



Training

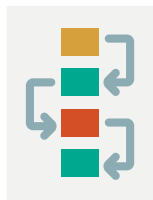


A modern approach to primary care training



PRACTICE INDEX

Our unique process



Plan

The team at Practice Index will work with you to establish specific goals and set out what you would like to achieve long term for your organisation. We can then advise you on the best possible training solutions and explain how this will benefit and enhance your overall strategy.



Engage

We will contact each of the delegates with information about the forthcoming training so they can familiarise themselves with the material and know what to expect on the day. Through a pre course questionnaire, we will also identify what their individual expectations and objectives are before the training begins.



Train

Using accelerated learning techniques, Practice Index will deliver interactive training, ensuring delegates acquire the necessary skills and understanding. In general, we find that a third of each course is about listening, a third is about discussing and a third is about planning how and where to put the knowledge they have gained into practice.



Retain

A summary of learning will be sent to each delegate shortly after the session; this aids information retention and is an important part of the embedding process.

Where applicable, a follow-up virtual workshop (typically lasting one hour) a few weeks after the training will once again reinforce learning and will further encourage participants to apply their new skills in the workplace. The virtual workshop will also help delegates to overcome any obstacles they may be experiencing when implementing their knowledge.

Tailored approach



Customised courses

We understand that there can be no one-size-fits-all approach in primary care.

Therefore, we customise all our training to ensure that it is relevant and applicable to your environment.

Whether you are an individual practice, a group of practices, a PCN, an ICB or a private provider of healthcare services, we will always tailor content to meet your exact requirements.

Our training team

Our trainers predominantly hail from the primary care sector, where they all have in-depth and extensive experience.

As a result, they understand why training is so fundamental to delivering an excellent level of service to patients and other service users.

We have also carefully selected other trainers who are experts in their own field.

The whole training team at Practice Index is committed to ensuring that delegates receive the highest possible standard of training.



Support for managers

Throughout the process, we will provide support to the commissioning manager. This is especially important during the planning stage, which includes conversations about goal setting and how the delegates will benefit from the training.

After the 'Retain' stage, we offer support to the manager to embed learning, identify development and help to reinforce new practices.

We will also supply guides and tutorials to prompt and assist helpful discussions between delegates and their managers.

Popular courses

Advanced Practice Finance

This workshop provides a deeper look at practice finance, covering the key areas to enhance your knowledge, whilst looking at the strategic goals for practice finance and how you can help and support your practice to drive improvement and increase profitability.



Becoming a Successful Practice Manager

This five part course provides a comprehensive overview, covering the key areas of knowledge needed to become a successful Practice Manager. You will learn about general practice in the wider NHS context, the operational and strategic complexities of good practice management, and you will gain an appreciation of the financial landscape of primary care.

Being CQC Ready

This session will explain the need to effectively prepare for a CQC inspection and then remain prepared. The session discusses the areas that the CQC look at during an inspection, whilst offering practical advice for organisations to ensure they are CQC compliant.



Care Navigation Training Course

We discuss the role of the Care Navigator, the principles of care navigation, the competency framework (including broad level descriptors), patient perception (including resistance), confidentiality and the significance of effective communication (including telephone skills).

Popular courses

Chaperones in General Practice

This comprehensive course will explain the occasions when a chaperone is needed, why a chaperone is to be offered to patients, and the crucial role and responsibilities of the chaperone during the consultation.



Conflict Resolution

During this enlightening session, delegates will learn to effectively identify and manage conflict within the workplace. The course will include containing conflict, listening skills and overcoming resistance.

Dealing with Abusive, Aggressive and Violent Patients

The terminology used when dealing with violent and abusive patients will be discussed during this course, along with the associated legislation underpinning practice policy. De-escalation techniques and practical guidance will be given to delegates on how to deal with such patients and the associated administrative procedures.



Digital Transformation for Practice Managers

During this engaging and informative session, delegates will learn the significance of digital transformation within general practice and how it can help improve access and patient experience. The session provides an update of the current plans for digital transformation across the NHS.

Popular courses

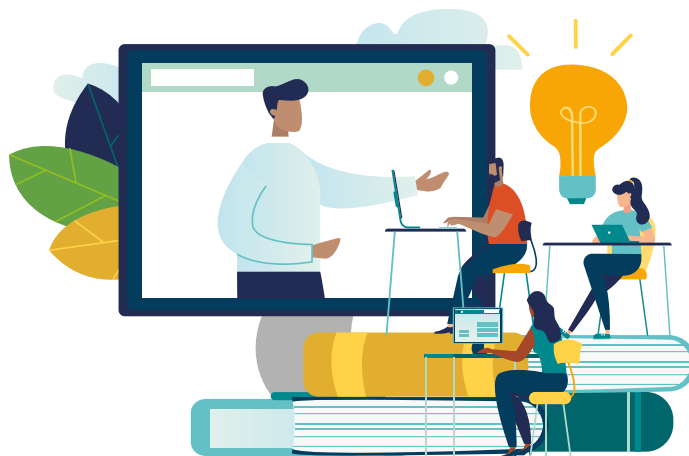
Equality, Diversity and Inclusion

Under the Equality Act 2010, it is against the law to discriminate against anyone because of any of the 'protected characteristics' set out in the Act. Our informative EDI sessions focus on these characteristics and provide a greater understanding of inclusivity in general practice.



