



# Surrey Training Hub

WHATS ON | ISSUE 20 | NOVEMBER 2024

## Welcome

Surrey Training Hub is your 'go to' place for any information about primary care workforce, education, training and development.

**Please consider engaging with our top 2 priorities this month.**

## FREE dementia training for clinical and operational staff

We've joined with Surrey Adults Academy to offer free dementia training run by the Academy open to anyone working in Primary Care. This is a 2-and-a-half-day in-person (Woodhatch Place, Reigate) workshop mapped to the Dementia Training Standards Framework in health and social care settings. Dates: 9th and 10th January with a follow-up session on the 27th February 09.30 to 16.30. If you'd like to attend, email your interest now to: [syheartlandsicb.surreytraininghub@nhs.net](mailto:syheartlandsicb.surreytraininghub@nhs.net)

## Staff Survey

### The 2024 General Practice Staff Survey – Have Your Say

The 2024 General Practice Staff Survey (GPSS) is now open. You should receive your invitation by email this week and will receive regular reminders from the survey provider, Picker, if you haven't had a chance to complete the survey. Some of you will know that the NHS has conducted an annual staff survey for more than twenty years. It is an incredibly robust, credible source of information that helps drive improved working experience.

Until recently this opportunity has not been available to staff working in general practice, however, we want everyone who is part of the NHS to have the chance to feedback on their experience at work, and this starts in general practice for primary care. Given the significant numbers of patients to whom you and your practice provide care and support, your views are important, so please take part and have your say.



# Clinical Training

## December and February Education and Training events



Please check out our [webpage dedicated to the latest education and training events](#) where you'll find the latest dates for Venepuncture, Asthma and COPD, Diabetic Foot Check and more, we have various courses lined up for you. If you don't see a course you would like to attend, please get in touch by emailing [Surrey Training Hub](#) and we can put you on our waiting list or signpost you to an external provider.

[Training Courses : Surrey Training Hub](#)

## Online Training

Surrey Training Hub has access to a number of online webinars & demand learning resources, including Red Whale, Clinical Skills, E-Learning for Health & more which you can access at your leisure. For more information visit our on-demand training page on:

<https://www.surreytraininghub.co.uk/on-demand-training>

## Primary Care Placements

For all enquiries about Primary Care Placements, please email:

[syheartlandsicb.primarycareplacements@nhs.net](mailto:syheartlandsicb.primarycareplacements@nhs.net)



# Clinical Training

## Webinars with Children and Young People asthma team

The CYP asthma team are regularly holding short lunch-time webinars covering various aspects of Asthma in Children and Young People for health care professionals working with Children and Young people with asthma, both primary and secondary care, such as **Impact of Vaping on Asthma** and **Getting to Grips with Asthma** for all health care professionals working with Children and Young people with asthma, both primary and secondary care. Please go to Asthma : Surrey Training Hub to view current dates and to register. Our Asthma webpage has links to various available resources, including **Children and young people asthma toolkit**, provided by Healthy Surrey.

<https://www.surreytraininghub.co.uk/asthma#gsc.tab=0>

## Bite sized learning webinars to help "get to grips" with asthma management

### Getting to grips with asthma: A focus on green prescribing: low carbon inhalers

**5th December 12.30-13.15**

Speaker: Helen Marlow- Lead Respiratory Specialist Pharmacist and NICE Medicines and Prescribing Associate

[Register here](#)

### Getting to grips with asthma: avoidance and management winter triggers, followed by christmas quiz

**12th December 12.30-13.15**

Speakers: Suzanne Bailey- ICS Children and Young Peoples Clinical Respiratory Lead and Lisa cook- Specialist CYP asthma practitioner

[Register here](#)

## Children and Young Persons ADHD LCS webinar

New ADHD webinar on 5 December 2024 , 1 – 2pm. Please check this webpage for agenda and come along:

<https://www.surreytraininghub.co.uk/ADHD-webinar#gsc.tab=0>



# Clinical Training

## Anaphylaxis essentials e-learning course



Instances of people presenting to UK hospitals with anaphylaxis are increasing. In response, the Resuscitation Council UK (RCUK) has created an [anaphylaxis e-learning course](#) that focuses on early identification and treatment, both of which are key factors in managing anaphylaxis effectively.

This new course is aimed at healthcare professionals who are expected to treat anaphylaxis in both hospital and out-of-hospital settings. The course covers adult and paediatric patients and seeks to standardise anaphylaxis training across the UK using RCUK's national evidence-based [emergency treatment of anaphylactic reactions guidelines](#).

## Talk About Vaccines

New online training about building your discussion skills around vaccine hesitancy provided by Buckinghamshire, Oxfordshire and Berkshire West ICB.

