

NEL GENERAL PRACTICE ADMINISTRATION, RECEPTION AND MANAGEMENT TRAINING PROGRAMME

SUMMER 2024

North East London Training Hub are pleased to offer a suite of training for the primary care non clinical staff members.

Programme includes topics relevant for reception and administrative staff, as well as some targeted specifically at Practice Management staff.

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Rules of engagement

(MUST READ)

- All courses are delivered virtually via Teams or Zoom unless specified
- Dates are offered from June 2024 onwards. Additional dates will be added based on demand and need. The Training Hub will be providing regular updates on new topics and dates. Where places are fully subscribed, do add your name to the waiting list to be offered priority place on future dates.
- To attend these courses, registration is mandatory. All registrations are through Eventbrite platform. Booking request via emails will not be accepted
- In the event of needing to cancel place(s), this must be done via the Eventbrite platform and at least 3 days prior to the course date. Failure to cancel places in a timely manner will result in Practice being charged the cost incurred.
- Significant public funds are being invested on these programmes to support staff development. Attendance/Non-attendance report will be produced and shared with your line management including practice management and GP Partners.
- To ensure a high quality learning experience, all the workshops will be interactive. To enable this, you MUST have a working camera and mics to participate. You may be asked by the facilitator on the day to leave if you do not have a working camera and/or mic
- Learners are expected to join in a timely manner, and participate in the training fully. Late joiners will not be given entry. Partial participation will result in certificate not being issued and line management will be informed
- Joining links will be circulated 48-72 hours prior to delivery date. Once delegate book on a course, they are expected to ensure diary is blocked to participate in the session
- We expect learners to ensure protected time, space and equipment is accessible prior to registering. This should be a place and time with minimal distraction. Practice Management should be supporting staff to facilitate this
- We expect all learners to participate in the evaluation process of the programme. Certificates will only be issued to those completing the feedback forms. CPD certificates will be issued within 4 weeks of delivery of each course. We also encourage you to engage in the impact survey that will be carried out 12 – 16 weeks post training. This process will include collating future training needs.
- Finally, NEL Training Hub hope you enjoy the learning experience. Do feel free to feedback any comments directly to your local Training Hub if there are any suggestions or improvements that can be made

Admin & Reception staff: Active Signposting/Care Navigation (3 hours)

Date	Time
17 th July 2024	9:30 - 12:30
17 th September 2024	13:00 - 16:00

[CLICK HERE TO REGISTER](#)

Overview: The key objective of Care Navigation and Active Signposting is to help patients access the right care at the earliest opportunity. It is a system of 'triage' carried out at the first point of contact with the GP Practice by non-clinical staff under direction of the clinical team.

Objective: Active Signposting is a tool to develop the skills and career paths of non-clinical staff. Staff will learn:

- How to move away from a passive role and have a more direct impact on patient health outcomes.
- Develop the skills and abilities needed to undertake Active Signposting
- Establish a clear understanding of the options available locally and be confident in advising and referring patients to care providers who work either within the practice team, primary care network or to external care providers.

Learning Outcomes also include:

- Enhancing skills and confidence to deliver care navigation, active signposting and triage
- Understanding the elements of signposting
- Realising the benefits: patients and practice
- Exploring and adapting protocols
- Using information technology to empower patients
- Maximising patient engagement within your role
- Communicating with patients effectively
- Ensuring patient and staff safety
- Making every contact count

Active Signposting can present a challenging cultural shift for some teams – and the workshop will explore the mechanisms to help make the changes 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 benefits these changes can have.

There will be interactive exercises throughout the session that will require the attendees to think about a situation that they have previously encountered and to think about how they deal with it and what they would do differently. This will be based on typical scenarios found in GP Practices and will be an opportunity for participants to develop new techniques to deal with enhanced patient interactions. Emphasis will be on developing confident communication skills.

