questions asked during inspections, the assessment process, and practical tips on how to assist practices in evidencing compliance. This training aims to empower administrative staff to play a proactive role in maintaining standards and preparing for CQC inspections.</p>
Learning outcomes	This session aims to equip administrative staff with the knowledge and tools necessary to support compliance efforts and contribute to the delivery of high-quality care within their healthcare practices.
Format	Interactive web workshop

## CQC Fundamentals for general practice nurses

Target audience:	GPNs
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course Overview	<p>This CQC Fundamentals training session has been tailored specifically for nurses. In today's healthcare landscape, ensuring high standards of care and compliance with regulatory requirements is crucial. This 2-hour training session is designed to equip nurses with essential knowledge and practical skills to meet and exceed Care Quality Commission (CQC) standards.</p> <p>This session will provide a thorough understanding of key aspects of patient care and safety, focusing on infection prevention, medicine management, and patient safeguarding. Participants will engage in interactive discussions and practical exercises, covering topics from managing the cold chain to increasing the uptake of cervical screening and childhood immunisations. The training aims to enhance the proficiency of nurses in delivering safe, effective, and high-quality patient care.</p>
Learning outcomes	By the end of this training session, participants will be well-equipped with the knowledge and tools necessary to ensure compliance with CQC standards and to enhance the quality of patient care in their respective roles.
Format	Interactive web workshop

## CQC Fundamentals for pharmacists & clinical leads

Target audience:	Pharmacists and clinical leads
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<p>This CQC Fundamentals training session has been designed specifically for pharmacists and clinical leads. In today's dynamic healthcare environment, maintaining high standards of care and ensuring compliance with regulatory requirements are paramount. This 2-hour training session has been developed to empower healthcare professionals with the essential knowledge and practical skills required to meet and exceed the Care Quality Commission (CQC) standards.</p> <p>This session will provide a comprehensive understanding of the critical aspects of CQC inspections, high-risk medicine monitoring, and overall medicines management. Participants will engage in interactive discussions and practical exercises covering a wide range of topics, from identifying potential missed diagnoses to implementing quality improvement initiatives. The training is aimed at enhancing the proficiency of pharmacists and clinical leads in delivering safe, effective, and high-quality patient care.</p>
Learning outcomes	By the end of this training session, participants will be well-equipped with the knowledge and tools necessary to ensure compliance with CQC standards and to enhance the quality of patient care in their respective roles.
Format	Interactive web workshop

## CQC Inspection Framework

Target audience	GPs, PMs, Senior GPNs, GP admin managers
Duration	Full day
Delivery mode	Zoom/MS Teams
Cost	£190 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £240 (inclusive of VAT) for attendees from practices from other areas
Course Overview	<p>This module looks at the fundamental focus of the CQC Inspection process and how to deal with them.</p> <p>We will focus on how to create a culture of buy-in within the GP Practice through a better understanding of the CQC assessment framework.</p> <p>The module will be delivered as an interactive session with practical guidance to enable participants to map the techniques onto their own practice and has been fully updated to incorporate the CQC Inspection changes applicable from April 2018. Case studies will be used to provide tips and insights on good practice and also inadequate General Practice. Group work will be facilitated on all aspects of the programme so that participants also develop their understanding of the assessment process by interacting with colleagues. The aim is to provide a practical usable framework for CQC compliance.</p>
Learning outcomes	Participants will improve their understanding of the CQC Assessment process. The module will provide a detailed insight into the key lines of enquiry and how to prepare. The web workshop will provide guidance of good practices and equally important, on what inadequate services look like – enabling you to adopt practiced due diligence techniques that will help to mitigate risks and will also help with all aspects of compliance of the Quality Care Commission rules.
Format	Interactive web workshop

## Customer service & managing conflict

Target audience	GP practice staff
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	This web workshop been developed to support receptionists and other health care professionals in General Practice to develop their skills and confidence to provide excellence in customer service and to help manage challenging conflict situations. The web workshop will help you create a vision of exceptional customer service and will also help you to manage conflicts that arise in General Practice. We will consider how and why conflict may arise between staff members and the patients or their carers around access to services, treatments and other aspects of practices life and will consider and reflect on ways to manage this. The web workshop will be interactive – delegates will be encouraged to share challenges and conflicts they have already encountered – our facilitator will also share their experiences from GP practice. Participants will have an opportunity to practice their skills in conflict resolution skills.
Course aims	By the end of the web workshop delegates will be able to: <ul style="list-style-type: none"> <li>• Identify current gaps in customer service delivery and areas for improvement</li> <li>• Recognise barriers to good communication</li> <li>• See the importance of excellent internal communication and the positive effect this has on service delivery</li> <li>• Recognise their own personality style and those of your colleagues, patients and other customers</li> <li>• Enhance awareness of your response to different conflict situations and personality types and the effect this can have when dealing with challenging situations</li> <li>• Manage and understand the expectations, feelings, fears and needs of the patients</li> <li>• Exhibit more confidence, motivation and control when dealing with challenging situations and complaints</li> <li>• Understand the difference between assertive, aggressive and passive behaviour</li> <li>• A workbook and guidance notes and will be provided to support this workshop – and delegates will receive a useful summary of the day with further notes of the key messages of the day</li> </ul>
Practice requirements	All practices who wish to send staff to attend the session should: <ul style="list-style-type: none"> <li>• Commit to allowing the staff member time to attend the training course.</li> <li>• Ensure that robust protocols are developed and agreed by both clinical and non-clinical members of the team, which clearly identifies the responsibilities of each and when it is necessary for the non-clinical member staff member to escalate up to the clinical staff member.</li> </ul>
Format	Interactive, including practical exercises that will require the attendees to think about a situation that they have previously encountered and to think about how they dealt with it and what they would do differently.

## Cytology update

Target audience	Nurses and Doctors who have completed their cytology training in the past and who require the three-yearly mandatory update
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<p><b>Prior to attendance the delegate is requested to review their last 20 samples taken to determine adequacy of their sample taking and to highlight any issues to discuss.</b></p> <p>The update covers all the requirements that are set by the NHS Cervical screening programme to ensure that the sample taker has met the guidance for continuing to take samples.</p> <p>Some of the topics that will be covered are:</p> <ul style="list-style-type: none"> <li>• Discussion of the screening programme</li> <li>• Influences in uptake of people with a cervix</li> <li>• Prior notification lists</li> <li>• Anatomy and physiology in relation to sample taking and possible findings</li> <li>• Cervical cancer</li> <li>• HPV and its impact on care</li> <li>• Responsibilities of the sample taker</li> <li>• Colposcopy</li> <li>• Female genital mutilation</li> <li>• Disabilities</li> <li>• Understanding test results</li> </ul>
Course aims	The half day will cover all the changes that are taking place in cervical screening and the impact this has on people with a cervix, the practitioner, and the laboratories.
Learning outcomes	After completion of the update the delegate will have obtained up to date information about the changes that are taking place in cytology screening to enable them to be proficient in taking cervical samples and giving information to people with a cervix.
CPD points	3.5 CPD hours
Format	Power point presentation, scenarios, storytelling, interaction with the delegates and online questions and answers.

