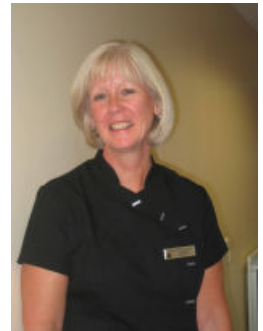


### Good Bye Lizzie Welcome Alison

We would like to start by thanking Lizzie Thomas for all her work whilst developing the new training programme. How fortunate we have been to find Alison Glover. Alison stepped straight into the breach with energy and enthusiasm. Alison has a strong background in administration, and currently works at Hilltops as well as supporting Christina with the administration side of the training and development programme. Alison is your first line of contact if you have any queries about bookings. She can be contacted on 01908 555593 or [alison.glover@mkpct.nhs.uk](mailto:alison.glover@mkpct.nhs.uk) at the times below:



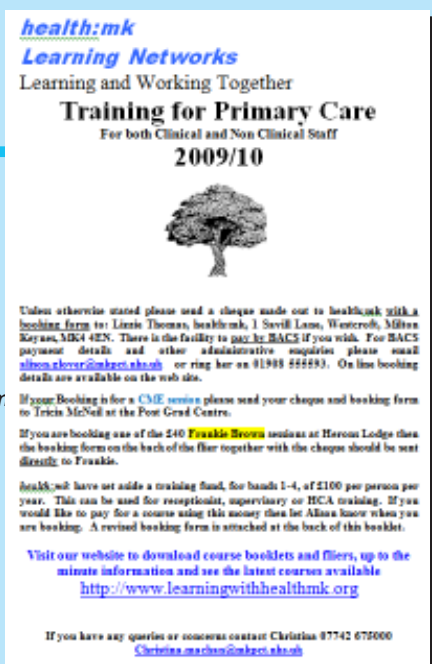
Monday and Tuesday	13:30 to 15:30
Thursday	08:00 to 12:00
Friday	10:00 to 12:00

Booking forms should now be sent to  
Alison Glover, Learning and Development Administrator,  
Hilltops Medical Centre,  
Kensington Drive,  
Great Holm,  
Milton Keynes, MK8 9HN

If you need to get an urgent booking form through to Alison, Fax it to her on 01908 265028

### Training Bursaries

**health:mk** has set aside a training fund for people on bands 1-4 of £100 per person per year. This can be used for those working in health:mk practices in roles such as secretary, medical receptionist, administrator, supervisor, team leader, deputy or HCA. If you would like to pay for a course using this money please let Alison know on your booking form. A revised booking form can be found at the back of the training booklet.



**In this issue:**  
Welcome Alison  
Leadership courses for Practice Nurses  
Protected Time ideas  
New courses for receptionists and team leaders  
Mental health training  
New workshops for practice managers  
Diabetes training  
What went on last year?

[www.learningwithhealthmk.org](http://www.learningwithhealthmk.org)

### Training Booklet

The training booklet (left) is produced annually to keep everyone informed about courses that are running. It contains a calendar of learning opportunities. We circulate fliers with updated information throughout the year.

### NHS Pensions

#### Changes in the law—Choice Exercise

For those who are part of the Pension Management Scheme maintained by Fairway Training there is a free half day session taking place on 2nd November at Parkside MC at 1:00pm. Those who are not part of the scheme but would like a place can purchase one for £55

**STOP PRESS**

Contact Christina on 07742 675000  
[christina.machan@mkpct.nhs.uk](mailto:christina.machan@mkpct.nhs.uk)  
(Note that the “@mkpct” part will be replaced with “@miltonkeynes” soon)

Please share this newsletter, training booklet and fliers with colleagues  
They are for all practice staff

### Leadership skills in General Practice

The first programme was so successful that there will be another one running starting on Oct 7<sup>th</sup>,

You may be aware that the Professional Executive Committee (PEC) and the PCT are working with GPs who have been offered an opportunity to further develop leadership skills in general practice. Now PEC and the Nursing Leadership Team have extended this opportunity to Practice Nurses. It is delivered free of charge to nurses and the practice and with funding for backfill via the Peripatetic Team.

The course is delivered in three one day modules (objectives below).

