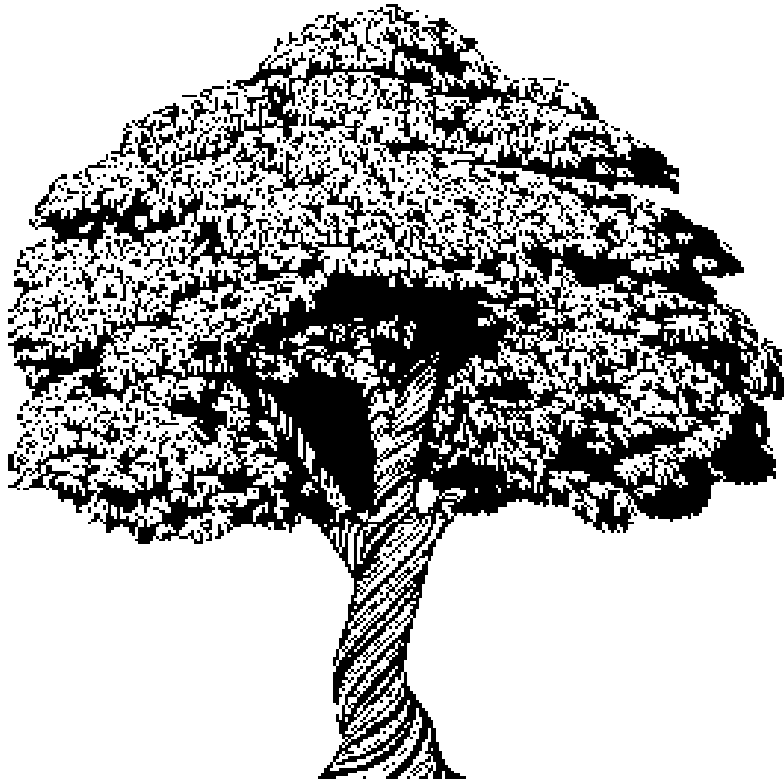


Learning Networks



Training Programme

January 2012 ~ December 2012

For Staff Working in General Practice

<http://www.learningwithhealthmk.org>

Unless otherwise stated please send a cheque for all bookings made out to SP Machan with a booking form to:

Christina Machan, Learning Networks, 46 Wenning Lane, Emerson Valley, MK4 2JF.

You may pay by BACS if you wish. For BACS payment details:

Account SP Machan; Acc Number 03087155; Sort Code: 119100. Please mark your booking form to show that this facility has been used.

Visit our website to download course booklets and fliers, up to the minute information and see the latest courses available. Let us know if you would like to put a training event on the notice board.

We look forward to hearing from you.

Christina Machan 07742 675000

If you have any queries or concerns contact Christina.machan@mkpct.nhs.uk or spmachan@aol.com

February



Introductory Workshop in Medical Terminology

For: Medical secretaries, data analysts and others who would find this useful

Tutor: Sara Ladyman

Aims & Objectives

A general introduction to all medical specialisms with a range of individual and group exercises for staff who need to make sense of medical terminology. The programme will assist them to work accurately, efficiently and confidently. A comprehensive workbook for reference is provided for each participant. The workshop will provide new and non-clinical staff with the essential tools to undertake and confidently handle medical jargon in the workplace.

- Origins and structure of medical terms
- Anatomy & physiology of the human body
- Diseases and conditions associated with specialist areas
- Surgical procedures, diagnostic tests and investigations
- Medical abbreviations, symbols and acronyms

Cost: £85

Venue: Ashfield Surgery, 1 Perrydown, Beanhill, MK6 4NE

Date: Wednesday Feb 22nd

Time: 09.30 ~ 16.30

Lunch: Please Take own

March

Receptionist Front Line Skills Programme



For those who have joined the team within the past 9-12 months

Tutor: Sara Ladyman

Aims & Objectives

- Confidentiality, data protection and FOI
- Basic principles of copyright legislation
- Risk management
- Health & Safety
- Understanding stress
- Communication
- Emotional intelligence
- Dealing with difficult patients and situations

Cost: £160

Venue: Hilltops MC, Kensington Drive Great Holm MK8 9HM

Date: 1st & 8th March

Time: 9.30 - 16.30

Lunch: Please bring own

April



Introductory Workshop in Medical Terminology

For: Medical secretaries, data analysts and others who would find this useful

Tutor: Sara Ladyman

Aims & Objectives

A general introduction to all medical specialisms with a range of individual and group exercises for staff who need to make sense of medical terminology. The programme will assist them to work accurately, efficiently and confidently. A comprehensive workbook for reference is provided for each participant. The workshop will provide new and non-clinical staff with the essential tools to undertake and confidently handle medical jargon in the workplace.