## Difficult conversations

Target audience	GPs, PMs, Senior GPNs, GP admin managers
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<ul style="list-style-type: none"> <li>• Recognise barriers to good communication</li> <li>• See the importance of excellent internal communication and the positive effect this has on service delivery</li> <li>• Enhance awareness of your response to different conflict situations and personality types and the effect this can have when dealing with challenging situations</li> <li>• Manage and understand the expectations, feelings, fears and needs of the patients</li> <li>• Exhibit more confidence, motivation and control when dealing with challenging situations and complaints</li> <li>• Understand the difference between assertive, aggressive and passive behaviour</li> </ul>
Course aims	<ol style="list-style-type: none"> <li>1. To build a comprehensive understanding of the barriers to effective communication within a healthcare setting and foster greater self-awareness in dealing with varying conflict situations and interacting with different personality types</li> <li>2. To teach students to better manage and understand the expectations, feelings, fears, and needs of patients</li> <li>3. To cultivate greater confidence, motivation, and control in handling challenging situations and complaints</li> <li>4. To differentiate assertive, aggressive, and passive behaviours and encourage assertive behaviour in professional interactions</li> </ol>
Learning outcomes	<ol style="list-style-type: none"> <li>1. Identify and explain the common barriers to effective communication in healthcare settings, offering practical solutions to overcome these</li> <li>2. Detail the importance of superior internal communication, discussing the impact on service delivery and providing strategies for improvement</li> <li>3. Foster reflective practice by encouraging students to examine their own responses to different conflict situations and personality types, offering insights on managing these effectively</li> <li>4. Equip students with skills to empathetically manage and understand the expectations, feelings, fears, and needs of patients, incorporating case studies and role-plays for practical learning</li> <li>5. Through a combination of theory and practice, enable students to exhibit increased confidence, motivation, and control when dealing with challenging situations and complaints</li> <li>6. Clearly differentiate between assertive, aggressive, and passive behaviours, using practical examples, and illustrate the benefits of assertiveness in healthcare communication.</li> </ol>
Format	Interactive web workshop

## Ear care update

Target audience	For clinicians who are experienced in ear irrigation and are requiring and update around ear care and irrigation
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<ul style="list-style-type: none"><li>• Revision of the ear anatomy and physiology</li><li>• Perforations and possible complications</li><li>• Reasons for cerumen build up</li><li>• Holistic assessment of patient</li><li>• Management of cerumen removal including manual wax removal</li><li>• Contraindication and special precautions for irrigation</li><li>• Accountability</li><li>• Documentation</li></ul>
Course aims	To update the delegates ear anatomy and physiology and up to date guidelines around wax removal.
Learning outcomes	What will delegates leave with, e.g. confidence in knowledge of ear anatomy and physiology, current guidance around wax removal and correct documentation.
Format	Self-assessment presentation, scenarios, and discussion.

## Effective medical chaperoning in general practice

Target audience	Practice staff
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<p>This course prepares staff for the role of chaperone and provides them with an assessment sheet to take back to the workplace, which will prove competency. This course also facilitates individual GP surgeries to develop their own practice protocol and train staff accordingly. To complete a formal chaperoning training, it is advised that a delegate:</p> <ul style="list-style-type: none"> <li>• Attends a three-hour chaperoning training session</li> <li>• Arranges to spend time with a practice nurse/doctor to gain practical skills required to chaperone</li> <li>• Answers all questions on the provided work sheet and have the answers checked by a clinical member of staff</li> <li>• Once confident, puts themselves forward for practical assessment. All sections of assessment should be achieved</li> <li>• At this point training will be complete</li> </ul>
Course aims	To give the delegates a better understanding of the roles and responsibilities of a chaperone and attend the required chaperoning training session. Delegates will be able to use skills acquired from this workshop to formulate their own practice protocols.
Learning outcomes	<p>By the end of this training course, participants will be equipped to:</p> <ul style="list-style-type: none"> <li>• understand what is meant by the term chaperone</li> <li>• understand what an intimate examination is</li> <li>• understand why chaperones need to be present</li> <li>• understand the rights of the patient</li> <li>• understand their role and responsibility</li> <li>• understand policy and mechanism for raising concerns</li> </ul>
Format	Interactive web workshop with combination of interactive learning, discussions via quizzes and games, addressing listening/observing skills, confidentiality, infection control and “what to do and where to stand”.

## Essential update for practices in leasehold premises

Target audience	GPs and Practice Managers in leasehold property
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	Heads of Terms – What do They Mean? Negotiating an affordable deal Understanding lease obligations How much will it cost? How can I get out of it? What are my current rights? What am I responsible for? Service charges- know your rights How to resist unsubstantiated service charge demands.
Course aims	To equip practices to understand their rights and responsibilities and challenge with confidence
Format	Interactive seminar

## Fundamentals of immunisation for health care support workers: 2-day course

Target audience	Health Care Support Workers Healthcare professionals may attend this course; however, they and their managers need to know that they will only receive training on the adult flu, adult pneumococcal, shingles and nasal flu vaccination programme for children (with some signposting to COVID-19 vaccine training).
Duration	2 full days
Delivery mode	Zoom/MS Teams
Cost	£380 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £480 (inclusive of VAT) for attendees from practices from other areas
Course Content for 2 days	<ol style="list-style-type: none"> <li>1. The aims of the current influenza, shingles, and pneumococcal vaccine policy</li> <li>2. The immune response to influenza, shingles, and pneumococcal vaccines and how they work</li> <li>3. Vaccine preventable diseases – influenza, shingles, and pneumococcal disease</li> <li>4. The different types of vaccines, their composition and the indications and contraindications for influenza, shingles, and pneumococcal vaccines</li> <li>5. Current issues relating to influenza, shingles, and pneumococcal vaccines</li> <li>6. Communication with patients and parents about influenza, shingles, and pneumococcal vaccines</li> <li>7. Legal issues including consent and use of Patient Specific Directions (PSDs) and Patient Group Directions (PGDs)</li> <li>8. Storage and handling of vaccines</li> <li>9. Correct administration of vaccines</li> <li>10. Adverse events following immunisation</li> <li>11. Documentation, record keeping and reporting</li> <li>12. Strategies for the effective organisation of vaccination sessions</li> <li>13. The role of the HCSW as an immuniser (to include role limitations, the role of others in immunisation)</li> <li>14. Support for the HCSW e.g. supervision, mentorship and reflection</li> </ol>
COVID-19 vaccinations	<p>If delegates will be expected to give COVID-19 vaccinations in their place of work, they will need to do the COVID-19 vaccination e-Learning for Health modules before attending the Fundamentals of Immunisation course. On the course they will get the opportunity to ask questions and get further clarity about the COVID-19 vaccination programme.</p> <p>Access the training via: <a href="https://www.e-lfh.org.uk/">https://www.e-lfh.org.uk/</a></p> <ul style="list-style-type: none"> <li>• COVID-19 vaccination – 7 modules and Assessments</li> <li>• Core knowledge</li> <li>• COVID-19 mRNA Vaccine BNT162b2 (Pfizer)</li> <li>• COVID-19 Vaccine AstraZeneca</li> <li>• COVID-19 Vaccine moderna</li> <li>• Paediatric procedural anxiety module for COVID-19 vaccinations</li> <li>• Resources to support COVID-19 vaccinators and volunteers with patient conversations</li> <li>• COVID-19 IT System Training</li> </ul> <p>They should also download the COVID-19 vaccinator competency assessment tool at <a href="https://www.gov.uk/government/publications/covid-19-vaccinator-competency-assessment-tool">https://www.gov.uk/government/publications/covid-19-vaccinator-competency-assessment-tool</a></p>
Format	Interactive learning using ppt presentation, scenarios, case studies, etc.

