



WELCOME to the first *health:mk* Learning, Development & Education Newsletter

Following the changes in the previous training provision with Bucks PCT a new learning and development programme for all primary care teams is being launched through *health:mk*. We would like to introduce Steve and Christina Machan who will be supporting you in your learning and taking this process forward. Christina is responsible for planning, preparing, developing and implementing all programmes across primary care whilst Steve is taking a strategic and technical role and supporting e-learning. He has created a new website which is being launched on 1st September. Do give it a try.



John Parnell *health:mk* Director and
Jeannie Ablett Managing Director.



Christina Machan

You will now have access to many integrated learning programmes, open to anyone who feels it would be beneficial to his or her role. For example there will be four focused half day mini management sessions. Delegates can do two in one day or dip into the section they feel they need. These will be open to nurses, team leaders, supervisors, reception managers and new managers. There will be no divide between different job roles as before: we will be encouraging all primary health care teams both in practice and the community to learn and develop together. There will also be support for all staff as we open out a new e-learning programme. We welcome your feedback not only for our training needs analysis but at any stage of the learning cycle or any part of the year, please send this to christina@learningwithhealthmk.org



Steve Machan

LOOK OUT FOR THE NEW WEBSITE Download your own event diary

www.learningwithhealthmk.org

In this issue:

*The future of training for MK
'Flu vacs courses
Care Planning for Diabetes
E-Learning
OU HCA Diploma Awards Ceremony
Photographs
The CME Team
Autumn Conference
Course/workshop diary*



Running September - 'Flu Vaccs

The 3 day Influenza Vaccination Programme will be open to HCAs with an OU Diploma or NVQ L3 from across Primary Care. The work of HCAs is fully supported by the PCT. The new programme will be running locally at **NHS Direct on the 8th & 26th September and the 10th October.**

All interested staff welcome from practices, care homes, prisons, or community. This programme is now in its third year, and is already supporting nurses at this busy time of year. It provides a comprehensive guide to the law, medical ethics, practical skills and anaphylaxis. If you want to find out more, go to <http://www/learningwithhealthmk/hcafluvacs.htm>

Helicobacter pylori breath test training September 25th.

3 short sessions running through lunchtime at Parkside MC from 12:30 - Book your place now.

Contact Christina on 07742 675000 to check availability or to discuss workshops in more depth.

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christina@learningwithhealthmk.org

Please share this newsletter with colleagues
It is for all primary care staff

CME and Practice Nurse Development Join with *health:mk* to Provide an Integrated Education Strategy.



health:mk has teamed up with the Continuing Medical Education team of Karen Folwell and Amitha Woodward. Linda Bridges, Practice Nurse Development Facilitator also supports them in their excellent work. Amitha and Karen are part of the CME committee and link with the GP tutor Nessian Carson. As CME advisory nurses their remit is to support CME nurse members, facilitate appraisals and support with personal development plans.

They represent practice nurses at training and development meetings and have had input into the topics for the CME study day programme. They also organise independent CPD meetings. This will allow us to integrate courses and workshops,

so that they are available to all. The CME team has always striven to provide a high quality programme, supporting the needs of local nurses. The CME team has also been careful not to exclude people who may benefit from any development opportunities, but this new integration will help to spread their good work to a wider client base.

A new integrated programme of clinical courses is currently under construction. By working together we aim to provide the best opportunities possible for your continuing development needs. Please contact Christina if you wish to contribute your thoughts to the developing programme.



Karen Folwell, Linda Bridges and Amitha Woodward



Spotlight Linda Bridges

"I can honestly say I love my job. Not all PCTs have a PPDF so Milton Keynes is quite unique. My role is strategic to act as a link between GPNs and the PCT, I attend at least 10 different meetings representing Practice Nursing. I also support nurses by offering mentoring and coaching. I try and develop strong working relationships with Practice Managers so that I can support them with developing the practice team. I undertake an annual GPN and HCA audit, which this year included Phlebotomists. This will help to develop workforce planning defining learning and education needs hence my close working with the CME Nurses and other education suppliers. This role is for 15 hours a week: the other 15 hours I am Team Leader for the Peripatetic Nursing Team which consists of eleven nurses and one HCA."