Social Media Communications

Ensuring social media engagement is professional, safe and reflective of your practice's personality is something that some people find difficult. In this informative session, delegates will learn some of the fundamental elements of social media communication.



NHS Pensions Update

This informative session will afford managers, and all those with line management responsibilities, the opportunity to refresh their understanding of the sections of the NHS Pension Scheme, associated benefits and allowances linked to the scheme. The session will also explain the McCloud remedy.



Telephone Triage for Receptionists

This session will demonstrate to your reception team how they can engage with patients with confidence, and how they can apply the rules of etiquette to their telephone skills. The session will also explore how reception staff can accurately gather information and formulate an action plan, thereby enhancing the patient experience and ensuring that the patient sees the right person at the right time. The course also covers red flags (or warning signs) that must be acted upon.

Bundles

Our Bundles are a collection of popular courses covering today's hot topics in primary care.



Business Improvement Bundle



Care Co-ordinator Bundle



Care Navigation Bundle



Compliance Bundle



CQC Bundle



Digital Transformation Bundle



Equality, Diversity, and Inclusion Bundle



Finance Bundle



GP Training Bundle



HR Bundle



Leadership & Management Bundle



Practice Manager Bundle

Pick and choose courses to create a tailored training programme for your team.

Full course list

You can view all of our courses here



Can't find the course you are looking for?
We will create it for you!



Management Information Reports



On completion of training we can provide a Management Information Report, which includes:



Attendance



Post session analysis



Session feedback



Future recommendations

Additional support

Tailored flyers for your organisation

**Leicester, Leicestershire and Rutland ICB –
Face-to-Face Training Sessions for Practice Staff**



**Fully interactive and engaging workshops
that deliver the essential information**

**6 on-site sessions of Abusive, Aggressive
& Violent Behaviour (90 minutes)**

There has been a significant increase in cases of abusive, aggressive and violent behaviour towards staff in general practice. This course will focus on the techniques which will give staff the practical skills needed to deal with any type of challenging behaviour.

Objectives

- Understand the impact of abusive, aggressive and violent behaviour on staff, including mental health and retention
- Managing patient expectations and key strategies that can deescalate conflict
- Recognising potentially abusive, aggressive or violent behaviour, such as behaviour patterns and traits
- Understanding how to confidently diffuse abusive aggressive conversations on the telephone – what to say and what not to say
- Reviewing real-life examples
- Understanding your organisation's policies and procedures

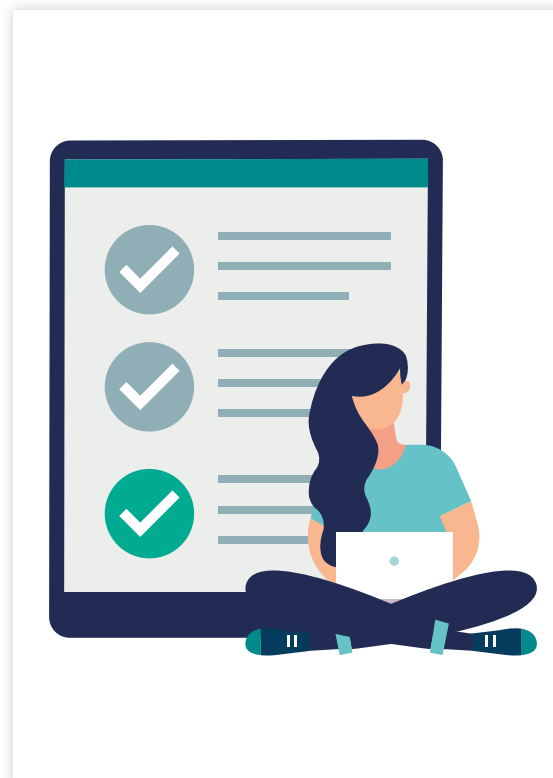
Dates, areas and booking links

| Training for | Date and Time | Book now |
|----------------------|-------------------------|--------------------------|
| County Neighbourhood | 25th January at 1.30pm | Book now |
| County Neighbourhood | 25th January at 3.30pm | Book now |
| County Neighbourhood | 15th February at 1.30pm | Book now |
| County Neighbourhood | 15th February at 3.30pm | Book now |
| City Neighbourhood | 20th March at 1.15pm | Book now |
| City Neighbourhood | 20th March at 3.15pm | Book now |