## Infection prevention & control update

Target audience	Practice Managers, Practice Nurses, HCAs, Receptionists, Administration Staff (Please note this is generic infection control training aimed at clinical and non-clinical staff within GP practice).
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course aims	To provide information that will ensure, as far as is reasonably possible, an infection free zone for staff and patients.
Learning outcomes	By the end of this training course, participants will be equipped to: <ul style="list-style-type: none"><li>• Understand the importance of infection control measures in the workplace</li><li>• Understand the essentials of maintaining a clean and safe working environment</li><li>• Explain and demonstrate effective handwashing technique</li></ul>
Format	Interactive web workshop; a combination of presentations and discussion

## Infection prevention & control for IPC leads

The Infection Prevention and control lead in GP practice is responsible for implementing evidence-based practice, challenging poor practice and ensuring robust audit and surveillance processes so infection risks are promptly detected, reported and acted on.

This 1- day training course gives the leads and opportunity to share information with other practices, update their knowledge on appropriate practice and access up to date resources necessary to fulfil this role.

Target audience	IPC lead in the practice
Duration	Full day
Delivery mode	Zoom/MS Teams
Cost	£190 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £240 (inclusive of VAT) for attendees from practices from other areas
Course objectives	<ul style="list-style-type: none"><li>• Understand the importance of infection control measures in the workplace</li><li>• Understand the essentials of maintaining a clean and safe working environment</li><li>• Explain, demonstrate and learn to train effective hand washing techniques</li><li>• To gain knowledge to challenge inappropriate practices</li><li>• To understand the role of the IPC lead</li><li>• Apply new knowledge relating to antimicrobial stewardship and resistance to the local IPC policy</li><li>• To complete an action plan to initiate necessary changes to IPC issues within your practice</li></ul>
Format	Interactive seminar

## Influenza immunisation programme update

Target audience	Healthcare professionals and healthcare support workers who are trained and competent immunisers – HCPs includes GP practice nurses, GPs, pharmacists in GPs, paramedics in GPs
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<ol style="list-style-type: none"><li>1. Flu vaccination programme</li><li>2. Update on Pneumococcal (PPV23) vaccination programme</li><li>3. Update on Shingles vaccination programme</li><li>4. (if time allows) - COVID-19 vaccination programme<ol style="list-style-type: none"><li>a. Highlights and signposting only</li></ol></li><li>5. Q&amp;As throughout the session</li></ol>
Course aims	Ensure immunisers are knowledgeable regarding rationale for flu, PPV and shingles vaccination, eligibility criteria, different vaccines for different groups of patients.
Learning Outcomes	More knowledge and links and slides for reference during the flu season
Format	Presentation, Q&A throughout

## Interpretation of blood results for GPNs, ACPs and AHPs in general practice

Target audience	Healthcare professionals working in general practice and community settings. GPs requiring an update, Nurse practitioners, practice nurses, pharmacists, paramedic practitioners, physician associates, overseas doctors and registered medical clinicians
Duration	Full day
Delivery mode	Zoom/MS Teams
Cost	£190 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £240 (inclusive of VAT) for attendees from practices from other areas
Course Overview	This course is for healthcare professionals who require a better understanding of how to interpret blood results within the context of the individual. Explores common blood tests requested, when to request them and current guidelines and pathways to manage abnormal blood results.
Course aims	This course aims to prepare clinicians working in primary care and general practice to interpret and review blood results.
Learning outcomes	<p><b>objectives</b></p> <ul style="list-style-type: none"> <li>• Understand the basic concepts and terminology for blood tests.</li> <li>• Use a case study approach to interpret blood tests</li> <li>• Recognise abnormal kidney function results and how to adjust medication within the context of individual patients.</li> <li>• Develop skills in understanding bloods that require urgent attention: such as : high potassium, low platelets, raised WCC, low sodium and raised inflammatory markers.</li> <li>• identify iron deficiency and treatment regimes.</li> <li>• Consider treatment options and current guidelines for treatment of abnormal Thyroid function tests, Vitamin D, Vitamin B12 and coagulation screening</li> <li>• Recognise limitations of practice and when to refer.</li> </ul>
CPD points	CPD Hours: 6
Format	Presentation, scenarios, interactive.

## Introduction to childhood immunisation for practice nurses

Target audience	Practice Nurses, and qualified NMC registered nurses working in general practice
Duration	Full day
Delivery mode:	Zoom/MS Teams
Cost	£190 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £240 (inclusive of VAT) for attendees from practices from other areas
Course overview	This course is for NMC and HCPC registered healthcare professionals working in general practice, who are new to the childhood vaccination programme in England. The course complies with the recommendations of the current Public Health England (formerly Health Protection Agency) Standards for Immunisation Training and the Green Book information.  Includes training on childhood vaccine schedule, pneumococcal, shingles and other immunisations for children in England.
Course aims	This course aims to improve your knowledge and confidence in providing information and safe, effective childhood immunisations.
Learning outcomes	<b>objectives</b> <ul style="list-style-type: none"> <li>• Develop knowledge and confidence in providing current information on childhood diseases and immunisation to parents/patients.</li> <li>• Have an awareness of the current guidelines and Department of Health's recommendations on immunisations</li> <li>• Develop knowledge of current issues and changes to the immunisation schedule.</li> <li>• Demonstrate safe, effective childhood immunisation care.</li> </ul>
CPD points/ Accreditation	12 CPD Hours
Format	ppt presentation, scenarios, interactive, <b>Requires completion of pre-requisites:</b> <ol style="list-style-type: none"> <li>1. ELFH modules</li> <li>2. Have an identified mentor in general practice</li> <li>3. Completion of scenarios and quiz before attending the webinar.</li> </ol> <p>Attendees must allocate at least 6hrs for completion of pre course work as outlined above. The ELFH modules must be completed, and the mentor form returned to before attendance of the live webinar session.</p> <p>This is an interactive session, and delegates are encouraged to keep their cameras on and participate in the discussions.</p>

