

Barts and The London School of Medicine and Dentistry

Health Services Staff Training Unit
Course Prospectus



Barts and The London
School of Medicine and Dentistry

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About the Health Services Staff Training Unit

The Health Services Staff Training Unit (HSSTU or the Unit) was established in 1994, primarily to run training courses for front line staff in general practice in east London. In the 16 years since, the Unit has developed its work into providing an integrated programme of education and training specifically designed for those working across the health sector.

As part of Barts and the London School of Medicine and Dentistry in Queen Mary University of London, the Unit offers a wide range of study options, including short courses, 12 month certificate courses in higher education and accredited education programmes encompassing an assessment centre for National Vocation Qualifications (NVQs) and Open College Network (OCN) competences.

All trainers, assessors and internal verifiers are experienced in health care management and administration.

Our Aims

- To improve the quality of health care by developing the skills and knowledge of management and administration staff
- To increase skills and knowledge by building on and consolidating existing competencies for support staff working in health care
- To promote and encourage continuing professional development
- To prepare support staff for future developments in the management and provision of quality health care services
- To provide flexible and local learning opportunities, appropriately assessed and accredited.

The courses and programmes aim to cover the fundamental training needs for staff across the spectrum of front line receptionists, administrators, supervisors, middle managers and GP practice managers. The Unit's policy is to offer a clear developmental pathway for staff at various stages of their career development, including those new to management and those wishing to develop their skills and competencies within their roles, by promoting and encouraging continuing professional development.

The Unit offers other training opportunities for practice or department teams to work together through specific and individually designed programmes.

The Units also offers training courses, with a modular approach to study, for health care assistants and other front line staff, which are accredited through the Open College Network.

Assessment Centre

The Assessment Centre is established within the HSSTU. It is accredited and registered with the Oxford Cambridge Royal Society of Arts (OCR) and the OCN as awarding bodies. The centre is approved for a number of Level 2 and 3 programmes which include NVQs.

NVQ candidates attend a monthly session where they receive teaching and resources as well as benefitting from the opportunity to meet other learners.

HSSTU: The team

The team

The HSSTU is a small close knit team with complementary skills from a range of NHS backgrounds including general management, nursing, practice management and administration.

Nicci Iacovou – BSc, PG Cert in OD and Change, Cert.Health Service Mgt, PG Cert.Ed, Cert.Coaching, Cert.Counselling Skills, Assoc. CIPD

Director

Nicci Iacovou joined the Health Services Staff Training Unit (HSSTU or the unit) in October 2003, after working in a similar environment at the University of Reading. A graduate in biological sciences, her NHS career spans many years in a variety of health care fields and in interagency and multi-cultural settings including regional scientific services, learning disabilities, medical personnel and primary care.

Her work has been mainly in primary care development, including seven years as a freelance consultant, facilitator and trainer. This has included primary and community health care team development, practice development planning, primary care group development and clinical governance education programmes for community trusts. She has completed a number of research projects, including users' views on service provision, practice manager competences for three PCGs, training needs surveys, evaluation of a teaching PCT's first year and an evaluation of protected learning times for Reading and Wokingham PCTs. She has also lectured regularly at various educational institutions and has been a visiting lecturer at the University of East London.

Currently, she has lead responsibility for management training and any additional programmes run by the unit including the patient centred service programme, practical management workshops, and team development away days. She has a strong belief in the ongoing education and training for all NHS staff and also the longer term impact of learning on working practices. She is currently involved in an impact evaluation of HSSTU's core training programme.

Margaritte Arkell – MA (Pers & Devpt, Ass. CIPD), Dip. Mgt (ACMI)

HSSTU Assessment Centre Lead

Margaritte joined the NVQ Centre in October 2003 as a freelance assessor and in 2006, after completing her V1 (internal verifier), became the NVQ Lead. Margaritte previously worked in the Public Health Department at the then Strategic Health Authority where she was involved in all aspects of co-ordinating training for support and senior staff as well as co-ordinating a new course for NHS staff wishing to gain skills in Public Health. Margaritte has a keen interest in the evaluation of learning, training and development and carried out a project involving staff in the Centre for Health Sciences. She is course leading the programmes within the Assessment Centre and is also a member of the Chartered Institute of Personnel and Development (CIPD) and the Chartered Management Institute (CMI).