Some nurses may have undertaken the LEO training in the past enjoyed it and thought "What next?" Unlike LEO when *these* units end nurses will be further supported in continuing development by regular facilitated Action Learning sets. If you have attended LEO you can still attend these modules.

Look out for further details in mailbox and Newsround or contact Linda Bridges, Practice Nurse Development Facilitator on 01908 214244 .

*Practice nurses will also be welcome on the new Team Leaders' and Supervisors' Programme on offer this year to all practice staff.*



#### Course Objectives

- Understand yourself, your personality and how to promote your work professionally,
- Understand others and how to get the best win win situations for yourself and patients
- Understand your team dynamics
- Look at your career pathway- What do *you* want,
- The important role of influencing
- Leadership styles – look at different styles. Which style do you use?
- Managing conflict in the workplace.
- Undertake presentations.
- Promote the use of Coaching and Mentoring
- Start up Action Learning Set

#### Some Useful Courses at Bedford and Oxford Brookes

Both Bedford and Oxford Brookes Universities have some useful courses on offer. Have a look on their web sites to see if there is anything that fits your needs. See [www.beds.ac.uk/nurse](http://www.beds.ac.uk/nurse) for full information about Bedford's Contraception and Sexual Health Skills and Contraception Methods in Practice both running February 2010. Also have a look at some of the courses Oxford Brookes can offer on <http://shsc.brookes.ac.uk/courses/post-qualifying/sc>



#### Thank You and Best Wishes to Amitha



We would like to take this opportunity to thank Amitha Woodward for the kind support she has given to the training team during the past year. Amitha is retiring and her advice and experience will be missed.

Amitha's work with the CME Committee has been invaluable. We wish her all the best for the future.

#### Onwards and Upwards for Linda

Linda Bridges has had a busy summer and is now also Head of Clinical Practice Development for the PCT (which includes responsibility for the Specialist Stop Smoking Service) and interim Training Manager for CME. She is still Practice Nurse Development Facilitator and Team Leader for the Peripatetic Team, Karin Cassidy is Deputy team Leader.

#### E-Learning

Does that little phrase fill you with horror, or just apathy? All attempts to run sessions this year have sadly died, but that's a shame. There are some useful courses out there that you could be doing in the comfort of your own office or home, and they are really not too frightening. Why not risk taking a look at what's on offer this year (as long as we can summon the courage to try it again!)

#### CME Programme

Don't miss another action-packed programme for nurses and HCAs. Immunisation coming soon (18 September). Look out for Dermatology, Family Planning Update and Heart Failure/CVD - to name but a few. See the training booklet for more details.

# Protected Time



We all know the importance of protected learning time. It's one of the times when we let our staff know how valued and valuable they are; when we show them that we are happy to invest time and money in their development. It isn't, however, always so easy to come up with new ideas. If only there were not several thousand other important jobs to be doing, it would be so much easier.

At health:mk we can help. We have plenty of ideas for making the best use of your learning time. We can help you to arrange a workshop, or a programme of events for the year. Here are a few things you might like to try:

**Teamwork.** Games and profiling exercises to find out what members contribute to the team.

**Choose and Book Update.** See what 4.2 can do for you.

**Read Code** - for beginners or experts.

**Fire** - book your own workshops. See con-

tacts on page 4, and details of modules available on the web site.

**QOF** - This year's updates.

**Medical Terminology.** A great way for non-medical or new staff to become better acquainted with the medical words and phrases.

**E-Learning.** Have a try at some of the courses available. See if they can help you to hit statutory/mandatory targets. Contact Steve for help or information. [steve@learningnetworks.co.uk](mailto:steve@learningnetworks.co.uk)

**Learning Disabilities.** Christina Sosseh will run your own session to support the Learning Disabilities LES in your practice. Don't forget the conference on October 22nd (details on Page 4).

**Front Line Focus.** Phil Hawthorne will help staff to develop their front-line skills

## Registering Patients from Overseas

In addition to open workshops, several practices have chosen to host their own workshop this year. The workshop allows practices to get to grips with registration rules, cutting through the conflicting and confusing advice that is so often given in a well-meaning way. You can call Christina to book yours.

