



# Training Bundles



A modern approach to Primary Care training

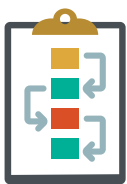


**PRACTICE INDEX**

# Our unique process

Our Training Bundles are interchangeable meaning you can select a range of sessions to suit your specific requirements. We can develop bundles for ICBs, PCNs, individual organisations and teams or individuals themselves.

The number of sessions per bundle can also be adapted to meet your needs. Practice Index Training Bundles are a unique way of making training bespoke for you and your organisation.



## Plan

The team at Practice Index will work with you to establish specific goals and set out what you would like to achieve long term for your organisation. We can then advise you on the best possible training solutions and explain how this 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 interactive training, ensuring 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.

Where applicable, 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 commissioning manager. 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 focused 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.

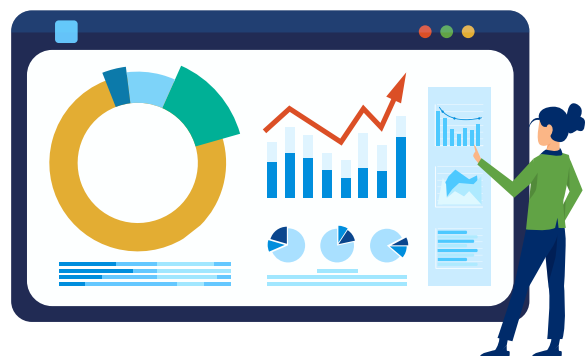


## Customised courses

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

## Management information reports

Our management information reports provide key information at your fingertips to help evaluate and measure the effectiveness of staff training. You'll see completely transparent feedback from delegates and trainers alike, which helps to align future training requirements to support your organisation in both the long and short term.



# Practice Manager Bundle

## CQC – Being CQC Ready

This session will explain the need to effectively prepare for a CQC inspection and then remain prepared. The session discusses the areas that the CQC look at during an inspection, whilst offering practical advice for organisations to ensure they are CQC compliant.



## Data Security Awareness

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.

## Effective Recruitment

This session 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.



## HR and Employment Law update

This informative session will afford managers, and all those with line management responsibilities, the opportunity to ensure they are adhering to extant legislation and guidance. Focusing on several key HR areas, the session will ensure delegates have the latest relevant information.

# Practice Manager Bundle

## Maximising profitability in your practice

This highly informative session provides an insight into how practices can maximise profitability. Delegates will learn, in detail, how they can increase the profitability of their own practice, through a detailed examination of their income, expenditure and benchmarking.



## 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.

## Strategic Planning

This engaging session introduces the concept of strategic planning, a topic not often discussed or indeed used in the day-to-day management of a practice, and explores how it can enhance productivity by saving time.



# Leadership & Management Bundle

## 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.



## Change and Innovation

This informative session focuses on the need for change and innovation in primary care and explains how organisations can introduce change, which will lead to positive patient experiences. The session will also cover the various change models that are widely used, specifically explaining how the Plan, Do, Study, Act model can be applied in practice.

## Coaching and Mentoring Teams

This session 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.



## Influential Leadership

As a partner or a manager, when you influence leaders, you're not just influencing them; you're indirectly influencing the team they influence too. This course explains the benefits of influential leadership and how it builds trust and leads to success within organisations.

# Leadership & Management Bundle

## 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, approaches and shows learners how to apply the NHS leadership model to their work.