Robin Bowyer – MSc, Cert.Ed, RN, RMN, RM, NLP Dip

Trainer and Manager

Robin has a wide-ranging background in health, education and the voluntary sector.

He started his professional life as a general and mental health nurse and then moved on to be the first male midwife in the UK. He has taught extensively in further and higher education including health promotion, health studies, medical terminology and clinical governance. Robin has been working in the Health Services Staff Training Unit since 2007. Prior to this he worked locally as a senior manager in primary care settings in a variety of roles covering health promotion, commissioning, performance management, clinical governance and quality. Robin is a passionate advocate of continuing education, training and coaching in all healthcare settings.

Shirley Dryden

Course Administrator

Shirley joined the unit in 2002 as a course administrator. She has worked in various roles starting with The National Union of Teachers as an accounts clerk and then into Stock broking in the city for 18 years before moving into an NHS setting for the past 10 years. Firstly as a receptionist in a Hackney practice for 3 years and then at Queen Mary, University of London as a course administrator for Continuing Medical Education and then further as an administrator for Tower Hamlets Mental Health Trust. She handles course applications, sorts out venues and catering requirements and deals with our daily enquiries. She is a key person in the organisation and helps towards the smooth running of the training programme and the NVQ centre, which provides much of its accreditation. She also gives a responsibility to working with a small team of trainers.

Jan Godfrey

Course Administrator

Janet has been working in the Health Services Staff Training Unit since January 2008. She comes with a wealth of administrative and secretarial experience gained in the private sector encompassing training, sales and human resources. She works very closely with Shirley Dryden and, together, they are the backbone of the unit in that they provide seamless administrative support to the Director and managers in the unit. Janet is also the course administrator for the Certificate in Medical Terminology and Health Care Administration and has responsibility for the day-to-day administration of the course, liaising with tutors, students, personal tutors and maintaining all the necessary documentation for the course. She also provides administrative support to the assessment centre lead.

Sue Neville – BSc, Dip.Practice Mgt, Cert.in Practice Mgt

Trainer and Manager

Sue has been a Practice Manager in Primary Care for the past 20 years having started as a receptionist and working up through the ranks! She has worked on a part time basis for the past 4 years at the Health Service Staff Training Unit at Queen Mary University as a trainer and NVQ assessor. Her special interest is in NHS finance but she also trains in topics such as Health and Safety and Providing a Quality Service.

She has recently completed her V1 (Internal Verifier) and is currently studying for her Certificate in Learning and Teaching which she hopes to complete in 2010.

The Unit is supported by a number of external trainers with complementary skills across a wide range of health backgrounds.

The HSSTU undertakes regular reviews to ensure that course content, training materials and different teaching methods are able to constantly, accurately and appropriately reflect changing NHS policy, new developments and emerging issues.



Overview of courses

Courses accredited by Queen Mary, University of London:

Certificate of Higher Education in Primary Health Care Management

Certificate of Higher Education in Health Care Administration and Medical Terminology

Courses accredited by the National Open College Network (OCN):

Experienced Programme for Administrators and Receptionists working in health care

Introduction to Customer Service and Administration

Health Care Assistant Introductory Course

Reception and Telephone Skills

NVQ Courses accredited by OCR

Customer Service – Award, Certificate and Diploma

Business and Administration – Award, Certificate and Diploma

Courses offering certificate of attendance

Management and administration courses

Introduction to Management

Introduction to Medical Terminology and Basic Administration

The New Receptionist

The Chaperone in Health Care

Summarising Medical Records – a refresher

Training the Trainers

Employment Law

An Introduction to Finance – *this course has been withdrawn temporarily and will be reintroduced once national policy has been decided.*