## Introduction to contraception 2-day course

Target audience	These 2 days are for qualified nurses who have started working in primary care or for nurses who have done training and want to have a good understanding of contraception.
Duration	2 days – delegates must attend both days.
Delivery mode	Zoom/MS Teams
Cost	£360 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £480 (inclusive of VAT) for attendees from practices from other areas
Course overview	This is a 2-day course is available to qualified staff and presents methods of contraception used frequently in GP practice. Methods to be discussed are: Oral contraception, Injectable contraception, Emergency contraception, Intra uterine methods, Implants, Pregnancy testing, weight in relation to methods. The teaching will be online and will be a live presentation using a power point presentation, storytelling, scenarios, questions and answers and a quiz
Course aims	The aim of the course is to enable practitioners to have an understanding of the methods so they can give information to women to enable them to give informed consent and choice.  Following these 2 days the practitioner will be able to confidently conduct pill checks and give intramuscular injectable contraception.  These 2 days are also beneficial to staff who have completed the Contraception course in the past but who want an update of all the methods
Learning outcomes	After completion of the 2 days the delegates will be able to: <ul style="list-style-type: none"> <li>• Give up to date information to women about their chosen method of contraception.</li> <li>• See women for repeat pill consultations.</li> <li>• Give intramuscular injectable contraception.</li> <li>• Have a greater understanding of contraception, the benefits, risks, side effects and safety.</li> <li>• Feel more confident about giving advice regarding contraception methods.</li> </ul>
Format	Online learning using- ppt presentation, scenarios, and storytelling.

## Introduction to medical terminology

Target audience	<p>This course is aimed at non-clinical staff who come into contact with medical terminology on a regular basis but who have not come from a medical background. The course is ideal for:</p> <ul style="list-style-type: none"> <li>• staff who are new to a medical environment</li> <li>• those who are unfamiliar with medical terms</li> <li>• established staff who have not received any formal training in understanding terminology, including: <ul style="list-style-type: none"> <li>○ practice manager</li> <li>○ administrative staff</li> <li>○ receptionists</li> <li>○ healthcare support workers</li> </ul> </li> </ul>
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<ul style="list-style-type: none"> <li>• an introduction to how medical terms are constructed</li> <li>• common suffixes</li> <li>• common prefixes</li> <li>• common roots</li> <li>• how individual root words are attributed to different organs</li> </ul>
Course aims	<p>The Introduction to Medical Terminology Course is designed to help delegates understand the elements of medical terminology and so increase their confidence on a day-to-day basis.</p> <p>It removes some of the fear of working with technical medical terms and as a result delegates will be better able to deal safely and efficiently with clinical correspondence.</p>
Learning outcomes	<p>The objectives of the course are to enable delegates to:</p> <ul style="list-style-type: none"> <li>• explain the concept that medical terminology can be broken down into component parts of prefixes, root words and suffixes</li> <li>• state the meaning of six common prefixes, six common root words and six common suffixes (long term this 'toolkit' will enable them to break down technical terms into understandable sections)</li> <li>• decipher terminology associated with various diseases</li> <li>• recognise commonly used abbreviations and medical symbols</li> </ul>
Format	<ul style="list-style-type: none"> <li>• PowerPoint presentation</li> <li>• Interactive Group exercises</li> <li>• Demonstration using anatomical dummy</li> <li>• Quiz</li> </ul> <p>Delegates are given a digital manual for use during the session and for reference afterwards.</p>

## Leading your Team: active signposting in general practice

This workshop will introduce delegates to Active Signposting and the policies, procedures and training needed to ensure that a robust system is implemented safely and efficiently within the practice. This highly interactive course allows the PMs and GPs to realise the importance of staff coaching and competency assessment when looking to achieve behaviour changes throughout the workforce. It is essential that each practice write a practice policy relating to Active Signposting.

Target audience	Practice Managers, their deputies and GPs
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Learning objectives	This course allows participants to: <ul style="list-style-type: none"><li>• know what active signposting is</li><li>• learn skills to lead their team to implement a consistent service standard</li><li>• be introduced to guidance relating to active signposting</li><li>• discuss the role of the GP Champion</li><li>• understand the importance of effective competence assessment, appraisals and objective setting</li><li>• explore the importance of excellent leadership and implementation of change</li><li>• direct an actor workshop relating to using the signposting competence and staff feedback</li></ul>
Format	A combination of presentations and discussion

### Management of minor illness in primary care 3- day course

Target audience	<ul style="list-style-type: none"> <li>• General Practitioners and Overseas doctor new to primary care</li> <li>• Nurse Practitioners</li> <li>• Independent prescribers</li> <li>• Allied health professionals</li> <li>• Pharmacists</li> <li>• Paramedics</li> <li>• Overseas doctors</li> <li>• Physician Assistants</li> </ul>
Duration	3 full days - delegates must attend all 3 days
Delivery mode:	Zoom/MS Teams
Cost	£450 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £600 (inclusive of VAT) for attendees from practices from other areas
Course overview	This course is for healthcare practitioners and independent non-medical prescribers working towards advanced roles seeing and treating adults in primary care and community settings including general practice and walk in pharmacies. A case study approach is used to explore differential diagnoses, and pharmacological and non-pharmacological interventions including safety netting and worsening care advice.
Course aims	This course aims to develop your clinical decision-making skills in assessing minor illness presentations, identifying red flags, safety netting and knowing when to refer or treat.
Learning outcomes	<ul style="list-style-type: none"> <li>• Demonstrate knowledge of pathophysiology in management of minor illnesses.</li> <li>• Critically consider ethical and legal issues that influence decision-making in seeing and treating minor ailments and working in independent roles.</li> <li>• Reflect on risk management constraints when planning a safe discharge or referral to other agencies and members of the multidisciplinary team.</li> <li>• Develop skills in ensuring clinical practice is evidence based through engagement with local organisation policy and current health strategy in primary care.</li> <li>• Recognise importance of multi-professional working for effective and safe management of minor ailments</li> </ul>
CPD points	30 CPD Hours
Format	<p>Live webinar with PowerPoint presentations and use of case studies over 3 days by experts in the field.</p> <p><b>Day 1</b> History Taking and Documentation Respiratory Disorders in primary Care ENT Disorders in Primary Care</p> <p><b>Day 2</b> Eye Disorders in Primary Care Headaches – Clinical Decision Making and Red flags Back pain Management in Primary Care</p> <p><b>Day 3</b> Dermatology for General Practice Gynae &amp; Menopause Gastrointestinal Disorders</p> <p><b>Self- Directed Learning:</b> Mental Health Disorders Antimicrobial Stewardship</p>