Training Provider: Practice Managers Association (PMA)

Admin, Reception & Managers: Advanced Medical Terminology (3.5 hours)

Date	Time
4 th September 2024	09:30 - 13:00
25 th September 2024	13:00 - 16:30

[CLICK HERE TO REGISTER](#)

Overview: Virtual workshop for those who have undertaken the Introduction to Medical Terminology who have a good understanding of the component parts of medical terminology. Use of a standard set of terms and phrase is critical for clinical and non-clinical healthcare professionals in order to enable universally consistent communications within the practice and across the Primary Care Network and the wider health services. The use of standardised medical terminology also helps improve the quality of patient care by ensuring that the same words will always mean the same things to all medical employees.

All participants will be able to apply the learning to every-day situations back in the practice. The workshop builds on the skills of the administration, clerical and clinical support staff and will enhance their understanding of medical terminology. It provides a continuation of the professional development for staff working in a clinical environment such as HCAs, physiotherapy assistants, assistant practice managers, practice pharmacy assistants, and those responsible for clinical coding etc. Participants will further enhance their confidence, their communication skills and service delivery. Patients and their carers can also benefit from enhanced knowledge and insight of the relevant medical terminology. All delegates will be provided with course handouts and will be issued with a certificate of attendance after the workshop.

Learning Outcomes

Participants will expand their knowledge of abbreviations, root words, suffixes & prefixes and will develop their understanding into a wider-range of diseases, physiology, anatomy and all of the bodies systems. The objectives of the course are to enable delegates to be able to:

- Consolidate their knowledge of medical terminology
- Understanding at an advanced level the meaning of medical prefixes & suffixes
- Understand diseases and medical conditions
- Be able to apply terminology in the right context
- State the meaning of medical prefixes and suffixes at an advanced level
- Identify medical terminology, root words & basic anatomy relating to:
 - Vital Organs
 - Skeletal system
 - Skin and Dermatology
 - Gynaecology
 - Paediatrics
 - Nervous system
 - Cardiology
 - Oncology
 - Other diseases

Training Provider: Practice Managers Association (PMA)

Admin, Reception & Managers: Complaints Handling for Non-Clinical Staff in Primary Care (3.5 hours)

Date	Time
3 rd October 2024	09:30 - 13:00
13 th November 2024	13:00 - 16:30

[CLICK HERE TO REGISTER](#)

Overview: This three-hour Complaints Handling workshop will equip participants with the necessary knowledge and skills to handle complaints effectively and efficiently. The workshop will cover various aspects of complaints handling, including ensuring practice policies are correct and managing persistent communicators/complainants within the practice. Additionally, there will be an update on the policy change since 1st July 2023, which now requires members of the public to contact their local Integrated Care Board (ICB) instead of NHS England to make any complaints.

By the end of this web workshop, delegates will be able to:

- Understand the importance of effective complaints handling in the primary care setting.
- Comprehend the legal and regulatory framework surrounding complaints handling.
- Evaluate and update current practice policies to ensure compliance with the latest policy change (since 1st July 2023) of directing complaints to the local Integrated Care Board (ICB).
- Utilise active listening techniques and demonstrate empathy in their communication with complainants.
- Manage and de-escalate tense situations effectively, handling emotions with professionalism and respect.
- Identify and manage persistent communicators/complainants in a constructive manner, preventing escalation of complaints.
- Conduct fair and thorough investigations into complaints, maintaining confidentiality and involving relevant stakeholders appropriately.
- Implement strategies for resolving complaints, providing appropriate remedies and solutions.
- Establish follow-up procedures to ensure complainants' satisfaction and resolution.
- Utilise complaints as opportunities for learning and continuous improvement in the primary care setting.
- Engage in role-play exercises and analyse case studies to practice and improve complaints handling skills.

Guidance notes and will be provided to support this workshop and certificates of attendance are awarded after the workshop.

Training Provider: Practice Managers Association (PMA)

Practice Managers: CQC Inspection – being ready for when it happens (3 hours)

Date	Time
10 th July 2024	13:30 - 16:30
19 th September 2024	09:30 - 12:30

[CLICK HERE TO REGISTER](#)

Overview: This workshop delves into the CQC assessment process, equipping participants with effective strategies to navigate it successfully. Our focus is on fostering a culture of engagement within GP Practices by enhancing understanding of the CQC assessment framework. This session is meticulously updated to integrate the latest 2024 CQC guidelines, indicating a gradual transition toward revised assessment methodologies.