Employment Law

Mental Health Services - an overview

Mental Health Awareness

Introduction to Commissioning

Commissioning Health Services

Facilitating Groups

Presentation Skills

Dementia Services - an overview

Long-term conditions - an overview

Workforce Planning in the NHS

Report Writing

Programmes which can be tailored for your organisation

Providing a Patient Centred Service

Reflective Practice

Effective Telephone Skills

Dealing with Difficult People

Time Out for Your Team Programme

Our programme of courses is outlined in more detail in this prospectus and information is also available on our website,

www.ihse.qmul.ac.uk/chs/education/hsstu

or contact Shirley Dryden or Jan Godfrey, course administrators:

s.a.dryden@qmul.ac.uk 020 7882 2530

j.godfrey@qmul.ac.uk 020 7882 2528

Entry requirements

Please check the entry requirements for courses on the relevant course page in this prospectus.

Certificate of Higher Education in Primary Health Care Management

Course code A3EF

Duration

Nine months. From 9.30 – 5.00pm Fridays.

There are 20 teaching days plus three additional teaching/contact/assessment days: the induction day and for the MSCPFN the mock oral presentation day and final oral presentation assessment day in semester 3. The course therefore consists of 23 days which require attendance at university plus private study time. There is an option to study this course over 18 months.

Level of course

Level 4 Certificate of Higher Education (equivalent to the first year of a bachelor degree)

Programme description

Running since 1996, the aim of the course is to provide a level management certificate qualification to participants who will normally have worked for at least one year at or above senior receptionist level in general practice, or have similar supervisory or management experience in another primary care setting. Past students have also included nurses, physiotherapists and psychologists.

At the end of the course you will have increased:

- your management skills and knowledge within the primary care context
- your confidence in managing people, managing systems and your work environment
- your prospects of career advancement and progression.

Modules – three modules over three semesters

Managing Self and Others – MSO (five Fridays) – 30 credits

Finance, Data Management and IT Strategy – FDM (Ten Fridays) – 60 credits

Managing Services and Change in a Patient Focused NHS – MSPFN (Five Fridays) – 30 credits

Aims of the course

The aim of the course is to provide a Level 4 Certificate of Higher Education qualification to participants who will normally have some experience in a health care setting

Assessment

All modules are assessed by a variety of written assignments, multiple choice questions, course work and presentations. All are weighted in varying degrees.

The course is accredited by Queen Mary, University of London. The qualification at the end of the course is Certificate of Higher Education in Primary Health Care Management.

For those wishing to study the course over two years: students are required to successfully complete all modules over two years. In response to learners' needs and work commitments, it is possible to complete the MSO and MSPFN modules in year one and the FDM module in year two or vice versa.

Entry requirements

Relevant experience in a health care setting, interview and employer's support. Participants will require commitment, enthusiasm and an ability to complete a course of study.

Course leader

Nicci Iacovou
0207 882 2530 / 0207 882 2528
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www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet.

Location

The course will be delivered at the Whitechapel Campus

Certificate of Higher Education in Health Care Administration and Medical Terminology

Course code A3EJ

Duration

Nine months part time over one year. Students also have the option of studying over two years. One day per week. From 09.30 – 4.30pm.

Course Level

Level 4 Certificate of Higher Education (equivalent to the first year of a Bachelor degree)

Programme description

This innovative course is open to medical secretaries, clinic clerks, senior receptionists and those with an interest in health care administration and medical terminology. Previous students have worked in a variety of health care settings including general practice, community health services, secondary care or the private health sector.

Modules - three taught modules.

Health Care Administration (nine half days) – 30 credits

Patient Support Services (nine half days) – 30 credits

Medical Terminology (18 half days) – 60 credits

Aims of the course:

- To enhance students' understanding of the context in which they – and the health care organisations that employ them – operate
- enable participants to work together to share experiences and to gain insights into the culture in, and difficulties faced by, each other's organisations
- encourage participants to contribute to the development of their health care organisations
- to contribute to the overall aim of delivering good quality patient care in the health service
- to nurture and develop support staff's skills in the health services so as to knowledgeably and proactively manage, rather than simply cope with, change

- to enable accurate exchange of information between primary and secondary care health professionals and improve the patient experience
- to increase knowledge and understanding of the legal aspects of healthcare administration
- to increase understanding of medical terminology

Assessment

All modules are assessed by a variety of written assignments, multiple choice questions, course work and presentations. All are weighted in varying degrees.