## Mental health first aid

Target audience	GPs and Practice Staff
Duration	2 full days – delegates must attend both days to receive certificate
Delivery mode	Zoom/MS Teams
Cost	£380 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £480 (inclusive of VAT) for attendees from practices from other areas
Overview	Includes an in depth understanding of mental health and the factors that can affect wellbeing; the practical skills to spot the triggers and signs of mental health issues; confidence to step in, reassure and support a person in distress, and the knowledge to help someone recover their health by guiding them to further support.
Learning outcomes	<p><b>Session 1:</b> Why Mental Health First Aid? The Mental Health First Aid action plan; What is mental health? Impact of mental health issues; Stigma and discrimination; What is depression? Symptoms of depression; Risk factors for depression; Depression in the workplace.</p> <p><b>Session 2:</b> Suicide figures; Alcohol, drugs and mental health; First aid for suicidal crisis; Non-judgemental listening skills; First aid for depression; Treatment and resources for depression; Self-care.</p> <p><b>Session 3:</b> What is an anxiety disorder? First aid for anxiety disorders Crisis first aid after a traumatic event; Alcohol, drugs and anxiety disorders; Treatment and resources for anxiety disorders; Cognitive distortions and CBT; Personality disorders; eating disorders; Self-harm.</p> <p><b>Session 4:</b> What is psychosis? Risk factors for psychosis; Alcohol, drugs and psychosis; Schizophrenia; Bipolar disorder; Warning signs of developing psychosis; Crisis first aid for acute psychosis; Treatment and resources for psychosis; Recovery and building resources.</p>
Format	Numbers are limited to 16 people per course so that the instructor can keep people safe and supported while they learn. The programme is split into four sessions, each session is supported by a workbook and a substantial manual for future reference. When you complete the two days, you'll get a certificate to say you are a Mental Health First Aider.

## Minute taking

Target audience	General Practice staff
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course aims	This Minute Taking Course will give you the skills to: <ul style="list-style-type: none"> <li>• Prepare effectively for taking minutes during meetings</li> <li>• Improve active listening skills</li> <li>• Take effective notes</li> <li>• Produce clear and comprehensive minutes</li> </ul>
Learning outcomes	<ol style="list-style-type: none"> <li>1. <b>Preparation</b> <ul style="list-style-type: none"> <li>• Establishing a relationship with the chair</li> <li>• A good agenda means a good meeting – and good minutes!</li> </ul> </li> <li>2. <b>The Critical Skill – Listening</b> <ul style="list-style-type: none"> <li>• Barriers to listening</li> <li>• Active listening</li> </ul> </li> <li>3. <b>Effective Notetaking</b> <ul style="list-style-type: none"> <li>• Developing a kind of shorthand by using abbreviations</li> <li>• Avoiding long words &amp; terminology</li> <li>• 3 options for taking notes</li> <li>• Identifying key points</li> </ul> </li> <li>4. <b>The Finished Minutes</b> <ul style="list-style-type: none"> <li>• How to summarise – writing concise, accurate, understandable minutes</li> </ul> </li> <li>5. <b>Tips and techniques</b> <ul style="list-style-type: none"> <li>• Lessons learned from experienced minute takers</li> </ul> </li> </ol>
Format	Instructor led webinar

## NHS Pension Scheme: an overview

Target audience	GP Practice Managers and/or NHS Pension Scheme Administrators.
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<p>The NHS Scheme Regulations place specific responsibilities on the NHS Pensions Agency, and NHS Employers. GP Practices must ensure that they are fully compliant with their “Employer Obligations”, and it is important to note that the outsourcing of the payroll and/or the pension function does not discharge these legal obligations.</p> <p>The workshop content will incorporate key activities highly likely to occur during the Financial Year, incorporating essential topics and complex tasks that a Practice Manager and/or delegated Pensions Officers need to know with specific regard to the completion of the Pension Year-End process.</p>
Course aims	The workshop will enhance existing levels of understanding and ensure that GP Practices attain full compliance with their legal/statutory Employer Obligations specific to the NHS Pension Year End process.
Format	Presentation, Videos, “Question & Answer Sessions” and Delegate Interaction. Delegate tables to be set up in cabaret style.

## Paediatric minor illness for primary care

Target audience	GPs, GPNs, Nurse practitioners, Paramedic practitioners, Pharmacists, Physician Associates
Duration	Full day
Delivery mode:	Zoom/MS Teams
Cost	£190 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £240 (inclusive of VAT) for attendees from practices from other areas
Course Overview	This course is taught by a paediatric consultant who focusses on childhood minor illnesses and how to assess and manage in primary care using a case study approach and real-life scenarios.
Course aims	This course aims to develop your knowledge and confidence in seeing and treating children who present with minor ailments.
Learning outcomes	<ul style="list-style-type: none"> <li>• Develop your skills in history taking and documentation</li> <li>• Understand that children are not little adults and require a more focussed assessment specific to their development</li> <li>• Develop clinical decision-making skills in assessing and treating a range of ailments</li> <li>• Use a structured approach in taking a comprehensive history and assessing different body systems</li> <li>• Recognising the unwell child, sepsis, emergency treatment and safe referral</li> <li>• Develop skills in advising parents on use of analgesia and antibiotics</li> <li>• Recognising common ENT, Respiratory and gastrointestinal conditions that present in children</li> <li>• Understand treatment options for constipation, diarrhoea and diabetes</li> <li>• Develop skills in treatment of eczema and dermatitis</li> <li>• Recognise limitations of practice, red flags and when to seek advice or refer</li> </ul>
CPD points	CPD Hours: 7
Format	PowerPoint Presentation, scenarios, interactive <u>Content</u> <ul style="list-style-type: none"> <li>• History taking and documentation</li> <li>• Managing pyrexia and pain in children</li> <li>• Abdominal Pain in children including diarrhoea, vomiting and nausea.</li> <li>• Managing UTI's in children</li> <li>• Diabetes in children</li> <li>• Clinical decision-making in rashes and skin conditions in children especially eczema and dermatitis</li> <li>• Recognising and management of meningococcal diseases in children.</li> <li>• Common ENT problems. Diagnosis and management of otitis media, externa, and glue ear</li> <li>• Respiratory conditions. Asthma management in children. Bronchiolitis</li> </ul>

## Practice Premises - ownership

Target audience	Practices whose partners (or former partners) own or co-own their premises – or for partners hoping to “buy in”. This workshop is aimed at GPs primarily, but some practices may choose to send their PMs.
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> . £120 (inclusive of VAT) for attendees from practices from other areas.
Format	A combination of presentations and discussion.  15 minute ‘surgeries’ for initial free legal advice can be pre-booked, starting one hour before and one hour after the event to allow attendees to talk to the presenters personally about their issues.
Learning Outcomes	Attendees should expect to leave the workshop having a good understanding of: <ul style="list-style-type: none"> <li>• equity and partnership issues for GPs who own (wholly or partially) their own buildings</li> <li>• the implications of having ex-partners as landlords</li> <li>• buying into the premises as a new partner</li> <li>• buying departing or retiring partners out of the premises – financing and tax issues</li> <li>• lease arrangements between owner partners and the practice, including rent reviews and repair responsibilities</li> <li>• ensuring your partnership agreement accurately reflects your premises ownership</li> <li>• selling your practice premises, including mortgage redemption</li> </ul>