Throughout the training, we'll talk through the implementation of CQC's new assessment framework, powered by CQC's integrated assessment teams and supported by technology. We'll seamlessly integrate explanations of the new single assessment framework.

The workshop is interactive, offering pragmatic guidance for participants to adapt techniques to their specific practices. It incorporates case studies, illustrating exemplary practices and instances of below average practices. Group exercises facilitate a comprehensive understanding of the assessment process by encouraging colleague interaction. Our objective is to provide a practical and applicable framework for achieving CQC compliance.

Objectives:

- Enhance participants' comprehension of the CQC Assessment process.
- Provide an in-depth understanding of CQC methodology and preparatory strategies.
- Offer guidance on best practices and identifying indicators of good, outstanding, requires improvement and inadequate services, equipping delegates with due diligence techniques to mitigate risks and ensure compliance with the Health and Social Care regulations.

Training Provider: Practice Managers Association (PMA)

Admin & Reception staff: Document Management to improve efficiency (2 hours)

Date	Time
26 th June 2024	14:00 - 16:00
8 th July 2024	14:00 - 16:00
11 th September 2024	14:00 - 16:00
3 rd October 2024	14:00 - 16:00

[CLICK HERE TO REGISTER](#)

Overview: This 2-hour training, delivered virtually, aims to help administrators streamline the documents to appropriate team members in a timely manner. Additionally, a large number of documents are being sent electronically to the workflow emails of the practices, so admin teams need to be able to interrogate these with a degree of confidence.

NOTE training will only be relevant for practices on the EMIS system.

GP surgeries regularly receive 10s of documents daily with the larger surgeries receiving 100 or more on a daily basis. These include letters from hospitals, results of investigations or correspondence from other agencies. In most practices, GPs spend several hours a day reading these documents and taking appropriate action. This forms a bulk administration time that is spent away from frontline patient care. Often, the majority of the documents do have clinical information and need a clinician to interpret and action. However, evidence shows with appropriate training and good practice 30-40% of the documents that could be read and coded by the reception team

Training Provider: Bromley By Health Partnership

Admin & Reception staff: Enhanced Care Navigation (3 hours)

Date	Time
24 th July 2024	13:00 -16:00
22 nd October 2024	09:30 - 12:30

[CLICK HERE TO REGISTER](#)

Overview: This web workshop will support the delegates understanding of the role, responsibilities and competencies to enable the delivery of enhanced care navigation and will look in turn, at supporting the development of these skills specific to your locality. At the enhanced care level staff are expected to have a good level of expertise in customer care and a background of working in a healthcare environment and some experience of the active signposting. Enhanced care navigators may be expected to provide detailed knowledge of the localities service directory and support and train other frontline members of the primary care team

The learning outcomes of the workshop:

- Delegates will understand the principles of Enhanced Care Navigation
- They will understand the benefits of supporting and enabling healthier behaviours and self-care for patients.
- Explore conversational techniques and build on communications techniques introduced at the active signposting training, such as active listening, motivational conversations and dealing with difficult conversations.
- They will gain an understanding of how to work across a range of service providers and develop skills in forming and maintaining professional relationships and network across organisations and clinical specialists.
- Will understand the potential complexities and risks.
- They will provide a degree of independent, autonomous working and will work effectively alongside the clinical Care Navigation lead.

Who should attend?

Attendees will be experienced active sign posters who want to take the role further and act as Care Navigation Champion within an individual practice.

The web workshop aims to:

- Improve patient and carer experience.
- Help reduce unnecessary hospital admissions and GP attendance, without necessarily incurring higher costs.
- Provide an opportunity to update and extend knowledge of local services.
- Explore the role of advocate for signposting within the practice.

