



# Project Update

Your Monthly Update of Projects From North Staffordshire GP Federation

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[www.findmealocum.co.uk](http://www.findmealocum.co.uk)

### \*\*\*ADVERTISE your GP Locum sessions\*\*\*

The Federation have over 45 GP locum doctors registered on Findmealocum.

We have a good supply of locums requesting GP sessions. This month has seen an increase of locum sessions added to findmealocum which is resulting in GP locums competing for the same sessions.

Please can you advertise your locum sessions whether adhoc, short or long term. Any queries please email: [Lucy@Howbeckhealthcare.co.uk](mailto:Lucy@Howbeckhealthcare.co.uk)

## GP Vacancies

Over the last month the workforce team have been contacted by 8 GP locums and 5 GPs relocating to the area and we continue to liaise with the ST3s from the VTS scheme. There are over 20 ST3s finishing this year, with the majority wanting to remain working locally in North Staffordshire.

In order for us to share and promote your GP vacancies, it is imperative you update and forward any vacancies on to us.

This is a free advertising resource to help you. Vacancies to be emailed at any time to: [Lisa.Dulson@northstaffs.nhs.uk](mailto:Lisa.Dulson@northstaffs.nhs.uk)

See our website for current vacancies (<https://www.nsgpfed.org.uk/jobs/>).



## First Aid Training—Do you need to train your staff?

The age old question! Well, hopefully we have found the answer for you. The Health and Safety Executive (HSE) (<http://www.hse.gov.uk/firstaid/legislation.htm>) state that 'adequate and appropriate' first aid measures should be put in place in any workplace, including personnel, equipment and facilities and that what you do provide should be based on an up to date risk assessment.

In addition, the BMA stated that 'provided they can demonstrate current knowledge and skills in first aid, the training and experience of a GMC registered and licensed doctor or a NMC registered nurse, qualifies them to administer first aid in the workplace without the need to hold a First Aid at Work or equivalent qualification. (<https://www.bma.org.uk/advice/employment/gp-practices/gps-and-staff/practice-staff-training-resource>).

Therefore, we suggest that if you always have a clinician on site, there is no need to train your other staff, as long as you have documented this in a risk assessment. However, if there are occasions you and your staff are working without a clinician on site, or you prefer to have additional first aid cover, then you should get a member of your team trained as a Workplace First Aider. **See next page regarding how you could access this training for FREE!!**

## Practice Manager Training

### Practice Manager Training with Thornfields Training:

We continue to deliver Practice Manager development sessions with Thornfields Training. Due to the Contract Event on 28th February 2019, we have had to move our LAST session of the Emotional Intelligence training to 11th March 2019.

To book a place on this training, or any of the other sessions, please follow the Event Brite Link and quote the password PM2018. Alternatively contact Lisa Dulson, PA to the Federation for more information.

Course	Date	Session Times	Venue	Event Brite Link	Places remaining
Emotional Intelligence and Personal Resilience <b>**LAST SESSION**</b>	11/03/2019	1.30pm to 4.30pm	Leek Fire Station Springfield Road, Leek, ST13 6LQ	<a href="https://www.eventbrite.co.uk/e/emotional-intelligence-personal-resilience-training-tickets-49812256801">https://www.eventbrite.co.uk/e/emotional-intelligence-personal-resilience-training-tickets-49812256801</a>	12 places— book in NOW
Managing Change in General Practice	05/03/2019	9.30am to 12.30pm	Blythe Bridge PCC, Uttoxeter Road, Stoke on Trent ST11 9NT	<a href="https://www.eventbrite.co.uk/e/managing-change-in-general-practice-tickets-49812484482">https://www.eventbrite.co.uk/e/managing-change-in-general-practice-tickets-49812484482</a>	8 places remaining— book NOW
Leading People in Primary Care	20/03/2019	09.30am to 4.30pm	Borough Arms Hotel, 26 King St, Newcastle ST5 1HX	<a href="https://www.eventbrite.co.uk/e/leading-people-in-primary-care-tickets-49812567731">https://www.eventbrite.co.uk/e/leading-people-in-primary-care-tickets-49812567731</a>	Fully booked

### **\*\*We Heard You\*\***—Training for Practice Administration and Reception Staff

Following your feedback via our Satisfaction Survey at the end of 2018, you said you wanted more training opportunities for your Administration and Reception Teams. Therefore, we have managed to source some Customer Care Training, specifically aimed at Practice staff, which will cover:

- Care Navigation
- Telephone and Face to Face Customer scenarios to work through
- Dementia Awareness
- CCG Updates



We are currently in the process of confirming dates and booking venues, so keep a look out in future issues of the Newsletter and via emails for full details.

### Do you want access to **FREE** Training for your Team?

As noted in the previous Newsletter, the Federation recently signed up to Stoke on Trent City Council's free training service. Through a variety of funding streams the City Council offer training in areas such as Leadership and Management Training, basic and intermediate MS Excel, and Customer Service training completely FREE.

The service is available to any business across North Staffordshire who employ less than 250 staff and have a turnover of less than £50 million.

