

General Practice / PCN Training and Development offers November 2022 – March 2023

A range of training and development offers from the Primary Care Transformation Team to support those in practices and Primary Care Networks to develop skills and confidence with using quality improvement tools and techniques. Having a box of tools to draw on and a knowledge of when and how to use them will help with tackling a range of challenges now and in future. All training is delivered by experienced faculty members which comprises of practice-based clinicians, non-clinicians and improvement experts who have worked extensively with general practice and wider primary care.

For any queries, please contact us at: england.capabilityt4c@nhs.net

Topic based modules

Programme	Topic	Date/ Time	Click the link for dates and to register for a place
<p>Sessions of up to 90 minutes each focusing on specific improvement topics and approaches. Some are standalone, while others are part of a series, ranging from introductory level to greater depth in some topics.</p>	<p>Demand and Capacity series (four-webinar series)</p> <ul style="list-style-type: none"> • Webinar I – Demand, Capacity and Variation • Webinar II – Managing, Demand and Capacity • Webinar III – Failure Demand • Webinar IV – Need-led design <p>Click to watch the video clip produced by Dr Mark Gillam on: Demand and Capacity via Twitter</p>	<p>Please click the link for available dates and times NEW DATES!</p>	<p>Demand and Capacity modular series</p>
	<p>Effective communication using the SBAR tool</p> <p>This is a 90-minute session focussing on a tool that can help to avoid miscommunication - the SBAR tool - along with practical pointers for using the tool in practice.</p>	<p>Wednesday, 1st March 2023, 12:30 – 14:00 NEW DATE!</p>	<p>Effective communication booking form</p>


	<p>Safe, Reliable Processes II</p> <p>Safe, reliable processes (reliable design) focuses on how we design reliable processes that lead to consistently good and safe care delivery.</p> <p>Webinar II will enable you to improve the safety and effectiveness of your primary care processes to 95% by using the SAFE approach. Participants should have attended session I.</p>	<p>Tuesday 29th November 2022, 12:30 – 14:00</p>	<p>Safe, Reliable Processes II – Booking form</p>
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Getting Started series


Programme	Topic	Date/ Time	Click the link to register for a place
<p>The 'Getting Started' series is designed to help you think through how you are going to approach any improvement you want to make in practice.</p> <p>It is recommended that you familiarise yourself with the Getting Started Series: Project Outline document, which can be accessed online through this platform: Getting started series - project outline v1.4 - Primary Care Improvement CONNECT - FutureNHS Collaboration Platform</p>	<p>Getting Started - Long Term Conditions Patient Recall</p> <p>This webinar will demonstrate an example of how to approach improving the recall system for patients with long term conditions in practice, using quality improvement techniques.</p> <p>For more information, click the link: Getting started series - Long Term Condition Patient Recall v1.0</p>	<p>Tuesday, 21st February 2023, 12:30 – 14:00 NEW DATE!</p>	<p>Long Term Conditions - Patient Recall - Booking form</p>
	<p>Getting Started - Supporting Carers in General Practice</p> <p>This webinar focuses on how to approach an improvement on the accuracy of a register of carers and ensuring they the support they need.</p>	<p>Tuesday, 6th December 2022, 13:00 – 14:00 NEW DATE!</p>	<p>Supporting Carers in General Practice – Booking form</p>

	<p>The webinar will run through a project undertaken by a practice, based on experienced-based design principles and how the results led to a better understanding of carers' needs.</p> <p>For more information, click the link: Getting started series – Supporting Carers in General Practice.</p>		
	<p>Getting Started – Redesigning Appointment Systems to match capacity. This webinar is designed to help you think through how to take a QI approach to redesigning appointment systems.</p> <p>For more information, click the link: Getting started series - Redesigning appointment systems to match capacity</p>	<p>Thursday, 19th January 2023, 12:30 – 14:00 NEW DATE!</p>	<p>Redesigning Appointment Systems – Booking form</p>

What is Quality Improvement?

Programme	Description	Date/ Time	Click the link to register for a place
<p>What is QI? (90-minute introductory webinar)</p>  <p>Virtual What is QI info sheet July 2022</p>	<p>What <i>is</i> Quality Improvement? The session will include an overview of the key components of successful change, how quality improvement techniques can be used to make changes and how to get started, using a tried and tested, practical approach.</p>	<p>Thursday 26th January 2023, 12:30 – 14:00 NEW DATE!</p>	<p>What is Quality Improvement webinar - booking form</p>

Fundamentals of Change and Improvement Programme

Programme	Description	Date/ Time	Click the link to apply for a place
<p>Fundamentals of change and improvement programme</p> <p>Programme information</p>  <p>Fundamentals of change and improve</p>	<p>An accredited short, practical programme held over two sessions, providing an in-depth introduction to Quality Improvement for those in general practices and PCNs. Participants bring a small, specific problem or issue to work on.</p> <p>Please ensure you read the programme information before applying.</p>	<p>Cohort 13 (Virtual): Tuesdays, 28th February, and 14th March 2023</p> <p>NEW DATES!</p>	<p>Fundamentals application form</p> <p>Cohort 13 applications opens on 1st December 2022 and closes 20th February (or earlier if oversubscribed)</p>