Training Provider: Practice Managers Association (PMA)

Admin & Reception staff: Enhancing Patient Interaction and Communication Skills for Primary Care Staff (3 hours)

Date	Time
26 th June 2024	13.30 - 16.30
24 th September 2024	09.30 - 12.30

[CLICK HERE TO REGISTER](#)

Overview: This session has been designed to equip front-line staff and healthcare professionals in General Practice with the skills and confidence necessary to provide exceptional customer service, navigate disputes, and effectively manage challenging conflict situations within practice environments. Throughout the workshop, we will delve into the dynamics of patient-staff interactions, considering how and why conflicts may arise between staff members, patients, or their caregivers. Our primary goal is to provide delegates with practical strategies to address these challenges, enhance their communication skills, and foster a harmonious practice environment.

This workshop is highly interactive, encouraging participants to actively engage with the content. Delegates will have the opportunity to share their own experiences, challenges, and conflicts that they have encountered in their role. Our facilitator, who brings extensive experience from working on the frontline, will also contribute valuable insights to enrich the learning experience.

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

- Understand the significance of attentive listening, timely responses, and appropriate action when handling complaints.
- Gain clarity about the NHS Complaints Process and your responsibilities within it.
- Identify common areas of complaints in practice settings and learn strategies to address them proactively.
- Define and uphold standards that ensure the delivery of high-quality services and prevent complaints.
- Elevate customer care skills through assertive communication techniques.
- Manage difficult conversations effectively and prevent their escalation.
- Recognise barriers to effective communication and learn how to overcome them.
- Appreciate the positive impact of excellent internal communication on overall service delivery.
- Enhance awareness of responses to various conflict situations and personality types.
- Understand patient expectations, emotions, fears, and needs, allowing them to respond more empathetically.
- Display enhanced confidence, motivation, and control when dealing with challenging situations and conflicts.

Training Provider: Practice Managers Association (PMA)

Practice Managers: How to make your Practice Digitally Inclusive (3.5 hours)

Date	Time
16 th July 2024	09.30 - 13.00
17 th October 2024	13.30 - 17.00

[CLICK HERE TO REGISTER](#)

Overview: Digital systems are the foundation upon which we will build a modern, efficient and responsive health service. Enabling information to flow between care providers within and beyond organisational boundaries, and between care providers and patients, is a key means by which we will achieve a safe, convenient and personalised health and care service.

GP IT systems sit at the heart of primary care technology facilitating and recording millions of interactions with patients every week. GP practices have led the way in the move from paper to digital record-keeping and are now well on the way to offering online transactions, such as appointment bookings and repeat prescriptions, across all practices in England. Since April 2015, all practices have been required to offer patients access to online GP services. Latest data shows that 15.1 million people are registered to book their GP appointments, order their repeat prescriptions and view their health records online.

We have seen a rapid transformation within digital healthcare in the last few years that has been accelerated by the pandemic. Digital healthcare has brought many advantages to patients, for example being able to view a medical record, submit an online consultation, hold a video consultation, find out self-help information and self-referrals via a practice website as well as order medication online. Patients using these services have found their access to healthcare has increased and is more flexible, in line with a more digital national health service.

However, for many patients Digital has proved to be a further barrier to accessing healthcare. Some patients may not have access to devices, they may not have access to data, or they may not have necessary digital skills to be able to access their healthcare digitally. Digitally excluded patients are also at higher risk of health inequality and their health has been further disadvantaged by this rapid transformation of digital healthcare. The key objective of this web workshop is for non-clinical staff to understand the advantages of a digitally inclusive practice.

Learning outcomes include:

- Improved understanding of Digital Inclusion and what it means for Primary care
- Increased understanding of online healthcare tools
- Becoming more confident at using IT at the centre your practice
- Improved understanding of the impact of a Digitally Inclusive Practice
- How IT plays a role in Patient Engagement
- Understanding population health needs

Training Provider: Practice Managers Association (PMA)

Admin & Reception staff: An Introduction to Medical Terminology (3 hours)

Date	Time
10 th October 2024	09:30 - 12:30
6 th November 2024	13:00 - 16:00

[CLICK HERE TO REGISTER](#)

Overview: This web workshop session is for those who would benefit from understanding the component parts of medical terminology. An understanding of medical terminology is essential for anyone working in the medical industry. Delegates will be able to apply the learning to every-day situations back in the practice.