CME Programme

The current annual fee for CME membership is £25. Membership available to GPNs, DNs, HVs, School Nurses, Prison Nurses, HCAs and others (eg nursing home employees. For this, 10 study sessions will be provided (including updates). It also provides free access to Thursday lunchtime meetings.

Workshops organised so far include:

- Understanding Blood Test Results
- Flu Vaccs Update
- Urology

All sessions are open to non-members at a cost of £20 per session.

All sessions appear on the *health:mk* calendar of events on the back page. You can also download a copy from the website.

<http://www.learningwithhealthmk/CoursesCMEProgramme.htm>

New Courses

We have put together a range of new programmes in bite sized chunks; these can be bolted onto others running in the series to enable a longer period of learning. Many of them will support a range of roles addressing team working. The *new* 'In Focus Medical Terminology' programmes will support data analysts, HCAs, medical secretaries and new nurses. They can be used as updates or new learning sessions. If you are involved in Read Coding, just imagine how much easier it will be if words and phrases are not going over your head!

There will also be a brand new 2 day Receptionists' Programme. As well as essential front line skills, learning includes copyright legislation, data protection and confidentiality and understanding people's emotional intelligence.

Look in the website for a downloadable calendar, and pages describing each course in detail, as well as articles supporting learning (eg find out for yourself about emotional intelligence).

Focus on Care Planning

One initial area of focus will be Care Planning for Diabetes. Care planning can be defined as a process that offers people active involvement in deciding, agreeing and owning how their diabetes will be managed. It aims to help people with diabetes achieve optimum health through a partnership approach with health professionals in order to learn about diabetes, manage it and related conditions better and to cope with it in their daily lives. Care planning is one of the key interventions required to achieve Standard 3 of the Diabetes National Service Framework: empowering people with diabetes.

Taken from "Care Planning in Diabetes", a joint publication of DOH and Diabetes UK - available here http://www.diabetes.nhs.uk/downloads/care_planning_in_diabetes_report.pdf

In the future, guidelines and toolkits will be made available for the care of other chronic conditions, so come along to a workshop and find out what Care Planning is all about.



Core Learning Unit

E-Learning

A common gripe is the amount of time taken up by statutory and mandatory training. People rarely deny the benefits, but they do wish that they were not taking up so much valuable training time. Enter E-Learning.

E-Learning allows you to complete courses in the comfort of your office or home, when you are ready, and in whatever length sessions you wish. You may have an unexpectedly free afternoon. Why not have a go at the Fire Awareness Module? It's interactive and fun to do.

A selection of courses, which includes many stat and mand topics is available from the Core Learning Unit, once part of the NHS University. They can be accessed over the Internet. The Strategic Health Authority has paid for the modules for at least the next three years, so it's a good time to have a go. You don't need to do a module in one go. They remember where you have got to.

Core Learning Unit modules currently available include:

- **Infection Control** – approximately 2 hours to complete the core module
- **Fire Safety Awareness** – approximately 2 hours to complete
- **Health & Safety Awareness** – approximately 1 hour to complete
- **Manual Handling** – approximately 2 hours to complete
- **Child Protection** – approximately 1 hour to complete
- **Respect for People** – Equality & Diversity
- **Welcoming Disabled People** – Disability Awareness

See the website for more details, or contact Steve@learningwithhealthmk.org for more details, and help on getting going. We are happy to visit you to get you started.