- Origins and structure of medical terms
- Anatomy & physiology of the human body
- Diseases and conditions associated with specialist areas
- Surgical procedures, diagnostic tests and investigations
- Medical abbreviations, symbols and acronyms

Cost: £85

Venue: Wye Valley Surgery, 2 Desborough Ave, High Wycombe, HP11 2RN

Date: April 20th

Time: 09.30 ~ 16.30

Lunch: Please Take own

May



Introduction to wound Care. HCA's

- Anatomy & Physiology of the skin
- Mechanism of injury
- Wound healing and possible complications
- Management
 - Introduction/overview of available dressings
 - Aseptic skills
 - Cleaning solutions
 - Closure techniques including skills development in simple skin closure
 - Suture and staple removal

This workshop is provided over a full day session

Cost: £125

Venue: Ashfield Surgery, 1 Perrydown, Beanhill, MK6 4NE

Date: April 15th

Time: 09.30 ~ 16.30

Lunch: Please Take own

June 2012



Flu' Vaccs 2 Day Programme For Health Care Assistants

Tutor: Gary Jones CBE, FRCN

2 days

Date 13th & 27th June. Please book early.

Immunisation/Vaccination & Drug Administration course (2 days)

There are formal teaching sessions, pre teaching activities and post teaching questions to be answered between study days, competency development in the workplace and a final in class assessment. The training encompasses

Day 1

- Communication, developing partnerships and legal issues (consent, confidentiality, negligence, vicarious liability)
- An understanding of how immunity works and types of vaccines
- General immunisation policies as laid down by the Dept of Health
- The types of conditions vaccinations are used for

Day 2

- The types of vaccinations the HCA will be involved in – the composition, benefits and contraindication
- Storage and handling of vaccines
- Administration – areas to give, needles to use, injection technique
- Practical skills development
- Anaphylaxis
- Records

Competencies are linked with the training. Course related questions are undertaken as part of the assessment.

Date: 13th & 27th June

Venu: Hilltops MC, Kensington Drive, Great Holm, MK8 9HN

Time: 9.30 ~ 16.30

Lunch: Please bring

Cost: £295.00 (for 3 days) £350 to those outside MK

July

2 Day Front Line Medical Receptionist Front Line Skills Programme

Tutor: Sara Ladyman

Aims & Objectives

- Confidentiality, data protection and FOI
- Basic principles of copyright legislation
- Risk management
- Health & Safety
- Understanding stress
- Communication
- Emotional intelligence
- Dealing with difficult patients and situations

Cost: £160

Venue: Wye Valley Surgery, 2 Desborough Ave, High Wycombe, HP11 2RN

Date: 10th & 18th July

Time: 9.30 - 16.30

Lunch: Please bring own

Course programmes that can be organised upon request

Becoming an HCA

Anatomy & Physiology for Health Care Assistants

A Competency Driven Programme supporting all HCAs working in General Practice

Tutor Gary Jones CBE

The Health Care Assistant course is to enable current non-clinical staff to gain a range of clinical skills that will enable them to provide a clinical support service to medical and nursing staff. Competency to perform the various skills will be assessed by nursing and medical staff. This programme will support underpinning knowledge for all Level 3 qualifications.

Role of the Health Care Assistant (HCA)

The role of the HCA will vary dependant on the health care setting, however in the majority of cases it will encompass the following skills:

- Communication/Developing Partnerships with patients/clients
- Measuring height/weight
- Calculation of Body Mass Index
- Venepuncture/capillary blood samples
- Pulse and Blood pressure monitoring
- Recording an ECG
- Recording of Peak Flow
- Urinalysis/Collecting MSU
- Emergency Aid
- Wounds and wound care

To enable students to understand the rationale and have the underpinning knowledge base to the clinical skills the course will also include the following:

- Law in relation to daily practice
- A general understanding of the human body including the cardio-vascular system, respiratory system, urinary system, anatomy/physiology of the eye and skin.