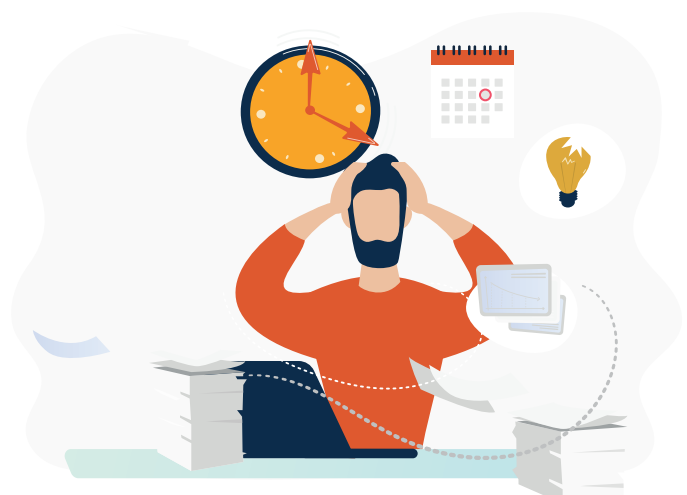


## Transformational Leadership

Transformational leadership and change management are intrinsically linked. In this interesting and engaging session, delegates will learn what qualities and traits are required to enable them to influence individuals, aligning their individual roles to the vision and values of the organisation.

## Sustainable Behaviour

This session focuses on the importance of developing sustainable behaviours, not only from a personal perspective but from an organisational perspective too. The session will explain why both time and energy are valuable resources and must be used wisely in order to avoid unnecessary stress and burnout.





## CQC - Being CQC ready

This session will explain the need to effectively prepare for a CQC inspection and then remain prepared. The session discusses the areas that the CQC look at during an inspection, whilst offering practical advice for organisations to ensure they are CQC compliant.



## CQC - Demonstrable evidence

This informative session explains the need for demonstrable evidence in order to provide assurance to the CQC that your organisation is delivering a safe, effective, caring, responsive and well-led service to the patient population.



## CQC - Policy management

This informative session explains the requirements to have, and the importance of managing an appropriate policy library. The session covers mandatory and expected policies from a CQC perspective. Best practice is shared throughout the session.



## CQC - Roles of the team

An enlightening session which explains the key roles and responsibilities of team members in practices, the purpose of which is to enable an organisation to effectively prepare for a CQC inspection. Top tips and recommendations will be shared throughout the session.



## CQC - Training requirements

This interactive and interesting session covers the mandatory and expected training required in general practice, whilst also explaining the recommended refresher training periods for courses. The session covers the various levels of training and who they are applicable to, whilst discussing myths surrounding training requirements.



## CQC – Why compliance matters

An engaging and informative session which explains the significance of compliance in general practice. The session explains what key topics sit under the compliance umbrella and will also cover the eight pillars of clinical governance.



# Compliance Bundle

## Caldicott and Confidentiality

Appreciating the need to maintain confidentiality is essential for all staff working in the healthcare sector. It is essential that all staff understand what is meant by confidentiality and how it is intrinsically linked to the eight Caldicott principles. In doing so, staff will grasp the need to protect the information to which they have access.



## 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.

## Fraud awareness

Fraud is not a subject that is usually associated with the NHS but, unfortunately, it is a common occurrence across the NHS. This insightful session explains the need for all staff to remain vigilant and outlines their responsibilities should they suspect that fraudulent activity is taking place in their organisation.



## Good Governance

Governance in health is a framework that enables organisations to continuously improve the services they are responsible for delivering. This educational and interactive session will help delegates understand the need for governance in their organisation and how the features of good governance lead to a commitment to quality improvement across all areas of the organisation.

# Compliance Bundle

## Risk and Risk Assessments

Recognising how to assess risks is key to maintaining a safe working environment and a fundamental component of delivering safe patient care. This engaging session explains how to manage risk effectively in the primary care environment.



## Significant Events

Organisations must promote a culture of openness and transparency. Significant events (SEs) help individuals and organisations to learn and can be used to improve patient safety and service delivery. This informative session explains the SE process and how SEs can identify trends in organisations. Delegates will also learn about the National Reporting and Learning System (NRLS) and why it is important that all staff are involved in SEs, they know how to raise them and, ultimately, how SEs can benefit an organisation.

## Understanding Prospective Records Access

This session will help delegates understand the changes to patient access, what staff need to be aware of, and how they can effectively prepare for the changes.