<https://www.surreytraininghub.co.uk/immunisations#LTAV>

## Identifying and managing cancer complications and late effects in the community.

What do you need to know & how do you develop the skills?  
This event is open to nurses, AHPs and other health care professionals.

<https://www.ticketsource.eu/whats-on/online/online/identifying-and-managing-cancer-complications-and-late-effects-in-the-community/2025-01-23/12:00/t-dvmoldg>



# Non - Clinical Training

## Surrey Heartlands Menopause Café Webinar

**Wednesday, 27th November, 3pm-4.30pm**



We're excited to invite you to our upcoming Surrey Heartlands Menopause Café Webinar which has been developed to build awareness, reduce stigma and provide information for ALL our workforce around Menopause.

Whether you are personally navigating menopause, are an ally or a line manager supporting others this webinar will benefit you. By raising awareness and promoting discussions, we can create a more supportive and understanding workplace.

The webinar will provide an opportunity to:

- Learn more about the impact of menopause on our workplaces
- Develop awareness of the most common symptoms of menopause
- Guest speaker slots presenting on:
  - Supporting your body – Pelvic Health and Physiotherapy advice – Presented by Surrey Heartlands system physiotherapists
  - Nourishing Your New Normal - Dietary advice in Menopause – Presented by Surrey Heartlands system dieticians

Discuss strategies for managing symptoms

Share experiences, support, and concerns

Connect with others who understand in a safe and supportive space

We believe that open and honest conversations about menopause can help to reduce stigma and promote well-being. By coming together, we can create a more supportive and inclusive environment for all of us working across the Surrey Heartlands Integrated Care System.

How can you support?

Attend the Webinar:

When: Wednesday, 27th November

Time: 3pm-4.30pm

Where: Microsoft Teams

[Join the meeting now](#)

Meeting ID: 397 336 960 845

Passcode: YvRKj8





# Funding

## Expression of Interest Advanced Clinical Practice MSc Commission 2025

For those interested in becoming an AP in practice please discuss with you managers and check out the HEI websites for entry criteria. Full application forms will be sent in the new year, followed by interviews.

[Advanced Clinical Practice MSc masters course | University of Surrey](#)  
[Advanced Clinical Practice MSc](#)

<https://www.smartsurvey.co.uk/s/7YJ0DB/>



# Leadership Training

## FCP Clinical Supervision Training Session

### Hyperlink:

[https://forms.office.com/pages/responsepage.aspx?id=mqsYS2U3vkqsfA4NOYr9TyFIDn\\_mPxBLkgPdUuoW7ahUNlVaVTVUM1NTWDg2WTFKUzJVOVFGUVFXUi4u&route=shorturl](https://forms.office.com/pages/responsepage.aspx?id=mqsYS2U3vkqsfA4NOYr9TyFIDn_mPxBLkgPdUuoW7ahUNlVaVTVUM1NTWDg2WTFKUzJVOVFGUVFXUi4u&route=shorturl)

Content: This event is designed to equip supervisors with essential knowledge and practices to effectively guide FCPs through their clinical and academic pathways.

28 November 09:00-12:00 and 11 February 09:00-12:00



# Further Resources

## Complaints Training



### Complaints

The NHS has a statutory duty to respond to all complaints. The quality of our complaints handling services, including the responses provided, is overseen by the Parliamentary and Health Service Ombudsman (PHSO). It is important that all complaints are responded to fairly and in a timely manner and that service improvements are implemented because of learnings identified through a complaint's investigation. To help ensure a quality complaints service is delivered, the ICB runs comprehensive Complaints Training to both ICB and Practice staff. It covers important topics, like why people complain, how to effectively investigate a complaint, writing a response and the role of the PHSO. Sessions are via Teams and attendees are provided with templates and guides to help with complaint handling going forward. The following dates are available:

- 20 November 2024 – 10am – 12noon
- 23 January 2025 – 1 – 3pm
- 19 February 2025 – 10am – 12noon
- 20 March 2025 – 10am – 12noon

To sign up, please email [syheartlandsicb.complaints@nhs.net](mailto:syheartlandsicb.complaints@nhs.net). Our Complaints Team is also available to provide advice to practice staff for complex complaints cases via the same email.

## Making Every Contact Count (MECC) Training on Fuel Poverty

Surrey County Council is offering free Making Every Contact Count training on fuel poverty for frontline staff and volunteers working in the NHS, local authorities, and voluntary sector.

The training is designed to:

- Increase knowledge and awareness of fuel poverty; the health and wellbeing risks associated with living in cold homes; and vital signs that indicate an individual may be at risk of fuel poverty
- Equip staff with the skills to take a MECC approach to conversations about fuel poverty and signposting to local advice and support – including Winter Fuel Payment/Pension Credit support.