This session gives administration, clerical and clinical support staff an introduction to the understanding of general medical terminology. It provides an excellent professional development opportunity for staff working in a clinical environment such as HCAs, physiotherapy assistants, assistant practice managers, practice pharmacy assistants, clinical coding etc. Participants will improve their confidence, their communication skills and service delivery.

All delegates will be provided with course handouts and will be issued with a certificate after the session.

Learning Outcomes

- Understanding of the origins of medical terminology
- Understand how medical terms are constructed
- Be able to understand medical terms by breaking them down into component parts
- Understand and enjoy your job a little bit more...

Training Provider: Practice Managers Association (PMA)

Practice Managers: Managing Practice Finances (3 hours)

Date	Time
23 rd October 2024	09:30 - 12:30
12 th November 2024	13:00 - 16:00

[CLICK HERE TO REGISTER](#)

Overview: This is the foundation workshop to the PMA programme – a series focused on the business management of general practice - where practice finances and accounting systems are explained in a user-friendly, interactive way. The web workshop will give you an overview of your accounting system and walk you through a set of Practice Accounts. It will also cover superannuation and update you on the financial changes to expect for 2024/25.

The module will be delivered as an interactive web workshop with practical guidance to enable participants to map the techniques and outcomes onto their own practice.

Objective: Participants will gain an understanding of practices finances and how to understand the accounts produced by your accountant. Good financial management should lead to reduced financial risk in the ever-changing world of general practice.

Workshop will cover:

- Overview of your accounting System
- Understanding Practice Accounts and update for 2024/25
- Financial Controls and Maximising your income streams
- Superannuation
- Understanding Accounts
- The Power of the Cashflow Forecast

Training Provider: Practice Managers Association (PMA)

Practice Managers: NHS Pensions Update (2 hours)

Date	Time
27 th June 2024	09.30 - 11:30
2 nd October 2024	13.30 - 15:30

[CLICK HERE TO REGISTER](#)

Overview: NHS Pensions are explained in a user-friendly, interactive way. This web workshop will provide practical guidance to enable participants to map outcomes onto their own practice – across their GPs, GP Partners, Locums and other clinical and non-clinical staff. Participants will develop their understanding of NHS Pensions by interacting with practitioners but also you will have the opportunity to explore and interact with colleagues from other practices. Paul will be led by the audience interaction to ensure that all participants get what they need out of the session.

Objective: You will gain an understanding of NHS Pensions and will be able review of your own action.

Workshop will cover:

NHS Pensions Scheme update

- 1995/2008/2015 Schemes
- Annual Allowance/Tapered Annual Allowance – the options and implications
- Lifetime Allowance – impact of exceeding, protection available
- 24 Hour Retirement – How, when and why
- When to retire

Questions and Open Discussions

Training Provider: Practice Managers Association (PMA)

Admin & Reception staff: Recognising the Acutely ill Patient (2 hours)

Date	Time
27 th June 2024	14:00 – 16:00
9 th July 2024	11:00 - 13:00
17 th September 2024	10:00 – 12:00
2 nd October 2024	10:00 – 12:00

[CLICK HERE TO REGISTER](#)

Overview: This 2-hour workshop delivered virtually introduces non clinical reception staff members to various acute health conditions. The training will help receptionists recognise specific symptoms that may indicate a deteriorating patient, and how they would consider escalating this to a clinician within their service or practice

The workshop will help staff improve knowledge and understanding of:

- the acutely ill patient on the phone
- the signs and symptoms of an acutely ill adult
- the signs and symptoms of an acutely ill child
- recognising the acutely ill psychiatric patient
- 'serious' medical conditions and how they present
- what the role the non-clinical team have to play in these scenarios

Clinical presentations covered would include:

- Common emergency/urgent symptoms - chest pain,
- breathing difficulty,
- Sepsis
- Stroke symptoms
- DVT/PE
- fever in children
- Psychiatric emergency

Training Provider: Bromley By Health Partnership