

West Hampshire & Isle of Wight

Primary Care Training

For Reception and Clerical Staff

Hampshire and Isle of Wight Primary Care Workforce programme received funding for Reception and Clerical training and has worked to create an offer for our reception and clerical training staff across primary care. Engaging with local primary care teams there were three key common themes across all areas.

- 1. Handling Challenging conversations in the workplace**
- 2. Managing and implementing change and new processes**
- 3. Making Every Contact Count**

Details of the training and provider are below and there are 2 spaces per practice for each course. Details on how to book are below and some dates are still to be defined.

Handling Challenging Conversations in the Workplace

Delivered by Warren & Aitchison

This 3-hour remote (Zoom) workshop is designed to support frontline clerical, admin and reception staff in the development of their skills and approach to handling challenging conversations in the workplace.

Whether with patients, colleagues, management, clinicians, suppliers, other departments or external providers, this interactive workshop is intended to build 'muscle memory' in dealing effectively with situations where emotions are triggered.

Participants will have the opportunity to learn, as well as share, best-practice skills and a process that can turn challenging conversations into measured responses that identify mutually acceptable solutions, and preserve relationships.

Participants will also be encouraged to identify, prepare for, hold and report back on a specific challenging conversation, putting ideas into actions and reflecting and learning from that experience and the experience of others within their cohort (class).

Participants will be encouraged to establish a peer-coaching (buddy) relationship with another workshop participant and hold each other accountable to put ideas into action reflect on what had been learned and share their learning in a follow-up, reporting-back, and call 2-3 weeks after the initial workshop. In order to book on the above training please contact Katrina.kavenagh@nhs.net

Available dates for the training are:

Month	Date	Time
June 2021	Thursday 17 th	9am-12md
	Thursday 24 th	9am-12md
	Wednesday 30 th	9am-12md
July 2021	Thursday 8 th	9am-12md
	Thursday 15 th	9am-12md
	Thursday 22 nd	9am-12md
September 2021	Thursday 9 th	9am-12md
	Thursday 16 th	9am-12md
	Thursday 23 rd	9am-12md
	Tuesday 28 th	9am-12md
October 2021	Thursday 7 th	9am-12md
		1-4pm
	Tuesday 12 th	9am-12md
		1-4pm
	Thursday 21 st	9am-12md
		1-4pm
November 2021	Tuesday 2 nd	9am-12md
		1-4pm
	Thursday 11 th	9am-12md
		1-4pm
	Thursday 18 th	9am-12md
		1-4pm
Tuesday 23 rd	9am-12md	
December 2021	Thursday 2 nd	9am-12md
	Thursday 9 th	9am-12md
	Thursday 16 th	9am-12md



Managing Change: online virtual workshop

Delivered by Practice Managers Association

Overview

This module looks at the fundamental aspects of change management... and how to deal with them. We will focus on what is change and how to develop a change management approach to ensure buy-in across the GP Practice. The module will be delivered as an interactive session with practical guidance to enable participants to map the techniques onto their own practice. Case studies will be used to provide tips and insights on good practice... How to track and control the change plan; managing the people and organisational aspects of change; communicating and selling the change to others; recognising why people fear change and react the way they do through change models.

Truly understanding the importance of communication in the change process and how to sustain the change momentum. Delegates will learn how to plan, communicate and manage change, understanding the impact it could have on all employees and the team. They will develop skills to support team members through the transition phase to ensure they remain motivated and productive. They will learn the key steps in implementing and sustaining effective change in the workplace and how to identify and manage the human component of the change agenda.

Aims & Objectives:

- ❖ Consider the impact of change and what happens if it is not managed well
- ❖ Look at how to manage resistance to change by identifying the reasons for this and reinforcing that this is a natural reaction
- ❖ To understand how to apply change theory models to real life situations within your organisation
- ❖ Practice using a range of change models including Kubler Ross, Missing Pieces and Kotter in order to develop your own change strategies

Available dates:

