

Practice Index Training

A modern approach to Primary Care training



Plan

Engage

Train

Retain



PRACTICE INDEX

Our unique process



Plan

The team at Practice Index will work with you to establish your exact goals for your organisation and what you would like to achieve long term. We can then advise you on the best possible training solutions and explain why our training 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 short survey, we will also identify what their individual expectations and objectives are before the training begins.

Train

Using accelerated learning techniques, Practice Index will deliver the interactive training, ensuring that the 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.

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.

Support for managers

Throughout the process, we will provide support to the manager of the delegates. 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.



Our service



This isn't old-fashioned classroom training

We have dispensed with the traditional slide presentation, to focus on learner engagement and information retention. We offer engaging content with full delegate participation, enabling them to leave the training feeling confident and ready to put their new skills into practice. This is all achieved using our unique four-step process: Plan, Engage, Train and Retain.

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.



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, a CCG or a private provider of healthcare services, we will always tailor content to meet your exact requirements.

Popular courses

Active Signposting

This session advises delegates how they can direct patients to the correct service effectively, explaining the significance and principles of care navigation and the necessary competencies of care navigators. The session also explains patient perception, red flags, confidentiality and communication skills.

Change Management

This session is for those staff who may be asked to facilitate change. Delegates will learn about the drivers for change, resistance to change and how to overcome it, the need for effective communication during change initiatives and the models used to enable successful outcomes.

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.

Clinical Coding

During this detailed session, delegates will come to understand what SNOMED CT is, how effective coding can support QOF aspirations, the links between SNOMED CT and e-RS, the process to ensure that coding is accurate, how to search for codes, and it will also include an explanation of the SNOMED CT codes for COVID-19.

Coaching and Mentoring Teams

This course is specifically designed to help delegates understand and apply the principles of coaching and mentoring. You'll learn different coaching and mentoring techniques, and appreciate how the coaching process can improve individual and team performance, leading to positive outcomes.

Complaint Management

This useful session explains to delegates the purpose of a complaints policy, the NHS complaints procedure, who can make a complaint, agencies that may be involved in the complaint process, how to investigate complaints and the key points to consider when handling a complaint. The session will also investigate the need to identify emergent themes when dealing with complaints and the possibility of having to make changes to improve service delivery.

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.

Correspondence Management

This informative session explains the sources and types of correspondence that are available and the role each member of staff plays in managing correspondence. It also provides an overview of coding and scanning documents, including the legal aspects of scanning.

Customer Care

Delegates will come to appreciate the significance of excellent customer care, why first impressions count and how to deal with patients effectively. The course will include etiquette and communication skills. In addition, delegates will learn how to manage patients who are behaving in a rude and aggressive manner.

Data Security Awareness (formerly IG)

This detailed session introduces the subject of data security and provides delegates with an understanding of the significance of data security within general practice, explaining the concept of data security, the National Data Guardian's Data Standards, how data can be protected and threats to data.

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.

Effective Recruitment

This course is aimed at those who have a responsibility to manage or support the recruitment process. The in-depth session will explain how organisations can recruit effectively and how important it is to ensure that recruitment follows a structured approach and adheres to the NHS employment check standards.

Equality and Diversity

This session offers delegates an introduction to equality and diversity, outlining why it is important to understand this subject, the associated legislation, how to carry out an equality impact assessment, types of discrimination and how to raise concerns relating to equality and diversity in the workplace.

GDPR

The subject of the GDPR, the terminology used in the regulation, the rights of data subjects, what constitutes data breaches and how to manage and report a data breach will be discussed during this in-depth session. Delegates will also come to understand what is meant by the terms consent and erasure (including the right to be forgotten), data mapping and data protection impact assessments, including how to conduct them.

Having Difficult Conversations

This enlightening session will help delegates to understand the skills that are needed when having difficult conversations, be it with patients or colleagues. The importance of effective communication and posture will also be investigated in order to bring about positive outcomes.

Improving Communication (Staff and Patients)

The significance of clear communication within primary care cannot be stressed enough. This course focuses on the various types of communication, communicating effectively with patients and colleagues, and the differences between effective and excellent communication.

Leadership in Primary Care

This informative course is designed to enable delegates to understand the challenges facing primary care and the wider NHS. It introduces an array of leadership styles and approaches, and shows learners how to apply the NHS leadership model to their work.

Managing Poor Performance

This thought-provoking session aims to provide delegates with an overview of how to manage poorly performing individuals or teams. The correct administrative process and the need for accurate documentation will be discussed, along with the importance of following policy and protocol when dealing with poorly performing staff.