Entry requirements

Relevant experience in a health care setting, interview and employer's support.

Course leader

Mr Robin Bowyer

0207 882 2532

r.bowyer@qmul.ac.uk

www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet.

Location

The course will be delivered at the Whitechapel campus.



Experienced Programme for Administrators and Receptionists working in health care

Course code: PEAR14-21

Duration

Up to nine months which includes a choice of eight sessions (9 units). From 9.30 - 4.30pm

Level of course

Level 3

Programme description

This course is designed for receptionists and administrators working in health care. Each session is delivered individually so that the learner can attend as little as one, or all, of the sessions. The learner will have the opportunity of building credits towards the Qualification Credit Framework (QCF) through bite sized learning.

Modules

Session 1: Introduction to the National Health Service

Session 2: Patient Pathway Administration – Referral and Booking

Session 3: Understanding equality and diversity in health services

Session 4: Understanding Health and Safety in health services

Session 5: Health and Community Care

Session 6: Communication in the work place

Session 7: Problem Solving in the work place

Session 8: Developing Research and Presentation skills (2 units)

Aims of the course

The aim of the course is to equip receptionists and administrators with the necessary skills whilst providing them with a qualification accredited by the National Open College Network (OCN). Learners can then go on to achieve a higher certificate in either Primary Health Care Management or Health Care Administration and Medical Terminology.

Assessment

Learners are required to produce an assignment for each unit chosen and in some cases an observation will be carried out by the tutor. Learners will also be required to produce a piece of research as well as a formal presentation which will be taught in Session 8.

Entry requirements

Basic literacy skills test

Course Leader

Margaritte Arkell

0207 882 2527

m.arkell@qmul.ac.uk

www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet.

Location

The course will be delivered at the Whitechapel or Mile End campus.

Introduction to Customer Service and Administration

Course code: ICSA0006-13

Duration

Up to nine months which includes a choice of eight sessions (8 units). From 9.30 – 4.30pm

Level of course

Level 2

Programme description

This course is designed for receptionists and administrators working in health care. Each session is delivered individually so that the learner can attend as little as one, or all, of the sessions. The learner will have the opportunity of building credits towards the Qualification Credit Framework (QCF) through bite sized learning.

Modules

- Session 1: Introduction to the National Health Service
- Session 2: Patient Pathway Administration – Referral and Booking
- Session 3: Understanding equality and diversity in health services
- Session 4: Understanding Health and Safety in health services
- Session 5: Understanding Recording Keeping for the Care Worker
- Session 6: Developing Customer Service Skills
- Session 7: Developing Group and Teamwork Communication Skills
- Session 8: Demonstrating Speaking and Listening

Aims of the course

The aim of the course is to equip receptionists and administrators with the necessary skills whilst providing them with a qualification accredited by the National Open College Network (OCN). Learners can then go on to achieve the level 3 course.

Assessment

Learners are required to produce an assignment for each unit chosen and in some cases an observation will be carried out by the tutor.

Entry requirements

Basic literacy skills test

Course Leader

Margaritte Arkell
0207 882 2527
m.arkell@qmul.ac.uk
www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet.

Location

The course will be delivered at the Whitechapel or Mile End campus.

Health Care Assistant Introductory Course

Course Code: HCA001-5

Duration

Up to eight months - nine taught sessions (5 units).
From 9.30 – 4.30pm

Level of course

Level 2

Programme description

This course is designed for receptionists and administrators and health care assistants working in health care. Each session is delivered individually so that the learner can attend as little as one, or all, of the sessions. The learner will have the opportunity of building credits towards the Qualification Credit Framework (QCF) through bite sized learning.