**Practice premises: a masterclass covering legal, surveyor, and financial perspectives of leasehold premises**

Target audience	GPs and practice managers.
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	An opportunity to understand the rights and obligations in relation to leasehold premises and current trends to be aware of when dealing with your property interest.
Course aims	<p><b>Legal</b></p> <p>A look at property rights and obligations both in freehold and leasehold premises focusing on:</p> <ul style="list-style-type: none"> <li>• Consents needed when thinking about how property is used - especially in times of greater collaborative working.</li> <li>• Leases - the sorts of clauses and scenarios that provide the most problem - Statutory compliance / contributions to shared cost and service charge.</li> <li>• Hidden costs and steps to take on leaving the practice.</li> <li>• Break clauses and alienation.</li> </ul> <p><b>Surveyor</b></p> <ul style="list-style-type: none"> <li>• Lease renewals and what to be aware of - landlords seem to be paying off practices to renew but not offering enough to reflect the increase in investment value</li> <li>• Update on rent reviews - the difference between the application of 2004 and 2013 Directions on the level of rent reimbursed</li> <li>• Applying for improvement grants</li> <li>• The NHSE Funding Agreement - which seems to be creeping into all major capital contributions including s106</li> </ul> <p><b>Financial</b></p> <ul style="list-style-type: none"> <li>• Dilapidations and repairs reserves including tax treatment</li> <li>• Service charge monies owed and how to deal with this for new and retiring partners.</li> <li>• Cost of occupying the property - division between landlord and tenant</li> <li>• Capital allowances on fit out costs</li> <li>• Agreeing a rent reimbursement figure</li> <li>• Sub-letting of rooms and rent abatement</li> </ul>
Format	A combination of presentations and discussion.

## Practice Premises: legal update on the essentials of GP leasehold premises

Target audience	This workshop is aimed at GPs and Practice Managers
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (including VAT) for attendees from <a href="#">Londonwide practices</a> £120 (including VAT) for attendees from practices from other areas
Course Overview	Attendees should expect to leave the workshop having a good understanding of: <ul style="list-style-type: none"> <li>• The process for agreeing a lease of surgery premises from heads of terms stage through to lease completion (including obtaining commissioner approval for rent reimbursement)</li> <li>• rent reviews, how these can be linked to rent reimbursement (so that practices have protection from unfunded rent increases) and navigating the DV approval process under the current Premises Costs Directions</li> <li>• common issues surrounding services charges, repairs and dilapidations liabilities and dealing with these in the context of a GP partnership</li> <li>• the differences between full repair and internal repair leases and the special case of LIFT schemes</li> <li>• the different options for disposing of a lease and which ones result in the tenant being released from lease liabilities</li> <li>• security of tenure rights for tenants under the Landlord and Tenant Act 1954 – when they apply and what the protection means – and rights of renewal</li> <li>• options for developing, altering and improving leased premises including pros and cons of using capital provided by the tenant, the landlord (3PD) and/or EITF grant funding.</li> </ul>
Format	A combination of presentations and discussion. A 15-minute consultation for initial free legal advice can be pre-booked in advance.

## Practice Premises: owning your premises – the essentials

Target audience:	Practices whose partners (or former partners) own or co-own their premises – or for partners hoping to “buy in”. This workshop is aimed at GPs primarily, but some practices may choose to send their practice managers.
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (including VAT) for attendees from <a href="#">Londonwide practices</a> £120 (including VAT) for attendees from practices from other areas
Learning outcomes	Attendees should expect to leave the workshop having a good understanding of: <ul style="list-style-type: none"> <li>• equity and partnership issues for GPs who own (wholly or partially) their own buildings</li> <li>• the implications of having ex-partners or some (but not all) partners as landlords</li> <li>• buying into the premises as a new partner</li> <li>• buying departing or retiring partners out of the premises – financing, valuation and tax issues</li> <li>• lease arrangements between owner partners and the practice, including rent reviews and repair responsibilities</li> <li>• update on NHS grant funding for premises improvements and implications</li> <li>• ensuring your partnership agreement accurately reflects your premises ownership</li> <li>• selling your practice premises, including mortgage redemption and the implications of the changes to the planning use classes (Class D1 to E)</li> <li>• sale and lease back option in the event of financial difficulties, partnership breakdown/dissolution, contract termination etc.</li> </ul>
Format	A combination of presentations and discussion.  A 15-minute consultation for initial free legal advice is available to delegates by appointment.

## Practice Support – action learning sets

Target audience	Practice Managers, Operational / Team Leads
Duration	Half day
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Delivery mode	Zoom/MS Teams
Course overview	<p>Ahead of the first meeting each set member will undertake a questionnaire to determine their preferred learning style. Feedback will be given at their first meeting and a discussion will ensue as to how our learning style affects our behaviours and work performance and how this impact upon the team and our relationships with others. This provides the first step to reflection and self-awareness and awareness of others (Emotional Intelligence skills).</p> <p>Additionally, the first session will focus on trust so that the team will work well together over the course of the sets. The first session will also enable set members to introduce their topics and there will be an opportunity to explore these topics through members using a coaching style (GROW model); thus providing all members with coaching skills.</p> <p>During the sessions the group will also be introduced to other facilitation methods such as the Nancy Kline, “Time to Think” model of facilitation.</p>
Course aims	<p>Those participating in Action Learning Sets really benefit from the experience in terms of:</p> <ul style="list-style-type: none"> <li>• Developing much stronger working relationships with other members of the set</li> <li>• Being empowered to take positive action and increase contribution to the workplace</li> <li>• Increased confidence in the workplace</li> <li>• Being able to develop better relationships with staff and colleagues and understand how to get the most out of people</li> <li>• Being able to manage the workload more effectively</li> <li>• Coaching and facilitation skills will also be developed which is great for career progression</li> </ul>
Learning outcomes	<p>During sessions, management tools which support their actions will be shared. Consequently, it is anticipated by the end of the set each team member will:</p> <ul style="list-style-type: none"> <li>• Have working knowledge of coaching skills</li> <li>• Have effective facilitation skills</li> <li>• Be reflective of their practice (and adjust behaviours accordingly)</li> <li>• Understand the importance of goal setting</li> <li>• Understand and apply SMART actions</li> <li>• Have a toolkit of management models to apply to future scenarios</li> <li>• Have increased confidence in the workplace</li> <li>• Have a good level of peer-to-peer support</li> </ul>
Format	<p>The Action Learning Set will consist of 3 sessions which will be held one month apart. Those attending the first session, will be expected to attend all 3 sessions in order to both take away the most in learning, but also to achieve the peer support and trust which forms one of the learning outcomes.</p>