The course comprises three parts:

- Pre teaching reading/activities based on the course content
- Teaching sessions
- Post teaching supervision/assessment of competency

Course Design

The course has been designed so that following the pre-course work and formal teaching sessions candidates can gain competencies in all the above skills. Each student has a nurse (or GP) mentor in the practice . The programme has been developed using a collaborative approach.

Our course tutors are Gary Jones CBE, Fellow of the RCN and Florence Nightingale Foundation and Sally McCornack, who is the clinical assessor for all programmes and course tutor for the CPD programme.

Effective Recruitment and Selection

Preparing to recruit, setting the scene and using the selection tools: job description, person specification and application form

The recruitment interview:

- Structuring and opening the interview
- Getting people to talk, rapport building
- Questioning using competency-based questioning
- Listening, reflecting and clarifying
- Controlling the interview
- Closing the interview
- Evaluating the information and making a decision

Scenarios to apply skills



2 Day Reception Managers, Team Leaders and Supervisors

For those who have taken on a new role or are aspiring to a new position.

Tutor: Steve Machan BSc, MA, PGCE

By the end of this programme those aspiring to new roles requiring people management will have grasped a good understanding about the differences between the way behaviour is influenced and shaped and power and control.

Day 1

How can I get the best out of my team and what does my role involve?

Leadership Skills – What are they?

Leadership styles – Authoritarian to Democratic

Self Confidence – How can you maintain it?

Assertive, Passive and Aggressive behaviors.

Team Roles, including a team challenge.

Team Development theories.

Listening Skills

Day 2

Learning and Learning Styles – understanding how we learn, and discovering our own styles.

Motivation - Theories of motivation, extrinsic and extrinsic motivators. What motivates you? **FISH** resources

The Art of Delegation – Theories of delegation. How could it work for me?

Managing Change - How does change affect people and why? The Change Resistance Zoo. Who moved my Cheese?

Managing Meetings Effectively

Appraisal systems (It's more than an annual chat!)

Dealing with aggression

Giving Feedback – The rules for providing your team with feedback they can actually use.

The days are interspersed with team games and exercises to try with your team.

Cost: £175

Venue:

Date:

Time: 9:30 to 16:30

Helicobacter pylori Testing

Tutor: Ruth Tompsett

Cost: £30

Venue: CMK Medical Centre, Bradwell Common.

Date: TBA

Time: 13.00 ~ 14.00

2 Day Experienced Receptionists' Development Programme

This programme has been designed to meet the needs of those who have worked on the front line for a while, but would like to work with others to share ideas, and best practice. Delegates will work on topics including:

- Advanced Communication Techniques
- Dealing with difficult people (including patients)
- Supporting other team members
- Assertive behaviors
- What's my style?

Tutor: Steve Machan BSc, MA, PGCE

Venue: TBA

Date: TBA

Time: 9.00 ~ 16.30

Lunch: Please bring own

Cost: £175 for the two days

Assertiveness and Interpersonal Skills

The aim of this workshop is to enable delegates to improve their interpersonal skills in the workplace. The workshop will focus particularly on the core skill of assertiveness. During the workshop delegates will learn specific techniques for improving their assertiveness, and how to give and receive feedback. The day is divided into four sessions and will cover:

What Interpersonal Skills are
Defining Assertiveness
Recognising Non Assertive Styles
Benefits of Improving Assertiveness Skills
Rights of Individuals
Assertiveness at Home & Work
Blocks to Assertiveness
How to Say No
The Feel Good – Perform Well Cycle
Strengths & Achievements
A Positive Approach
Four Tactics for Improving Assertiveness
Nine Top Tips for Assertiveness
The Importance of Feedback
Giving Feedback
Receiving Feedback

Tutor: Thornfields
Venue: TBA
Date: TBA
Time: 9.30 ~ 16.30
Lunch: Please bring own
Cost: £115 (Approx)

Venepuncture/Phlebotomy

Tutor Gary Jones CBE

For those who have had no previous knowledge or experience of taking blood.