Modules

- Session 1: Introduction to the National Health Service
- Session 2: Understanding Record Keeping for the Care Worker
- Session 3: Communication, Health, Safety & Security and Equality & Diversity
- Session 4: Health Care Support Worker – Obtaining Specimens
- Session 5: Understanding Health Promotion in Care Settings

Aims of the course

The aim of the course is to equip existing or those wishing to move into the health care assistant role. The course is accredited by the National Open College Network which will assist the learning in building credits for the future.

Assessment

Learners are required to produce an assignment for each unit chosen and in some cases an observation will be carried out by the tutor.

Entry requirements

Basic literacy and numeracy skills test as well as basic experience in health promotion and smoking cessation. Some experience of working with a nurse would be an advantage.

Course Leader

Sue Neville
0207 882 2549
s.neville@qmul.ac.uk
www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet.

Location

The course will be delivered at the Whitechapel or Mile End campus.

Reception and Telephone Skills

Course code RTS100

Duration

One day. (1 unit). From 9.30 – 4.30.
Followed by workplace observation.

Level of course

Level 2

Programme description

This course is designed for receptionists and administrators working in health care. The course is accredited by the Open College Network (OCN) and offers 2 credits and learners will have the opportunity of building credits towards the Qualification Credit Framework (QCF) through bite sized learning.

Aims of the course

The aims of the course is to equip those working in health care reception setting with the necessary skills to deal with face to face communication as well as gaining effective telephone skills.

Assessment

Students will be required to keep a diary as well as assessor observations in the workplace whilst dealing with internal and external customers.

Entry requirements

There are no entry requirements although if students are wishing to move onto the Introduction to Customer Service and Administration course they will be required to take a basic skills literacy test.

Course leader

Margaritte Arkell
0207 882 2527
m.arkell@qmul.ac.uk
www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet

Location

Currently the course will be held at Whitechapel, although other areas may be arranged depending on number and location of applicants.

National Vocational Qualifications (NVQ)

NVQCCS2 – Certificate in Customer Service – Level 2, NVQDCS3 – Diploma in Customer Service – Level 3
NVQABA2 – Certificate in Business and Administration – Level 2, NVQABA2 Award in Business Administration
NVQDBA2 – Diploma in Business and Administration – Level 2,
NVQCBA3 – Certificate in Business and Administration – Level 3
NVQDBA3 – Diploma in Business and Administration – Level 3

Duration

The course is run over nine months although candidates may complete their NVQ sooner depending on candidate and number and weighting of units. From 9.30 – 1.00pm

Level of course

There are various levels to the programme as follows:

Award level 2 – for learners who are new to learning

Certificate level 2 and 3 – for learners who have previously studied

Diploma level 3 – for learners who have completed a level 2 certificate or diploma

Learners will need to demonstrate that they are able to work at their chosen level through basic skills tests and or prior learning.

Programme description

The Assessment Centre in the Health Services Staff Training Unit delivers NVQs through the Quality Credit Framework. This allows the learner to building on credits suitable to their current job role and ability. An NVQ is a certificate gained by proving evidence of competence in the appropriate standards which are set by the Council for Administration (CfA and the Institute for Customer Services and Skills for Health. The NVQs offered are:

- Business and Administration
- Customer Service

In addition to optional units there are a number of mandatory units that make the up NVQ.

Aims of the course

To provide candidates with a recognised qualification in their area of work and build on their credits and learning for the future.

Assessment

Assessments are carried out in the following ways:

- Candidate statements
- Workshops
- One-to-one with assessor
- Witness testimonies

Entry requirements

Candidates will either be working in business and administration or customer service and will need to take a basic skills literacy test.

Course Leader

Margaritte Arkell
0207 882 2527
m.arkell@qmul.ac.uk
www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet.

Location

Currently this rolling programme is run in Ilford. The programme can also be run with eight to ten candidates in your organisation across London.