2021			
Date	Timing	Date	Timing
5 th May 2021	1.00pm – 5.00pm	7 th Sept 2021	1.00pm – 5.00pm
25 th May 2021	1.00pm – 5.00pm	9 th Sept 2021	1.00pm – 5.00pm
27 th May 2021	9.00am - 1.00pm	30 th Sept 2021	9.00am - 1.00pm
2 nd June 2021	1.00pm – 5.00pm	12 th Oct 2021	1.00pm – 5.00pm
23 rd June 2021	1.00pm – 5.00pm	27 th Oct 2021	9.00am - 1.00pm
29 th June 2021	9.00am - 1.00pm	4 th Nov 2021	1.00pm – 5.00pm
1 st July 2021	1.00pm – 5.00pm	23 rd Nov 2021	1.00pm – 5.00pm
6 th July 2021	1.00pm – 5.00pm	1 st Dec 2021	1.00pm – 5.00pm
21 st July 2021	9.00am - 1.00pm	15 th Dec 2021	9.00am - 1.00pm
25 th Aug 2021	1.00pm – 5.00pm		

2022

Date	Timing
12 th Jan 2022	1.00pm – 5.00pm
27 th Jan 2022	9.00am - 1.00pm
2 nd Feb 2022	1.00pm – 5.00pm
24 th Feb 2022	1.00pm – 5.00pm
2 nd Mar 2022	1.00pm – 5.00pm
3rd Mar 2022	1.00pm – 5.00pm

This web workshop will be held on MS Teams, if you are interested in attending any of these sessions, please send the following details listed below to jenny@practicemanagersuk.org in order to register for this session:

- 1. Full name***
- 2. Date of web workshop you want to book onto***
- 3. Email***
- 4. Job title***
- 5. Practice name***
- 6. Location***

Making Every Contact Count Healthy Conversation Skills Training coming to Primary Care

Delivered by Health Education England

Hampshire and Isle of Wight STP in partnership with Health Education England (HEE) will be launching a training package for Primary Care workforces to develop Healthy Conversation Skills to support the health and wellbeing of patients and their peers.

Healthy Conversation Skills training is part of the Wessex Making Every Contact Count (MECC) programme which draws on behaviour change techniques aiming to develop person-centred communication skills and give confidence to the workforce in engaging in solution-focused conversations.

HEE will be delivering this exciting project in two phases.

Phase 1: starting in March, will offer 2 places to every practice within the Hampshire and Isle of Wight STP footprint on the popular MECC Lite course, a 3-hour interactive and engaging training session which will target reception staff. Participants will gain key skills in behaviour change and communication which can be implemented immediately in the delivery of their service.

In addition HEE will be running four engagement sessions for Practice Managers which will include further information about the training package and some taster sessions showcasing what the training will include. This will help in the advocacy in supporting individuals to access MECC Lite training.

Phase 2: which will begin in September, will work with PCNs to deliver 9 Train-the-Trainer courses creating up to 144 MECC Healthy Conversation Skills Trainers across Primary Care. The Train-the-Trainer courses will target Social Prescribers who will be supported to roll out MECC Healthy Conversation Skills training within their PCN localities, creating a sustainable model.

The highly practical skills have been used in other health and care settings to create environments that are supportive to everyone's health. They've been used in innovative ways, including supporting patients to set behavioural goals and creating an environment in workplaces where colleagues feel listened to and heard.

This video provides more information about what the session can offer <https://www.youtube.com/watch?v=0mUPweCuRjw>

[Further information about MECC Lite and MECC Train the Trainer is also enclosed.](#)

If you are interested in the session, or if you would like more information please contact MECC.Wx@hee.nhs.uk

Training can be booked here <https://www.eventbrite.co.uk/e/mecc-lite-healthy-conversation-skills-for-primary-care-workers-hantsiow-tickets-151489494155>

Dates available:

Month	Date	Time
May 2021	Tuesday 11 th	1-4pm
	Tuesday 18 th	1-4pm
June 2021	Tuesday 8 th	9.30am-12.30pm
	Tuesday 15 th	1-4pm
	Tuesday 29 th	1-4pm
July 2021	Wednesday 14 th	9.30am-12.30pm
	Wednesday 21 st	1-4pm
August 2021	Tuesday 3 rd	9.30am-12.30pm
	Tuesday 17 th	9.30am-12.30pm
September 2021	Tuesday 7 th	1-4pm
	Thursday 16 th	9.30am-12.30pm
	Thursday 30 th	9.30am-12.30pm
October 2021	Tuesday 5 th	1-4pm
	Tuesday 19 th	1-4pm
November 2021	Thursday 4 th	9.30am-12.30pm
	Tuesday 16 th	1-4pm
	Thursday 25 th	9.30am-12.30pm
	Tuesday 30 th	1-4pm
December 2021	Thursday 9 th	9.30am-12.30pm
	Tuesday 14 th	1-4pm