## Receptionists and Team Leaders

The two day programme for front-line (reception) staff has been very popular this year, with excellent feedback. It covers many of the skills needed to positively represent the practice. It features an extra half day during which delegates present their newly-developed knowledge and skills to their Practice Managers (before all enjoy a hearty lunch).

We are adding two new programmes to complement this one. The Experienced Receptionists' Programme will allow more experienced receptionists to explore more advanced ideas and skills.

The Team Leaders' and Supervisors' Programme is designed to help all current and aspiring leaders to get the most out of their teams. It includes many games and exercises that you can use to help to motivate the team.

## Have You Been Missing Out?

Have you been making the most of the training opportunities available throughout the year for you and your staff? If not, have a look at the back page. It lists some of the workshops that have been enjoyed this year. Look at the calendar in the training booklet or web site, and see how we can help you.

## Mental Health Training

Last year we asked you for your ideas (still welcome). A request was made for some training on mental health issues. We have engaged Mike Scanlon who is a nurse consultant at Northampton Hospital. He is currently busy putting together some initial courses for us, aimed at increasing understanding of Anxiety and Depression, Paranoia and bereavement. A session will be available to all interested staff. More details to come.

# Basic Computer Skills

*kouser.sharif@mkpct.nhs.uk*

**Free IT help to get everybody up-and-running.**

- Using a PC with Windows: Training users to use the Windows environment, the mouse and the keyboard.
- Using the Internet: Training users to use Internet for Internet and Intranet browsing.
- Email Using Microsoft Outlook: Training users to use Outlook in order to create, send, print and manage emails.
- File Management: Training users to create and store in folders. Move and copy files. Create, save and print files in MS Office applications.

**Contact** Kouser Sharif, Implementation & Training Lead, Primary Care IM&T Projects, PCT HQ, MK6 5LD, Tel: 01908 243933 Ext: 2191

## Manager Leader Experience

**A series of proposed learning events for practice managers**

**Can you help to develop a programme?**

Work has begun on developing a new programme for Practice Managers. Not all managers have the time or inclination to do a long programme leading to a qualification but still request higher level management training. One has been run for GPs recently and it was recognised that something like it would also have been useful to PMs. Some of the topics covered were appropriate but others needed to be changed or developed to support PMs in today's challenging environment. An initial discussion document has been circulated. This will form the platform for further development. The programme will aim to provide core strategies for working in what has become a complex and business-driven world. If you are a practice manager and would form part of a small working party to tailor this new programme please contact Christina

## Learning Disabilities LES Support

The first programme facilitated by Christina Sosseh, ran in June with 17 people attending. One practice has taken the initiative and contacted the team to run a workshop in protected time. Do email [Christina.sosseh@mkpct.nhs.uk](mailto:Christina.sosseh@mkpct.nhs.uk) if you feel this would be useful for your practice.

### Conference

There will be a Learning Disabilities Conference taking place on October 22<sup>nd</sup> at The Hilton Hotel in Kents Hill. This has been organised on a protected time day so that you can take full advantage of it. The conference is free so book your place now.

## Fire!

A number of modules are available direct from our supplier. **AssessCo Ltd**

Fire Risk Assessment & Fire Safety Training.  
07703 180299. Fax: 01234 766116.

[adrian.ormerod@assessco.co.uk](mailto:adrian.ormerod@assessco.co.uk) or

[greg.davidson@virgin.net](mailto:greg.davidson@virgin.net) [www.assessco.co.uk](http://www.assessco.co.uk)

## Smoking Cessation Advice for Patients - LES Support

This year the PCT is making a big effort to increase the numbers of people who are offered advice to stop smoking. Every practice has received an offer from the PCT to provide a Local Enhanced Service (LES) to help their patients quit. This means that every patient supported to stop then followed up and having a Carbon Monoxide validation test at four weeks will earn the practice £100. Those patients who quit at 4 weeks will earn £120.



This is an area where practices can make a really big contribution towards reducing the costs of ill-health associated with smoking. If you

would like to know how you can get started please contact Chrissie Holding on 01908 253419.

Patients who have tried three times before, are pregnant, mental health, drug and alcohol problems, should be referred to the specialist advisors at Shipley court on 500096.