## Appraisals

The value of an effective appraisal process should not be underestimated. This interactive session focuses on the knowledge and skills leaders and managers in all positions need to have in order to facilitate appraisals in their organisation. Specific focus is given to the need to ensure that the appraisal process is fair, consistent and conducted without bias. The session outlines the values an effective appraisal process bring to the appraiser, the appraisee and the organisation as a whole.



## Employment and Contractual Responsibilities

In all organisations, there is a requirement for robust employment and contractual processes to be in place. This interactive session aims to provide delegates with the necessary knowledge to ensure that they adhere to current legislation and that their organisational policies and procedures reflect extant guidance.

## Equality & 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.



## Managing HR Records

This very useful session will give delegates an understanding of the requirements to retain and maintain employee documentation in a well-organised system. Having effective HR systems in place will provide assurance that the organisation is committed to adhering to extant legislation and that recruitment practices are safe and effective.

## 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.



# Business Improvement Bundle

## 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.

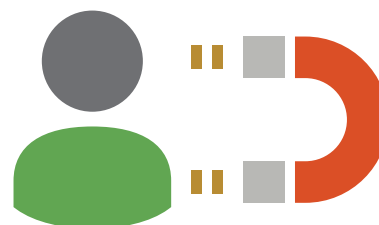


## Digital Customer Service Skills

Emails, online requests, negative reviews; the wrong words are lethal when you're not speaking directly to patients. Learn quick hacks and techniques to write confidently and effectively without being a wordsmith on this two-hour practical session with takeaway resources.

## Employee Retention

Empowerment and creating a positive working environment contribute to employee retention. The onboarding and induction processes undoubtedly contribute to this too. During this engaging session, you will learn how to enhance employee retention in your organisation.



## Financial Management

Ensuring that your practice is maximising potential income is essential in developing the organisation and improving service delivery. This informative session advises delegates on all areas of income, highlighting potential additional income streams that are available. Delegates will learn how all members of the organisation have a role to play in maximising income opportunities and the associated benefits.

# Business Improvement Bundle

## Improving Communication

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.

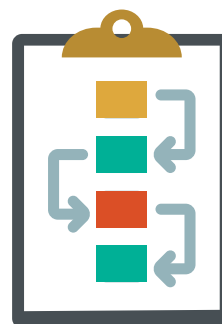


## Improving Organisational Effectiveness

There is a need for organisations to continually evaluate their output and service delivery; with the aim of maximising effectiveness across all workstreams. The session will also discuss the need to balance effectiveness and efficiency, whilst explaining how the two are different.

## Practice Development Planning

Having a practice development plan will make certain that organisations outline their strategic goals for the coming three-year period, ensuring that the objectives meet the needs of the patient population. This very useful session will explain how organisations define their intentions for future initiatives, by providing focus and direction on improving service delivery.



## Project Management

Understanding how to effectively manage a project, no matter what its scale, will help individuals and teams to achieve successful outcomes. This engaging session will discuss the phases of project management, giving delegates an overview of this complex subject and providing guidance on executing projects efficiently.

## Book a call with a member of our training team

Book now



"I would like to commend the whole Team at Practice Index. Surrey and Sussex LMCs have worked closely with Practice Index in developing a training menu which will provide support across all levels at GP practices. Practice Index have been engaged throughout, responded promptly to queries, developed training at short notice to meet identified needs, and have a strong ethos of identifying the most constructive and helpful training available. The LMC has received excellent feedback from GP practices, and we look forward to our continuing collaboration."

**Dr Julius Parker, CEO Surrey and Sussex LMCs**



"We have worked with Practice Index to offer a series of training to practice staff. The training delivered was positively received. Delegates responded that they found the sessions they attended to be extremely beneficial, delivered at an easy-to-follow pace and will enable them to feel more equipped and confident on the subject area."

**Sylviann Thorpe, Birmingham & Solihull Training Hub**

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