If you would like to access these courses, then contact Steven Rogers at Stoke on Trent City Council at [Steven.Rogers@stoke.gov.uk](mailto:Steven.Rogers@stoke.gov.uk). Steven will arrange to come out and meet with you and complete the registration paperwork, once complete you can enrol as many staff as you wish on as many of the Free courses as you need. Its that simple!



## Midlands Frailty Academy is holding the following training

Two-Day training course on ‘improving the care and management’ of the Frail Older person

The training is fully funded and supports our plans to improve the care of older people in Hospitals, Care Homes and the Community.

**About the course** - two day training course aimed at health and care workers who care for older people

- The Course Director who developed the training course is Dr. Amit Arora, Consultant Physician/Geriatrician at UHNM and Associate Medical Director, MPFT
- The training is delivered by experienced clinical professionals including doctors, senior nurses, senior therapists, dietetics lead, orthodontic dental nurse, patient experience and palliative care teams

**Aim** - Enhance your knowledge and skills in the management and care of older people

**Who should attend** - Nurses, Allied Health Professionals, Nursing/Care Assistants, Community care staff, therapists and any others who wish to enhance their knowledge/skills about conditions affecting older people and solutions

**Learning Outcomes** - The aim of the course is to advance knowledge of common clinical conditions that affect the health of frail older people and their appropriate management

### Two Day Course Dates:

<u>Venue: Dinwoodie Lecture Theatre</u> <u>PGMC, County Hospital, Stafford. ST16 3SA</u>	<u>Venue: Room FF/2 The Academy, Royal Stoke</u> <u>Hospital. ST4 6QG</u>
5 <sup>th</sup> & 6 <sup>th</sup> March 2019	
14 <sup>th</sup> & 15 <sup>th</sup> May 2019	17 <sup>th</sup> & 18 <sup>th</sup> June 2019
2nd & 3rd July 2019	

(Register 8:50m – 16:00pm)

(Coffees & Teas provided throughout the day, please bring your own pack lunch or you can use hospital facilities on site).

Car Parking charge per day is £6.90

### How to book your Place:

- **Internal UHNM staff** please log into ESR and book your place.
- **External delegates** please contact [frailty.academy@uhnm.nhs.uk](mailto:frailty.academy@uhnm.nhs.uk) to book your place (please note a late cancellation or ‘non attendance’ may result in a booking fee being charged)

## DETAILS

### Students

There are a limited number of student places available free of charge if submitting an abstract. We recommend booking as early as possible to avoid disappointment.

Student places are £15.00 thereafter.

### EARLY BIRD RATE

If you book your place by the 31st December 2018, the booking fee is £45.00 for non-RCGP members.

For RCGP members, the early bird fee is £40.00.

AiTs early bird fee is £35.00.

### ABSTRACT SUBMISSION

Abstracts can be submitted via our website ([keele.ac.uk/rcgp](http://keele.ac.uk/rcgp)) until Monday 18th March 2018.

### BOOKING DETAILS

Bookings can be made until Sunday 12th May 2018. Further details about prices etc can be found on the website. If you have any queries, please email [primarycare.events@keele.ac.uk](mailto:primarycare.events@keele.ac.uk)

# RCGP MIDLAND FACULTY RESEARCH SYMPOSIUM

# 2019

ENGAGE, ENTHUSE, ENERGISE

## OUR SPEAKERS



HELEN ATHERTON  
Warwick University



CHRISTIAN MALLEN  
Keele University



RICHARD MCMANUS  
Oxford University

DATE: 23/05/2019

TIME: 9.30AM-4.30PM

KEELE UNIVERSITY, ST5 5BG

Join us for a day of innovation, research and inspiration. Discover the latest research in hypertension and join us in exploring the evidence for newer consultation models, such as Skype. You'll hear about the world leading research that Keele has been working on, from gout to global health and mental health.

This fully interactive day is open to all interested in primary care, from GPs, AiTs and researchers, to medical students and allied health professionals.

We welcome you to submit abstracts on your own research or innovative projects, audits and interesting clinical cases.

Visit [keele.ac.uk/rcgp](http://keele.ac.uk/rcgp) to find out more  
and book your place

## Quality Improvement Facilitator – A free resource for your practice

Do you want to improve your practice in some way? Perhaps save money, release time or reduce your workload? Our FREE Quality Improvement Facilitator can help!

✓ **Appropriate Appointments:**

A tool that clinicians can use to audit how appropriate their appointments are:

<https://www.primarycarefoundation.co.uk/overview-of-the-audit.html>

A look at the demand on your practice and how the things you do can affect the workload. This will change behaviours and processes and help reduce demand.

✓ **Frequent Attenders:**

An EMIS search that identifies your frequent attenders to the practice, which we then review together to identify interventions for high volume users in an MDT meeting format

✓ **Clear job standards:**

To help make the team tasks more visible, trackable and accountable. This work also provides a skills matrix for your team.