## Thanks for the Venues

This space was occupied last year by a plea for training places in surgeries. Thank you for all the wonderful offers during the year. Everyone benefits from not paying for expensive venues, and free places are on offer to those who provide a room. Do have a look round your building to see if you could be hosting workshops during the coming year.

## Diabetes Interim Team Moves Diabetes Training On



*Ruth Chilcraft, Practice Nurse with Special Interest in Diabetes demonstrates achievements made on the Diabetes training stand at the health:mk AGM in June*

Diabetes Training in MK has been taken forward by the Diabetes Interim Team. It has supported education and development promoting a new way of looking at how the condition is dealt with called Care Planning. This focuses on patient empowerment and is linked to better outcomes for people with long term conditions.

The core elements are supporting and training clinicians across the city to:

- Find 'common ground', through listening to and valuing patients' insights as the key in a 'joint' management plan which the patient will ultimately 'approve'
- Become comfortable with using their sophisticated expertise to support the individual to develop their own goals and action plans, which is the foundation of successful self management.

So far 18 people have attended this training and are in the process of implementing this approach in their practices

The interim team is also responsible for training clinicians to diploma level in Diabetes, supporting those who are working in this area but who have been trained in the past, and providing non specialist training for others.

The diabetes training team is made up of Shanthi Chandran and Asif Ali (Diabetologists), Sue Weatherhead (GPwSI), Lesley Scott (DSN), Ruth Chilcraft (Practice Nurse with Special Interest in Diabetes), Helen Core (Management Support), all ably led by Caroline Rollings (Team Manager).

## Diabetes Training Opportunities Past and Future

### Warwick Certificate in Diabetes Care

25 students (comprising GP'S PN's DN's Podiatrist Pharmacist School Nurses

### Merit - Insulin initiation and management

10 practices trained - Further course planned 15<sup>th</sup>, 22<sup>nd</sup> October and 5<sup>th</sup> November 2009,

### Primary Care Training Centre Diabetes Update

(For professionals with existing diploma level qualification)

24 people have been trained so far.

### Diabetes Annual Conference March 09

90 people attended.

### Post HCA Training Support

Further training Planned - 28<sup>th</sup> Sept, 23<sup>rd</sup> November

### Care Planning Training

Four waves of training so far with 18 practices

involved – Further training (Wave 5) planned for 7<sup>th</sup> January, 12<sup>th</sup> May 2010

## Continue to look at our Training & Education Website

### Download your own training calendar

Check out the new Learning, Development and Education website to keep you informed of developments and study programmes. It contains details of all the courses, workshops and other learning opportunities available. You can download your own training calendar, so you can work out a suitable programme for yourself and your teams.

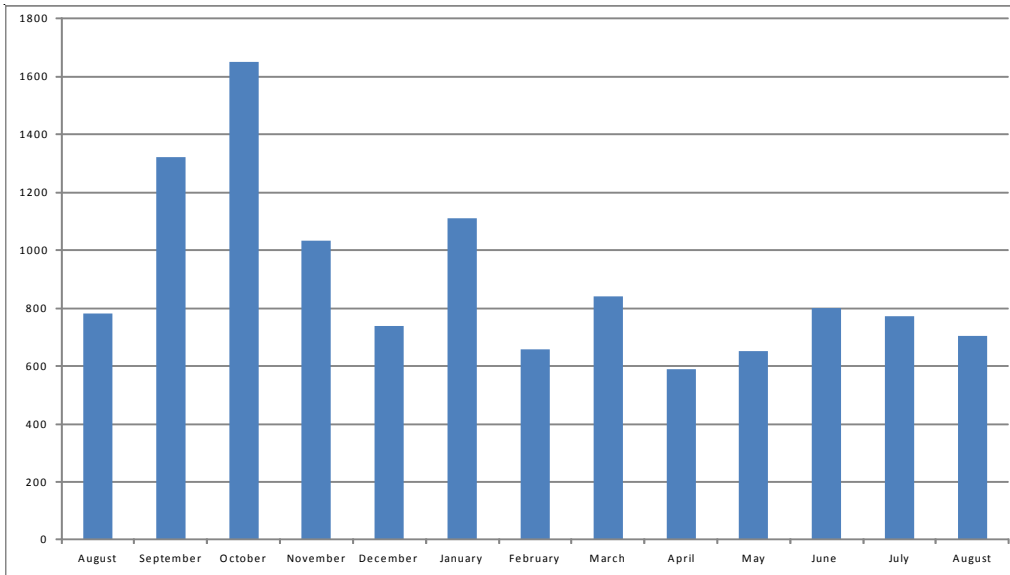
You can access the website from anywhere in the world - just in case you are in Spain and just itching to find out what's new back home! We would like your thoughts for the website on a continual basis.

