


Primary Care Non-Clinical Training Programme


Non-clinical Training Programme

2022

Upcoming Training					
Date	Training	Time	Audience	Summary	Further Information & Bookings
26th January 2022	Chaperoning	1.00pm-3.00pm	Non-clinical staff	The course will provide you with the knowledge required to be a Chaperone in accordance with CQC requirements, national and local guidance.	Chaperone Training (stwtraininghub.co.uk)
15th February 2022	Conflict Resolution & Conversational de-escalation	1.30pm-4.30pm	Non-clinical staff	This session follows a standard national syllabus for NHS staff, focusing on non-physical intervention techniques and managing and de-escalating potentially violent/aggressive incidents within the work environment.	Conflict Resolution and Conversational De-escalation training for Non-Clinical Practice Staff (stwtraininghub.co.uk)




24th March 2022	Medical Terminology	1.30pm-4.30pm	Non-clinical staff	This session will provide an understanding of the clinical terms and abbreviations commonly used during verbal or written communication.	Medical Terminology training for Non-Clinical Practice Staff (stwtraininghub.co.uk)
21st June 2022	Practice Manager Mental Health	1.30pm-4.30pm	Front line team leaders and managers in primary care	This session covers resilience, stress, burnout and how to deal with anger & grief.	Mental Health Training for Non-Clinical Staff in Primary Care (stwtraininghub.co.uk)
Additional Training Suggestions/Offers Available					
	HFMA's Diploma in Advanced Primary Care Management		Practice Managers	A postgraduate level diploma designed to develop the skills and competencies needed for managing primary care at scale	Diploma in advanced primary care management (hfma.org.uk)
	AMSPAR Level 5		Practice Managers, Deputies or for developing Reception Team Leaders	AMSPAR Certificate/Diploma in Primary Care & Health Management	https://www.amspar.org/qualifications/level-5-courses/
	ILM Level 3 Leadership Award		Practice Managers and Administration Leads	Designed for people who aspire to or find themselves in roles with management responsibilities but have no formal management training. Candidates will gain the capability to lead more confidently and proficiently. They will also learn	 2021-22 STW Training Hub ILM Proj





				how to apply their own knowledge and values to their leadership styles	
	ICS short Leadership Course	TBC	Developing future and existing leaders within teams	4 hours per week for 6 weeks covering: Effective time management, Difficult conversations, compassionate conversations & courageous conversations, Delegating/prioritising, Effective & efficient skills to chair a meeting, Budget – financial terminology, Resilience and civility	Dates to be released soon.
	Finding the Leader within		Practice Managers and Administration Leads	Designed to help people find their own level of leadership resilience and build on it, enabling them to bounce back from adversity more easily. Discover how to manage internal dialogue to support rather than hinder, explore being adaptive and authentic, and consider how to lead from within.	 Finding-the-Leader-Within.pdf
	Stress Management- The Manager's Role		Practice Managers/ Management staff	Understand the meaning of 'Stress', the manager's duties in relation to his/her team, the causes and source of stress and positive actions taken within a team to prevent and minimise the risk of stress. Also, signposting to resources available within the organisation.	



	IT Skills- Excel		Non-clinical staff	Various training levels to improve staff competency	
	Appraisal/ Performance Reviews		Non-clinical staff	Designed to help managers improve their appraisal process and become confident at delivering tough, fair, and useful feedback. This training course is invaluable for managers who want to know how to use feedback and the appraisal system to boost morale, develop their team, and encourage productivity.	
	Active signposting		Non-clinical staff	Designed to specifically support primary care staff in having conversations that will encourage patients to see the most appropriate person to manage their needs.	
	Time Management		Non-clinical staff	Understand the key principles of effective time management, personal reflection relating to own practices and key actions to improve personal time management in the future.	

	Care-coordination Training		Care Coordinators	<p>Birmingham City University, in partnership with Undivided Training Ltd have developed care coordination training that offers a practical, step-by-step approach for the implementation of safe and effective care coordination. The training will give care coordinators the confidence, skills and knowledge required to deliver a fully personalised and integrated service to patients within a primary care setting. The training follows the Coordinating Care competency framework, produced by Health Education England and Birmingham City University and is PCI accredited.</p>	<div>  Care Coordination Flyer BCU[79].pdf  Care Coordination Competencies Overview </div> <div>  CC-primary care OVERVIEW 2107_FUL </div>
	Social Prescriber Plus Programme		Social Prescribing Link Workers, Care Coordinators and Health Coaches	<p>The Social Prescriber Plus Programme is online training for primary care networks (PCNs) and practice social prescribing teams. With the additional roles reimbursement scheme now supporting social prescribing link workers, care coordinators and health coaches, practically focused training is essential for these posts to provide effective and efficient support to practices.</p>	PCC Events



	Becoming a Successful Practice Manager		Practice Managers	Receive 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	 Becoming a Successful Practice M:
	Mate to Manager		Management Staff	Understand issues which may prevent the successful and stress-free transition into a new management role and the specific actions which will tackle these issues effectively.	
	Patient Plus Customer Service Training		Non-clinical staff	A two-day programme that aims to deliver high quality customer service for better patient satisfaction and to prevent conflict situations from escalating	 Patients Plus Customer Service Trai
<p>Should you have any specific training requirements that are not listed in the above menu, please email the Training Hub Team so that they can support you with these.</p> <p>stw.traininghub@nhs.net</p>					



Shropshire, Telford & Wrekin
Primary Care Training Hub



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Clinical Commissioning Group