HCA Open University Diploma Awards Ceremony

Fourteen Health Care Assistants from Milton Keynes, both community and practice, graduated on June the 26th with The Open University Diploma for Health Care Assistants. They were joined by twenty others from across Buckinghamshire and four people from outside the county. It was a lovely celebration held at Claydon House. Paul Vaughan, National Project Lead for HCA initiative (now HCA Advisor for the RCN) and Dr Kate Clarke, Director of OUVS presented certificates to all our new Graduates and their Mentors. Guests from RCN Strategic Alliance and the British Journal of Health Care Assistants were in attendance.



Deborah Wells Christina Machan Amanda Gray

The OU Diploma is in the process of being broadened and updated; work is ongoing with the RCN Strategic Alliance. The Diploma remains the only competency-driven HCA programme to teach core clinical skills and so far 84 people have qualified and 57 people are in the process of qualifying. The new programme will begin early in 2010 and will be open to all aspiring HCAs in practice, community, care homes and prisons. There will be many updates and supporting courses open to all HCAs in the interim. In addition HCAs will be welcomed at all clinical updates and CME programmes.



Successful Milton Keynes HCAs, with some of their nurse mentors on the lawn of beautiful Claydon House.

Some of our HCAs receiving their diplomas from Dr Kate Clarke, Director of OUVS.



Jo Service (Community, NPHC)



Leah Burley (Furzton)



Betty Barker (CMK)



Marie Maynard (Willen Village)



Paul Vaughan, National Project Lead for HCA initiative, WiPP enthraling the audience.

Download your own photograph at <http://www.learningwithhealthmk/HCAAWardsCeremony2008.htm>

Surgery Training Rooms?



If you have a room that you feel you could loan out for a training event we would like to hear from you. We are keen to ensure that the programme is local, set in central locations and accessible to everyone irrespective of having a car. Please contact Christina on the address below if you feel you could host a session. In return we offer a free place on the course.

Representatives Needed for New Training Group

We are committed to making this new learning and development function flexible but most of all *yours*, and to do this we will need your feedback and support. In the next few weeks we will be asking for representatives from each part of the team to form a focus and feedback group. We will need a PM, Nurse, HCA, secretary, team leader/reception manger and a receptionist If you are interested or would like to nominate someone then please contact Christina on 07742 675000 or

christina@learningwithhealthmk.org.

Book Early

See the table on the back page for courses and workshops that have been organised so far. They can be booked at any stage but to ensure we have a viable number and don't incur unnecessary charges in cancellation fees for either venues or trainers please book early and *please* don't leave it to the last minute!

LOOK OUT FOR THE NEW 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 will contain 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's future.

AUTUMN CONFERENCE 6 November

Please don't delay in booking your place on this Autumn's conference "Smiling Through Gritted Teeth". This is suitable for all administrators, secretaries and receptionists. It promises to be a fun-packed and entertaining way of meeting the challenges faced in everyday work.



Places will be limited, so get your place early. See the website for further details.

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. Why not put yours towards a 'Flu Vaccs programme coming up in September, or an Open University Openings programme? (for more information - see website.)

When do your Good Ideas Come?



When you get your Training Needs pro forma, do you sometimes think "I know there was something I thought of"?

Creative thought and needs proformas don't always coincide. That's why we want to hear from you **at any time**, not just once a year. When you have a great idea for education and development, let us know whilst you are still inspired. We can work with you, or take it from there. Pick up the 'phone and call Christina on 07742 675000, or email us.