**Don't forget that you can claim £150 towards courses under the ILA (Independent Learning Account) scheme. These can be accessed by anyone without a formal L4 or higher qualification**

# What has Been Happening?

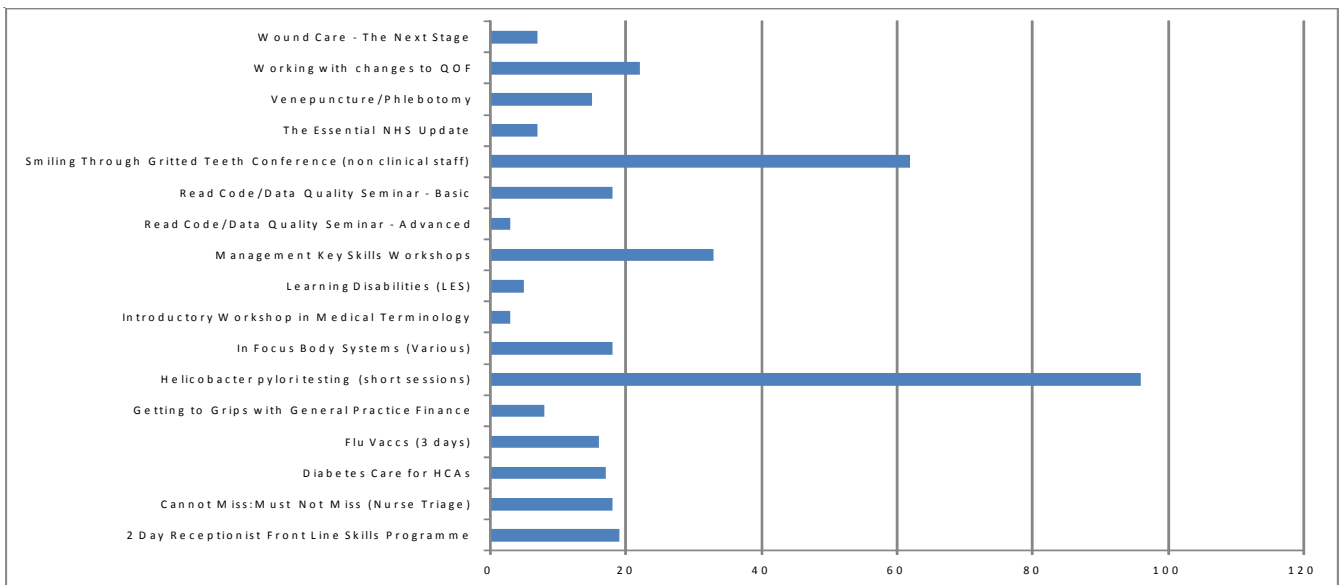
## Web Site

The chart below shows the number of visitors to the web site during the first year of the new training programme. The maximum number of hits per day so far is 307! That means that many of you are getting used to using the site for getting updates and last-minute information. As well as courses details, updated calendars and a notice board with all the latest news, we are gradually adding articles that allow you to find out more about education and contemporary issues. Don't miss out - the people on the chart aren't.



## Workshops

The chart below shows the number of people attending some of the workshops this year. Over 360 people took part. Not a bad base from which to grow.



Download your own up-to-date calendar (changes happening all the time). Go to:  
<http://www.learningwithhealthmk/CourseCalendar.htm>

Download your booking forms - or book on line by going to the website.  
<http://www.learningwithhealthmk/booking.htm>

**Contact:** [christina.machan@mkpct.nhs.uk](mailto:christina.machan@mkpct.nhs.uk) or  
[alison.glover@mkpct.nhs.uk](mailto:alison.glover@mkpct.nhs.uk)



07742 675000