Aims & Objectives

This course has been introduced to support a new post being phased in to primary care and can form the first phase of training for HCAs. It is recommended that each person wishing to undertake this training and carry out this role be supported by one of the GPs or practice nurses. This course is in 2 stages

- Self directed study – A workbook will be provided covering anatomy and physiology
- Training day followed by 10 supervised and logged sessions, final assessment by lead GP. The venepuncturist can then be added to the practice policy following a letter from the GP to the MDU
- Venepuncture within the wider context of communication, legal and professional issues in healthcare
- Circulation of blood, content and the position of the veins and other related anatomy within the upper limbs
- The need for venepuncture and the appropriate veins to access
- Demonstration of the procedure using a manikin arm
- Student practice on the manikin arm
- Possible complications, risks and infection/safety precautions for the procedure

The venepuncturist can then be added to the practice policy following the training day and 10 supervised and logged sessions, final assessment by lead GP and a letter from the GP to the MDU. Competency sheets are issued for supervised workplace development.

Max. 12 students (Please book this workshop early as places are limited)

Cost: TBA
Venue: TBA
Date: TBA
Time: 09:30 to 16:30
Lunch: Please bring own

Registering Patients from Overseas

Half day

Still one of our most popular workshops because this continues to be one of those DoH grey areas. Previous guidance has stressed the importance of understanding the concept of “Ordinarily Resident” patients. This has all changed.

- What are the rules?
- Ensuring we are registering visitors who are entitled to treatment
- Identifying fraudulent documents
- Visas – what are they saying?
- Avoiding discrimination
- Getting a robust system in place
- Strategies for ensuring we can cope

Management Fundamentals

The Building Blocks of Effective People Management

Organised into 4 half day or 2 full day workshops

This can be also commissioned for individual groups or used for Protected Time Sessions

Appraisal Skills

Appraisals within the context of your Medical Centre

Preparing to appraise - the manager and the member of staff – setting the scene and the value of pre-appraisal

The appraisal interview:

- the skills of structuring, questioning, listening, reflecting and clarifying
- Giving effective feedback – both praise and criticism
- joint problem solving and summarising
- taking notes and completing the form
- defining and writing clear objectives
- establishing responsibility for development plans
- ensuring follow up and monitoring the individual’s progress

Scenarios to apply skills

Effective Meetings

Setting the scene – summarising the factors that contribute to effective meetings

Effective chairing skills

- Setting ground rules
- ‘Signalling’
- Questioning – ‘pose, pause, pounce’
- Listening
- Summarising
- Using the minute taker
- Problem solving skills; a little bit of ‘blue sky thinking’
- Being assertive whilst creating a ‘win/win’ outcome – handling asides and distractions
- Recognising the roles others play

Scenarios to apply skills

Persuading, Influencing and Delegating

Developing our communication skills still further:

- Questioning - the three degrees
- Understanding ‘push’/ ‘pull’ styles of communication
- Are we speaking the same language? - Understanding other people’s preferred communication styles

Developing the team and working effectively:

- Delegating effectively – whose job is it any way?

Taking work forwards and still keeping things under control

Learning Networks
Learning, Development and Education for GP Practice

Return forms & cheques to:

Christina Machan
 Learning Networks
 46 Wenning Lane
 Emerson Valley
 Milton Keynes
 MK4 2JF
 Tel: 01908 507200

BOOKING FORM

<i>Training course title</i>	
<i>Date of course</i>	
<i>Delegate's name</i>	
<i>Delegate's Job title</i>	
<i>Telephone number</i>	
<i>Practice name</i>	
<i>E-mail address (for confirmation)</i>	
<i>Delegate's mobile no. (for emergencies)</i>	

Cost of training - cheque in advance Please send a cheque made out to **S.P Machan** with a booking form to: Christina Machan at the address above. There is the facility to pay by **BACS - Payment Details: Account, SP Machan; Acc Num: 03087155, Sort Code: 119100**. Please mark your booking form to show that this facility has been used.

We welcome surgeries offering a venue for our training programmes. In return we offer a free place on the course.

Date	Course	Venue	Cost of course	Free place claimed?

Please note: in the event of a delegate being unable to attend the course, it would be appreciated if we could have a minimum of ten working days notice to enable us to make the necessary cancellation arrangements or to "slot" another person in if there is a waiting list. Failure to comply with this notice period will result in your surgery being charged for this course.

AUTHORISING SIGNATURE.....DATE.....
 (I.e. Practice Manager, Lead Practitioner etc)

Late Bookings - we will always try to accommodate you, so it's never too late to ring.

Please either email Christina on spmachan@aol.com or phone her on 07742 675000 if you have a late booking, we can then start to action your request whilst the form is on its way.

Please assume you have a place unless you hear otherwise. Please do contact Christina in the meantime if you have any queries.