Diary of Events

ID	Date	Start	Finish	Course Title	Cost	Venue
552	08-Sep-08	09:30	16:30	Flu Vaccs	£ 190.00	NHS Direct
576	12-Sep-08	09:30	13:30	Urology (CME)	£25/CME	Postgrad Centre MK Hospital
563	17-Sep-08	10:30	16:30	Care Planning Training (Diabetes)		Heron's Lodge MK
555	24-Sep-08	09:30	16:30	Introductory Workshop in Medical Terminology	£ 75.00	To be confirmed
575	25-Sep-08	12:30	14:30	Helicobacter pylori testing (short lunch time sessions)		To be confirmed
553	26-Sep-08	09:30	16:30	Flu Vaccs day 2	As above	NHS Direct
566	26-Sep-08	09:30	16:30	Flu Vaccs Update (Nurses via HPA)		Postgrad Centre MK Hospital
	October			Read Code/Data Quality Seminar (Basic/Refresher)	£ 60.00	
	October			Read Code/Data Quality Seminar (Advanced)	£ 60.00	
567	07-Oct-08	09:30	16:00	New Receptionist Front Line Skills Programme (Day 1 of 2.5)	£ 175.00	TBC
551	10-Oct-08	09:30	16:30	Flu Vaccs day 3	As above	NHS Direct
577	10-Oct-08	09:30	16:30	CME Programme (Subject TBC)	£25/CME	Postgrad Centre MK Hospital
562	10-Oct-08	09:30	13:00	Interview Skills (half day)	£ 55.00	Parkside Medical Centre
568	22-Oct-08	09:30	16:00	New Receptionist Front Line Skills Programme (Day 2 of 2.5)	As above	TBC
578	29-Oct-08	09:30	13:00	New Receptionist Front Line Skills Programme (Review - half day)	As above	TBC
	November			Venepuncture	£ 75.00	
	November			Cannot Miss: Must Not Miss (A guide to nurse-led triage 2 day)	£ 195.00	
564	06-Nov-08	09:30	16:30	Smiling Through Gritted Teeth Conference (non clinical staff)	£ 15.00	Christ the Cornerstone Church
574	13-Nov-08	09:30	12:30	Pensions Update	Free	Parkside Medical Centre
560	18-Nov-08	09:30	13:00	Employment Law (half day)	£ 55.00	To be confirmed
561	03-Dec-08	09:30	13:00	Recruitment & Retention (half day)	£ 55.00	To be confirmed
579	12-Dec-08	09:30	16:30	CME Programme (Subject TBC)	£25/CME	Postgrad Centre MK Hospital
580	14-Jan-09	09:30	16:30	CME Programme (Subject TBC)	£25/CME	Postgrad Centre MK Hospital
	February			Intro to ear care (2 days)	£ 150.00	
556	04-Feb-09	09:30	16:30	Medical Terminology in Focus (Gynaec, Obs & Musculo Skel)	£ 75.00	Parkside Medical Centre
554	18-Feb-09	09:30	16:30	Understanding Blood Test Results	£25/CME	Postgrad Centre MK Hospital
558	20-Feb-09	09:30	13:00	Bid Writing (half day)	£ 55.00	Parkside Medical Centre
557	25-Feb-09	09:30	16:30	Medical Terminology in Focus (Cardio Syst, Care of Elderly)	£ 75.00	To be confirmed
	March			Ear Care Day 2		
573	04-Mar-09	09:00	12:00	CME Programme (Subject TBC)	£25/CME	Postgrad Centre MK Hospital
559	10-Mar-09	09:30	13:00	Presentation Skills (half day)	£ 55.00	To be confirmed
569	18-Mar-09	09:30	16:30	Medical Terminology in Focus (ENT & Dermatology)	£ 75.00	To be confirmed
570	21-Apr-09	09:30	16:30	Medical Terminology in Focus (Urol, Endocrinology & Resp)	£ 75.00	
	April	09:30	16:30	Wound Care HCA & New P Nurse	£ 75.00	To be confirmed
	April	09:30	16:30	Venepuncture	£ 75.00	To be confirmed
	May	09:30	16:30	Wound Closure Advanced Nurses	£ 75.00	
572	20-May-09	09:30	16:30	Medical Terminology in Focus Oncology, Haem & Microbiol	£ 75.00	To be confirmed
571	23-Jun-09	09:30	16:30	Medical Terminology in Focus Neuro, Ophthal & GI	£ 75.00	To be confirmed

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@learningwithhealthmk.org