## Practice support: hot topics

Target audience	Practice Managers, Operational / Team Leads
Duration	Half day
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Delivery mode	Zoom/MS Teams
Course overview	<p>This session involves 3 x sessions on hot topics identified by Practice Managers which will be helpful to them and the team at this time. These topics include:</p> <ul style="list-style-type: none"> <li>• Managing stress and supporting resilience</li> <li>• Communicating well: handling difficult conversations, conflict resolution and managing upwards</li> <li>• Managing workload, including delegating and multi-tasking</li> </ul>
Course aims	<p><b>What does the course intend to teach:</b></p> <p>The course provides an overview and some tips on how to deal with the hot topics. Where appropriate, coaching techniques will be shared so that delegates can reflect on their own experience and come up with solutions; but also feel equipped to share the information learned with their teams.</p>
Learning outcomes	<p><b>What will delegates leave with:</b></p> <p>Delegates will go away with an action plan to resolve their current issues relating to the 3 hot topics. Additionally, attendees will have coaching and learning resources which they can share with team members.</p> <p>Attendees should feel they have a better understanding of the topic and their situation in relation to the topic; and have the tools to better deal with the situation.</p>
Format	<p>This session will involve a combination of PowerPoint, and interactive elements based on attendees' reflections and own experience. The session provides an opportunity for problem solving so that attendees go away feeling better equipped in dealing with their own, and staff, experiences.</p>

### Prescribing update for non-medical prescribers

Target audience	Nurses, nurse practitioners, pharmacists, non-medical prescribers, paramedics, physician associates and practice nurses and GP's.
Duration	Half day
Delivery mode:	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	This session will explore safe prescribing in general practice, improving concordance, improving patient safety and uses a case study discussion around prescribing errors auditing of medication reviews.
Course aims	This session provides an update of current prescribing guidelines for safe prescribing in general practice.
Learning outcomes	<p><b>objectives</b></p> <ol style="list-style-type: none"> <li>1. Explore current guidelines for prescribing in primary care.</li> <li>2. Develop skills in carrying out an effective medication review.</li> <li>3. Polypharmacy and how to prevent prescribing errors.</li> <li>4. Managing nonadherence and developing concordance.</li> <li>5. Prescribing in Dizziness and in skin conditions</li> <li>6. Recognise importance of auditing and reviewing prescribing practices in general practice.</li> </ol>
CPD points/ Accreditation	CPD hours: 4
Format	ppt presentation, scenarios, interactive

## QOF and other enhanced services

Target audience	GPs, Practice Managers, Lead administrators in primary care
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<p>Make the most of your IT systems to improve clinical and financial productivity. This session aims to know your data and how QOF income is calculated. We will provide you with tips on how you can maximise income. It covers practical tips for EMIS practices around designing templates and protocols to support enhanced services.</p> <p>To have an overview of how to use system (including IT) processes better; track and chase claims more efficiently; and the importance of coding.</p>
Course Outline	<ul style="list-style-type: none"><li>• Use your “maximum QOF cohort of patients” from Workshop 1 to form a multimorbidity register to improve logistics within your practice</li><li>• Use IT systems to help deliver enhanced services easily</li><li>• Pointers to stay organised with EMIS Templates, protocols Searches / F12 shortcuts</li></ul>
Format	Combination of presentations, individual and group work

### Safeguarding adults Level 3

Target audience	GPs and Practice Staff
Duration	Full day
Delivery mode	Zoom/MS Teams
Cost	£190 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £240 (inclusive of VAT) for attendees from practices from other areas
Course overview	<ul style="list-style-type: none"> <li>• National and local perspectives on Safeguarding Adults</li> <li>• Pan London guidance, safeguarding adult and serious case reviews</li> <li>• London multi-agency adult safeguarding policy and procedures</li> <li>• The Care Act</li> <li>• Definition of Safeguarding Adults</li> <li>• Safeguarding principles, types of abuse</li> <li>• Mental Capacity Act and DoLS, Cheshire West Judgement</li> <li>• Supporting good practice in Mental Capacity Assessments</li> <li>• Scenarios to support learning - what General Practitioners will need to do as part of the investigation</li> <li>• Referral to social care, participating in investigations</li> <li>• Information sharing, consent and confidentiality</li> </ul> <p>Specialist Topics:</p> <ul style="list-style-type: none"> <li>• adult sex work and sexual exploitation</li> <li>• human trafficking</li> <li>• prevent strategy</li> <li>• domestic violence and abuse</li> <li>• keeping up to date with safeguarding</li> </ul>
Learning outcomes	<ul style="list-style-type: none"> <li>• To have an increased awareness of Safeguarding Adults issues including new definitions</li> <li>• To be aware of the new Multi-Agency Adult Safeguarding Policy and Procedures and the changes since the implementation of the Care Act 2014</li> <li>• To improve practice in relation to Mental Capacity Assessments.</li> </ul>
Format	Interactive seminar

### Safeguarding children level 3

Target audience	All clinical staff working with children, young people and/or their parents/carers and who could potentially contribute to assessing, planning, intervening and evaluating the needs of a child or young person and parenting capacity where there are safeguarding/child protection concerns.
Duration	Full day
Delivery mode	Zoom/MS Teams
Cost	£190 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £240 (inclusive of VAT) for attendees from practices from other areas
Course overview	This training course will help delegates gain the skills to act appropriately and confidently to protect the children they provide services to in a designated child safeguarding role. Delegates will learn how to recognise, report and record concerns about a child at risk.
Course aims	<ul style="list-style-type: none"> <li>• To understand what constitutes child maltreatment, and how these relate to clinical and legal requirements</li> <li>• To understand the assessment of risk and significant harm</li> <li>• To understand Fabricated or Induced Illness (FII)</li> <li>• To understand emerging evidence on child sexual exploitation and FGM</li> <li>• To have an awareness that vulnerable young people may become victims of radicalisation</li> <li>• To know when to liaise with expert colleagues about the assessment and management of children and young people</li> <li>• To understand the needs and legal position of young people, particularly 16–18-year-olds</li> <li>• To understand the principles of consent and confidentiality in relation to young people under the age of 18 including the concepts of Gillick Competency and Fraser Guidelines</li> <li>• To know how to share information appropriately, taking into consideration confidentiality and data-protection issues</li> <li>• To understand the impact of a family’s cultural and religious background when assessing risk to a child or young person</li> <li>• To be aware of resources and services that may be available within Health and other agencies to support families</li> <li>• To understand the management of the death of a child or young person in the safeguarding context (including where appropriate structures and processes such as rapid response teams and Child Death Overview panels)</li> <li>• To understand and contribute to processes for auditing the effectiveness and quality of services for safeguarding/child protection</li> </ul>