Managing Yourself (Effective Time Management)

In general practice, it is crucial to be able to prioritise the various work strands for which you are responsible. During this course, learners will investigate managing a range of tasks consecutively and the various options that are available to help you manage yourself - such as diaries, to-do lists and protected time. The overall aim of this session is to increase personal productivity and enhance your performance.

Mental Health Awareness in the Workplace

This highly relevant and sensitive session explains to delegates how they can recognise when colleagues may be experiencing mental health problems, and how they can support their colleagues effectively. It provides learners with a baseline level of knowledge, which they can then build on through time and experience.

Preparing for a CQC Inspection

This comprehensive course will explain to delegates the fundamental elements of preparing for a CQC inspection. It will cover in detail the need for prior preparation, early engagement with the CQC inspectors, demonstrable evidence, and being aware of hot topics and common pitfalls.

Receptionists in Primary Care

During this session, learners will come to understand the need for protocol and etiquette when dealing with service users. The ABC of communication will be explained, along with the importance of listening and telephone skills. Challenging behaviour and conflict resolution will also be discussed to give delegates the confidence they need to deal effectively with patients.

Social Prescribing Link Workers - The Role

This enlightening session provides learners with an overview of the role of social prescribing link workers, detailing how they are now a fundamental part of primary care. The session will investigate how social prescribing link workers direct patients to the most appropriate support network, thereby encouraging an holistic approach to be taken towards patients' health and well-being.

Summarising

This detailed session discusses the purpose and importance of summarising. It explains how delegates can summarise effectively to ensure records are accurate, thereby providing a true reflection of each patient's healthcare history. Good summarising reduces the need to access the patient's paper records, reducing time and enabling the patient to receive the most appropriate level of care in a timely manner.

Understanding Medical Terminology

This thorough and informative session has been designed to help delegates understand the various elements of medical terminology. The aim is to increase learners' vocabulary and their understanding of medical terminology, as well as increasing their confidence in its usage.

Additional courses

- Accident and Incident Reporting
- Active Listening
- Appraisals
- Assertiveness
- Audit
- Becoming a Veteran Friendly Practice
- Caldicott and Confidentiality
- Changes to Partnerships
- Communication Skills
- Consent
- Continuous Improvement
- COSHH & COSHH Assessments
- Developing Others
- Emotional Intelligence
- Employee Retention
- Enhancing Productivity
- Financial Management
- Fraud Awareness
- Good Governance
- Influential Leadership
- Leave and Allowances
- Managing Did Not Attends
- Managing HR Records
- Managing Pressure at Work
- Managing Risk
- Meeting Patient Needs
- Mergers
- New Ways of Working
- Practice Development Planning
- Practice Social Media - Top Tips
- Presenting your Practice to the CQC
- Project Management
- Promoting Quality in the Workplace
- Quality Improvement
- Risk and Risk Assessments
- Root Cause Analysis
- Significant Analysis
- Staff Occupational Health
- Strategic Planning
- Stress in the Workplace
- Sustainable Behaviour
- Team Work
- Time Management and Effectiveness
- Training Needs Analysis
- Transformational Leadership
- Understanding Claims in General Practice
- Vision and Values
- Well-led - Achieving the Goal

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



Book a call with our Training Manager Steve

Book now



"A completely unique training experience from start to finish. Practice Index really understands practice managers and practice staff – what makes them tick, what gets them going, what annoys them! They have tailored around a dozen sessions for us so far and the buzz after the training is palpable. More important though, are the changes that are actually actioned by the staff as a result of the training. This has been the most pleasing and valuable part. I would recommend Practice Index Training in a heartbeat."

Liz, Practice Manager, Leeds



"Finally training that actually works and staff enjoy! I felt part of the whole process from the very start. In fact, I thought we needed a specific course but after really sitting down and thinking about where I wanted to take our practice and chatting to the trainers at Practice Index we ended up doing something very different, but this was exactly what was needed. I would never have found this out without being forced to really think. I'm truly grateful for this and our practice functions so much more smoothly as a result. Fantastic training from a very experienced and knowledgeable team. Thank you."

Mike, Practice Manager, Kent

Practice Index Ltd

4th Floor
86 - 90 Paul Street
London
EC2A 4NE

T: 020 7099 5510

F: 020 7099 5585

E: info@practiceindex.co.uk

www.practiceindex.co.uk



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