Introduction to Management

Course code: ITMIC01

Duration

Five taught days and a final day for presenting and assessing participants Personal Development Plans. From 9.30 – 4.30pm

Level of course

No specific level

Programme description

A six day programme which runs over six weeks and focuses on self-development and reflective learning, whilst providing an overview of key primary care management skills and knowledge.

This course is for newly appointed managers, managers returning to work after a career break, and for those wanting an introduction to management in the health service.

Modules

Session 1: The role of the manager and management techniques

Session 2: The NHS and patient services

Session 3: Finance for managers

Session 4: Managing people; employment law and good employment practice

Session 5: Personal effectiveness and personal development

Session 6: Presentation of personal development plans

Aims of the course

This course aims to provide new Primary Care Managers – or those aspiring to be managers with information, strategies and practical solutions to help them manage their day to day work underpinned by an overview of basic management theory.

This course is taught within the context of current relevant national NHS policy and legislation.

Assessment

Presentation. A certificate of attendance is awarded to participants.

Entry requirements

There are no pre-requisites other than commitment, and the ability to complete the course.

Course Leader

Nicci Iacovou
0207 882 2528
n.iacovou@qmul.ac.uk
www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet.

Location

Various locations across London.

Introduction to Medical Terminology and Basic Administration

Course code ITMTBAIC02

Duration

Nine half days over nine weeks. From 9.30- 1.00pm or 1.00 – 4.30pm

Level of course

No specific level.

Programme description

This course is delivered over nine half day sessions and will be of benefit to those who work in health care and wish to gain a basic understanding of anatomy, physiology, and medical terms with the aim of improving understanding and application in the workplace.

At the end of the course, participants will have:

- An understanding of the terminology of the body
- An increase awareness of national screening programmes processes and outcomes
- A basis for developing skills in the usage of medical terminology

Modules

Session 1: Terminology of the NHS

Sessions 2 – 5: Terminology of the Body I - IV

Session 6: Terminology of Screening

Session 7: Terminology of Mental Health Services

Session 8: Terminology of Tests and Investigations

Session 9: Terminology researched by you!

Aims of the course

- to increase knowledge of medical terms
- to understand the formation of medical terms
- to understand basic anatomy and main body systems
- to increase knowledge about common tests and procedures

Assessment

No formal assessment. A certificate of attendance is awarded to participants.

Entry requirements

There are no specific entry requirements

Course leader

Hermione Pool / Sue Neville
0207 882 2530 / 0207 882 2549

Course fees

Please refer to enclosed supplementary information

Location

Various locations across London.

KSF Dimensions

This course is matched against all of the KSF core skills and G1 at level 1



The New Receptionist

Course code: TNRIC03

Duration

The New Receptionist is a new one day workshop from 9.30 – 4.00pm.

Level of course

The course is aimed at receptionists new to the NHS. Certificate of attendance.

Programme description

This course has been designed to equip new receptionists with a basic knowledge of their role and the NHS. Topics covered include:

- Understanding of role within the NHS
- Patients records and confidential
- Equality and Diversity – barriers to health care
- Communication – including use of the telephone

Learners will be taught in small and large group sessions and have the opportunity to ask questions throughout.

Assessment

There are no formal assessments for the course.

Entry requirements

No specific entry requirements are necessary.

Course Leader

Margaritte Arkell
0207 882 2527
m.arkell@qmul.ac.uk

Course fees

Please refer to enclosed supplementary information sheet.

Location

The workshop will be held in various locations across London.

The Chaperone in Health Care

Course code: TCPHIC04

Duration

Two hour workshop at a time to suit.

Level of course

There is no specific level

Programme description

This course is designed for anyone in health care who needs to understand the role of a chaperone and who wants to develop their skills to undertake this role with confidence. An interactive two hour workshop that will include group discussions and activities on:

- Issues and concerns
- Difficult situations
- Empathy with the patient
- The general rules of chaperoning
- Sharing experiences.

At the end of the sessions, participants will have:

- The statutory requirements and the new model chaperone framework
- Best practice when chaperoning
- How to cope with difficult situations when chaperoning.