## Summarising medical records

Target audience	Any staff managing medical records systems, including those responsible for undertaking the organising, sorting and summarising of medical records and for whom this may become part of their role, and for those responsible for clinical data entry including QOF data.
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<p>The course will allow delegates to learn how to organise and summarise medical records. and will also include ‘off-line’ hands-on practical exercises using hard copy material we supply to delegates before the session. The course will include some relevant medical abbreviations and terminology and explain confidentiality issues surrounding summarising medical records. In addition, the course enables delegates to understand the relevance of summarising in relation to the achievement of QOF clinical targets. The practical lessons will be discussed in the light of each delegate’s own practice protocol. The course covers the following areas:</p> <ul style="list-style-type: none"> <li>• overview of paper and electronic medical records</li> <li>• organising and pruning medical records</li> <li>• protocol formation</li> <li>• summarising medical records and editing the electronic patient record (EPR)</li> <li>• data protection and confidentiality</li> <li>• terms and abbreviations</li> <li>• summarising practical exercises</li> </ul>
Course aims	The course will teach delegates how to organise and summarise medical records in an efficient manner. It will also give them the confidence to ask relevant questions when summarising back in the Practice and will empower them to be able to challenge the current processes where appropriate.
Learning Outcomes	<p>At the end of the course the delegates will be able to:</p> <ul style="list-style-type: none"> <li>• explain the importance of summarising medical records</li> <li>• follow best practice regarding the summarising process and explain the importance of having a protocol for summarising medical records</li> <li>• summarise medical records logically, efficiently and effectively</li> <li>• explain the importance of confidentiality and data protection in the process of summarising</li> <li>• identify issues to follow up when returning to their place of work</li> </ul> <p>(This course does not cover any issues in relation to particular software systems or coding).</p>
Format	<ul style="list-style-type: none"> <li>• Group activities</li> <li>• Group discussion</li> <li>• PowerPoint presentation</li> <li>• Informative resources for further learning and reference after the course</li> </ul>

## Telephone triage for frontline staff

Target audience	Front line reception staff		
Duration	Half day		
Delivery mode	Zoom/MS Teams		
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas.		
Course overview	<p>Telephone Triage is an essential patient engagement technique that will further develop the skills and career paths of non-clinical staff – frontline GP practice staff, who will move away from a passive role and have a more direct impact on patient health outcomes. The skills and abilities needed to undertake telephone triage, and the necessary signposting are valuable in other new non-traditional roles such as Document Management, HCA and Care Navigation. After this web workshop, staff will be confident in handling the triage call, and in advising and referring patients to care providers who work either within the practice team or to external care providers.</p> <p>Telephone triage and signposting can present a challenging cultural shift for some teams and individual team members – and we will explore the mechanisms to help make the change as smooth as possible – some of this will build on the existing understanding, within the practice, of the need to change and a realisation of the benefits these changes can have.</p>		
Course aims	<p>By the end of the workshop delegates will be able to:</p> <table border="1"> <tr> <td> <ul style="list-style-type: none"> <li>Realise the impetus</li> <li>Promote the benefits to patients</li> <li>Work as a team with all practice staff</li> <li>Keep patients and staff safe</li> <li>Understand clinical and non-clinical triage differences</li> <li>Gain the skills and confidence in triage</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>Incorporate care navigation and signposting</li> <li>Develop effective communication strategies</li> <li>Engage in processes for improving systems</li> <li>Be involved in the implementation and development</li> <li>Help them formulate a ‘plan of action’ for their role</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>Realise the impetus</li> <li>Promote the benefits to patients</li> <li>Work as a team with all practice staff</li> <li>Keep patients and staff safe</li> <li>Understand clinical and non-clinical triage differences</li> <li>Gain the skills and confidence in triage</li> </ul>	<ul style="list-style-type: none"> <li>Incorporate care navigation and signposting</li> <li>Develop effective communication strategies</li> <li>Engage in processes for improving systems</li> <li>Be involved in the implementation and development</li> <li>Help them formulate a ‘plan of action’ for their role</li> </ul>
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Course objectives	<p>The key objective of Telephone Triage is to help patients access the right care at the earliest opportunity – and in a way that provides them with flexibility, convenience, security, a sense of ownership and the stimulation to invest in their wellbeing. There are numerous drivers for this patient-centred approach and outcomes will include a more streamlined workload for GPs, ACPs and other members of the team in carrying out frontline triage. The aim to drive further practice efficiencies in terms of access to services and patient satisfaction. It will achieve this by releasing valuable clinical time.</p> <p>Frontline staff will also actively manage requests for GP appointments and safely redirect inappropriate GP consultations to the most appropriate care providers.</p>		
Format	Practical exercises that will require the attendees to think about a situation that they have previously encountered and to think about how they dealt with it and what they would do differently.		

## Telephone Triage for GPs, GPNs & other practice clinicians

Target audience	GPs, GPNs & other practice clinicians
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	<p>Telephone Triage is an essential patient engagement technique that will further develop the skills of the clinical teams. There are different skills and abilities needed to undertake effective telephone triage and the clinical diagnosis. After this web workshop, clinical staff will be confident in handling the triage call, in diagnosing, advising and where applicable referring patients to care providers who work either within the practice team or to external care providers.</p> <p>Telephone triage can present a challenging cultural shift for some clinical teams' members – and we will explore the mechanisms to help make the change as smooth as possible – some of this will build on the existing understanding, within the practice, of the need to change and a realisation of the benefits these changes can have.</p>
Learning outcomes	<p>By the end of this web workshop, all delegates will have:</p> <ul style="list-style-type: none"> <li>• Understood what telephone triage is</li> <li>• AND what it isn't</li> <li>• How the process works</li> <li>• Listened to patient and staff experiences</li> <li>• Experience telephone triage</li> <li>• Be familiar with the benefits of telephone triage</li> <li>• Contributed to a Shared Ambition for telephone triage in the locality and Care Partnership</li> <li>• Have the skills and personal actions to take this work forward</li> <li>• Will develop their confidence in being able to conduct telephone triage</li> </ul>
Format	Practical exercises that will require the attendees to think about a situation that they have previously encountered and to think about how they dealt with it and what they would do differently.

## Travel Health Update

Workshop name	Travel Health Update
Target audience	General Practice Nurses
Duration	Half day
Delivery mode	Zoom/MS Teams
Cost	£95 (inclusive of VAT) for attendees from <a href="#">Londonwide practices</a> £120 (inclusive of VAT) for attendees from practices from other areas
Course overview	This half-day course is designed as a travel health update and will include: <ul style="list-style-type: none"> <li>• National and International publications and guidance to update travel health practice</li> <li>• Professional issues on competence and accountability in travel health</li> <li>• What's new in travel health? Vaccines, malaria and changing disease epidemiology</li> <li>• Hot off the Press – update on current research</li> </ul>
Course aims	This programme is aimed at those more experienced in travel health but will also provide a useful platform for those less experienced and keen to increase their knowledge.
Learning outcomes	By the end of the session delegates will: <ul style="list-style-type: none"> <li>• Be aware of personal competence and the importance of maintaining knowledge and skills in travel health practice</li> <li>• Know where to source current information for health professionals and travellers with complex itineraries</li> <li>• Recognise ways to relate travel health information to everyday practice to ensure the delivery of current advice to travellers from the UK</li> </ul>
Format	Interactive session consisting of presentations and discussions to share experience