✓ **Efficient Processes:**

Looking at saving time/ money / effort , reducing frustrations with working processes

✓ **Well Organised Practice:**

Using workplace organisation methodology, transform your reception and back office area using visual management techniques.

✓ **Team Planning:**

The use of pragmatic planning techniques to ensure the correct level of staffing at year, month and day level

✓ **Common Approach:**

Facilitating discussion and decision making between clinicians to form common approaches, and reducing variation between clinicians (other teams can also use this technique)

✓ **Emails, meetings and interruptions:**

Structured techniques to manage emails and meetings to ensure your time is not wasted and your communications are clear and effective

You may have your own ideas of what you'd like to improve, or one of the themes listed above may interest you. If so, please get in touch [tracy.norton2@northstaffs.nhs.uk](mailto:tracy.norton2@northstaffs.nhs.uk).

## PCN Improvement Leaders Programme - Staffordshire

Dear all

The NHS England Sustainable Improvement team are working in collaboration with the CCGs, STP and the Strategy Unit to pilot an exciting Primary Care Network Improvement Leaders programme opportunity in Staffordshire. See the Programme below

Whilst we understand that the networks and their leaders are currently emerging (and hopefully the event on 28th event will help to provide some further clarity on this), there may be some existing leaders or emerging leaders that may want to take up this opportunity now and therefore we wanted to ensure that everyone is aware of this programme to enable them to register if they so wish.

We apologise for the tight timescales around this but we hope that you will take a look at the programme and give it your consideration.

I look forward to hearing from you as soon as possible

Best wishes

Tracey Cox

Primary Care Development Lead - North Staffordshire and Stoke on Trent

Mobile/Telephone: 07545 423082 / 01782 298269

Email: [Tracey.cox@staffordsurroundsccg.nhs.uk](mailto:Tracey.cox@staffordsurroundsccg.nhs.uk)

### **Primary Care Network Improvement Leaders programme**

Staffordshire CCGs, the Sustainability and Transformational Partnership and Strategy Unit, are working in collaboration with NHS England's Sustainable Improvement team, to pilot a new programme for primary care network leaders across Staffordshire.

The programme is modular and will bring together local Primary Care Network leaders, enabling them to learn and work together and build effective relationships that will help achieve large scale change across the locality. It builds on the success of the principles behind the General Practice Improvement Leaders programme, but with an approach and focus on system-wide challenges and opportunities.

Local network leaders will be asked to bring along a common challenge/priority to work through during the programme e.g. reforming a clinical pathway, developing a new service or addressing a system challenge such as frail elderly.

#### **What are the benefits for you? Learning objectives**

- To help accelerate improvement at pace and scale through the use of tried and tested tools and techniques, to achieve the desired outcomes for the primary care networks for a chosen challenge.
- To equip individuals in primary care networks with transferable practical improvement skills for working at scale across their local health and care system, to help achieve their improvement goals in a complex environment.
- For primary care network leaders to have an understanding of the key principles for large scale change and how to apply these ideas within their local health and care system to help create transformational change.
- To ensure primary care network leaders are confident in applying quality improvement tools and techniques, demonstrating the ability to lead in improvement for quality and safety locally.

Local leaders might include GPs, practice managers, community nurses and Local Authority.

### What does it look like?

The programme is coaching in style and practical in approach, for PCN leaders to mobilise and lead teams through change through the use of tried and tested tools and techniques applied to a local change priority.

Made up of six days and three webinars, the pilot programme will be completed over approximately four months. A preparatory webinar will take place ahead of the first day. Below is what each module day will cover.

Workshop day one	Creating an understanding of the principles for large scale transformational change and creating conditions for change at scale. Creating a shared purpose for your chosen challenge.
Workshop day two	Meaningful engagement with others and building a compelling narrative for your work.
Workshop day three	Tools and approaches: Creating an improvement strategy and practical approaches for making changes.
Workshop day four	Tools and approaches: measuring, testing and scaling up your change.
Workshop days five and six	Building effective relationships for change, including understanding individual motivation and your strengths as a group.

No prior knowledge of managing change or quality improvement is needed.

### To be eligible for a place, participants will need to

- Attend all six workshop days and join the webinars
- Complete all pre-work and other exercises within the timescales given.
- Sign and return the learning agreement.

### How to register

Session	Date	Time
Preparatory Webinar	Thurs 7th March 2019	13.00-14.00
Workshop Day 1	Thurs 28th March 2019	9.30-16.30
Webinar 1	Thurs 11th April 2019	13.00-14.00
Workshop Day 2	Thurs 18th April 2019	9.30-16.30
Workshop Day 3	Thurs 9th May 2019	9.30-16.30
Webinar 2	Thurs 23rd May 2019	13.00-14.00
Workshop Day 4	Thurs 30th May 2019	9.30-16.30
Webinar 3	Thurs 13th June 2019	13.00-14.00
Workshop Day 5	Thurs 4th July 2019	9.30-16.30
Workshop Day 6	Thurs 25th July 2019	9.30-16.30

To book a place please complete the registration form attached. You will be sent a learning agreement. Your place will be confirmed once we have received your signed learning agreement.