Commissioned by:  

Delivered by: **PRACTICE INDEX** 

Pre session questionnaires



Post session summary document

 **PRACTICE INDEX**
practiceindex.co.uk

**Employee Retention Virtual Training
Session Summary**

Session overview

The focus of this virtual training session was to provide delegates with an overview of effective employee retention and covered the following objectives:

- Identify ways to collect and analyse data relating to employee retention
- Understand the significance of the onboarding/induction processes
- Appreciate the need to promote a good work-life balance
- Learn how to empower employees in the workplace
- Understand ways to create a positive workplace culture
- Understand the link between employee communication and retention

Factors influencing retention

An overview of the factors which influence retention was given including:

- Recruitment and induction
- Leadership and support
- Empowering employees
- Learning and development
- Team culture
- Work-life balance
- Reward and recognition

Also discussed was the need to create an employee retention plan.

Useful formulas

Delegates learnt how to calculate employee turnover rates using the following formula:

$$\frac{\text{Total number of leavers over period} \times 100}{\text{Average total number employed over period}}$$

Delegates also learnt how to calculate the retention rate (stability index) within their organisation using the following formula:

$$\frac{\text{Number of staff with service of one year or more} \times 100}{\text{Total number of staff in post one year ago}}$$

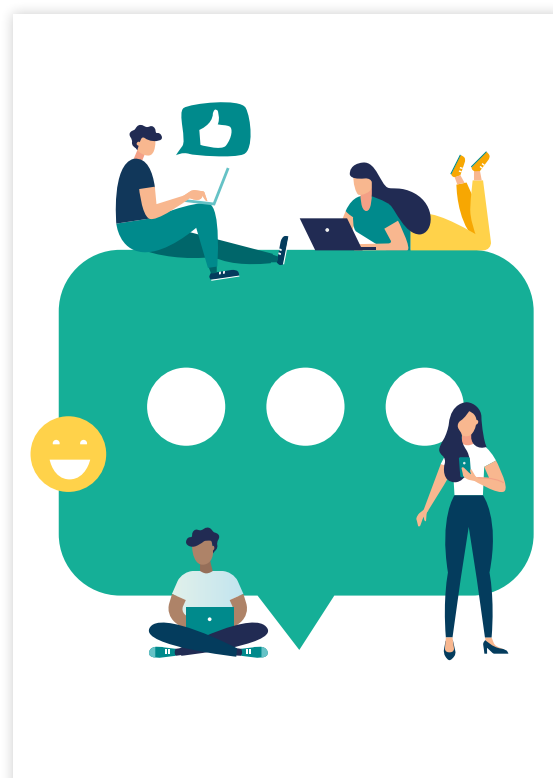
Useful links

NHS employee retention resources:

- [Looking After Our People: Retention Hub](#)

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Post session feedback



Testimonials



"I would like to commend the whole Team at Practice Index. Surrey and Sussex LMCs have worked closely with Practice Index in developing a training menu which will provide support across all levels at GP practices. Practice Index have been engaged throughout, responded promptly to queries, developed training at short notice to meet identified needs, and have a strong ethos of identifying the most constructive and helpful training available. The LMC has received excellent feedback from GP practices, and we look forward to our continuing collaboration."

Dr Julius Parker
CEO
Surrey and Sussex LMCs



"We have used Practice Index to provide training sessions to our Derbyshire practices, they have delivered sessions such as financial, pensions and many other topics. The team provide an amazing service and have a wealth of knowledge. The training sessions are excellent."

Lily Southern
Practice Liaison Support Officer
Derbyshire LMC



"NHS Leicester, Leicestershire and Rutland (LLR) ICB has enjoyed working with Practice Index to train and support our workforce. Our focus was largely on resilience in supporting retention. Practice Index has been very flexible to all of our requirements and by using their team of experts we were able to meet the required outcomes of our ICB."

Glenn Halliday
ICB Workforce Transformation Lead
NHS Leicester, Leicestershire & Rutland
Integrated Care Board



"We have worked with Practice Index to offer a series of training to practice staff. The training delivered was positively received. Delegates responded that they found the sessions they attended to be extremely beneficial, delivered at an easy-to-follow pace and will enable them to feel more equipped and confident on the subject area."

Sylvia Thorpe
Training Lead
Birmingham and Solihull Training Hub



"Practice Index have been great to work with over the past few years. We run multiple courses and events throughout the year and Practice Index do all the hard work for us so we don't have to, from scheduling to advertising, managing bookings, running the sessions and reporting afterwards. The Practice Index team have always been friendly and helpful and there has always been someone available to answer questions. We look forward to continuing working with Practice Index into the future."

Rosa Wyldeman
Operations Officer
Lincolnshire LMC Limited



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