The courses are being delivered online and are 2hrs in duration.

Courses are running until 31 March 2025.

To view Surrey's County Council's collection of MECC training courses, please visit: [The Jen Group and Surrey County Council | Eventbrite](#)



[www.healthysurrey.org.uk](http://www.healthysurrey.org.uk)



# Further Resources

## National events in Dec - 2024

[World AIDS Day 2024: 1st December](#)

[National Grief Awareness Week: 2-8 December](#)

[International Volunteers Day: 5th December](#)

[World Human Rights Day: 10 December](#)



## Expression of Interest: Designated Prescribing Practitioners (DPPs) to support community pharmacist Independent Prescribing (IP) learners in Surrey

The Surrey Heartlands Workforce Innovation Fund is providing a funding contribution for the supervision element of IP training for 40 community pharmacists.

A funding contribution of £2,600 will be paid to the DPP's employer to support the release of the DPP to supervise the learning in practice time specified by the IP course provider.

For further information or to submit an EOI on this project, please contact: Ritienne Fenech – Pharmacy Workforce Transformation Programme Lead, Surrey Heartlands:

[Ritienne.fenech@nhs.net](mailto:Ritienne.fenech@nhs.net)



# Further Resources

## Work Well Programme

Live monthly interactive lunchtime webinars delivered by Dr Rachel Morris (former GP, founder of Wild Monday, creator of the [Shapes Toolkit™ Training](#) and host of You Are Not A Frog Podcast) and the Wild Monday team of doctors, trainers and coaches.

They focus on the REAL issues and challenges that doctors and other professionals in healthcare are facing right now and use simple, evidence-based tools to offer practical and tangible solutions.

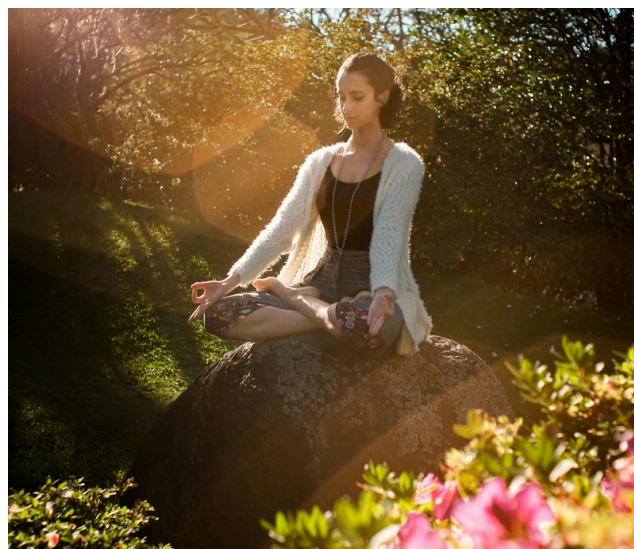
Next month's topic is:

### **How to beat loneliness working on the frontline**

At **12.30pm lunchtime** on **Wednesday 11th December**.

[Click here to register for your place](#) and see the full programme of webinars.

When you register, you'll also get access to a library of bitesize videos and done-for-you team wellbeing exercises; training for wellbeing leads, plus your FREE bonus practice Wellbeing QI Toolkit – all you need to run a practice wellbeing Quality Improvement Project (and meet the QoF wellbeing QI targets).



## NHS Cervical Screening Sample Taking Checklist

Please click [here](#) for information on our website.

# Further Resources

## Resources



### Evidence summaries provided by Library Services at the Surrey Training Hub

Are you looking for evidence to inform a quality improvement project, service delivery or to update practice guidelines? Then why not contact [Library Services](#) at the Surrey Training Hub as they provide evidence summaries on request and search a range of healthcare databases and resources to save you time. To request an evidence search either complete the [Evidence Search request form](#), or email [kerry.seelhoff@nhs.net](mailto:kerry.seelhoff@nhs.net)

### WhatsApp details for training information

Guildford & Waverley:

<https://chat.whatsapp.com/EjnCbR8gP9llualzadVOsq>

North-West Surrey:

<https://chat.whatsapp.com/DWJe7DgSRBv2PqYtohzj6A>

Surrey Downs:

<https://chat.whatsapp.com/LsTJOJgT4sq7paMZTqUFN1>

East Surrey:

<https://chat.whatsapp.com/D9lLEo6ZlyJDLgXQ5TfgkG>

### Submitting an article for December 2024

If you wish to submit an article for consideration in the December Training Hub Newsletter, please do so by 10am, on Tuesday the 10th December to: [syheartlandsicb.surreytraininghub@nhs.net](mailto:syheartlandsicb.surreytraininghub@nhs.net)

Thank you for reading,  
Surrey Training Hub team