Aims of the Course

- To increase understanding of why chaperones are required
- To share experiences and best practice
- To increase understanding of the patient perspective
- To increase understanding of what is involved in being a chaperone

Assessment

There is no formal assessment. Participants will receive a certificate of attendance.

Entry requirements

No specific entry requirements

Course Leader

Sue Neville
0207 882 2549
s.neville@qmul.ac.uk
www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet.

KSF Dimensions

This course is matched against all KSF core skills at level 1 to 2 and HWB2 at level 1

A refresher course in Summarising Medical Records

Course code: SMRSC01

Duration

The course is delivered over three half days (three weeks) and includes activities covering all aspects of medical summarising. From 9.30 – 1.00 or 1.00 – 4.30

Level of course

There is no specific level

Programme description

An interactive course delivered over three half days (over three weeks), that includes activities covering all aspects of medical summarising, including. This course will benefit all practice staff, both clinical and non-clinical, who are wishing to both refresh their skills, and gain up to date knowledge in medical records summarising and includes:

- Data Protection Act 1998 and patient confidentiality
- National Summary Care Record
- Quality and Outcomes Framework
- Scanning
- READ coding hierarchy and disease registers
- Clinical audits
- Recall systems

At the end of the course participants will:

- Be aware of the importance of attention to detail in medical summarising
- Have an understanding of the impact of the Data Protection Act
- Understand how to use patient data effectively
- Have an understanding of the READ code hierarchy and disease registers
- Be able to maximise QOF points for your practice

Aims of the course

- To gain an understanding of the standards required for best practice in medical summarising
- To increase awareness of how patient data is used in general practice, including audits
- To develop an understanding of how to maximise Quality and Outcomes Framework (QOF) targets
- To gain the knowledge and tools required for accurate READ coding of information
- To offer practical advice with summarising medical records and clinical correspondence effectively.

Assessment

There is no formal assessment. Participants will receive a certificate of attendance

Entry requirements

Although there is no required level participants should previously have either:

1. Currently summarising medical records within their workplace, OR
2. Have at least 12 months previous experience in medical records summarising OR
3. Have a non-UK clinical qualification OR
4. A UK clinical qualification, and not worked in general practice.

And also have

Attendance at our 9 week course “Introduction to Medical Terminology and Basic Administration” (or equivalent), will enhance learning and is strongly recommended.

Course Leader

Jackie Brown
s.a.dryden@qmul.ac.uk
www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet.

Students will gain knowledge of the principles of high quality summarising by attending this course. Please contact your system supplier if you wish to arrange IT Training in relation to summarising medical records using your practice's clinical software

Students will gain knowledge of the principles of high quality summarising by attending this course. Please contact your system supplier if you wish to arrange IT Training in relation to summarising medical records using your practice's clinical software

Location

The course can be run at a venue of your organisation's choice.

KSF Dimensions

This course is matched against KSF core skills 1, 2, 4 and 5 at levels 1 – 2 and IK1, IK2 and IK3 at levels 2 – 3.

Training the Trainers

Course code: TTSC02

Duration

An interactive four day course delivered over two consecutive weeks with Day 1, 2 and 3 in week 1 and Day 4 in week 2. From 9.30 – 4.30pm

Programme description

This course will benefit anyone who develops others in their workplace, and who wishes to gain new or refresh existing skills in training, development, coaching and mentoring others. The course programme will use a variety of teaching and learning methods, scenarios and activities that cover the following topics:

- Assessing learning needs
- Planning training
- Presentation skills
- Group work
- Mentoring
- Coaching

Students will need to complete a task in preparation for the course

At the end of the course participants will have:

- Gained an understanding of a variety of methods for training, mentoring and coaching others
- A better understanding of the aspects of group and individual dynamics in a training setting
- Increased their confidence in presentation skills.

Aims of the Course

- To increase understanding of the skills required for training, mentoring and coaching others
- Develop an awareness of how to transmit your knowledge with enthusiasm and clarity

- To improved confidence in developing individuals and teams within the workplace
- To act as a springboard to developing the training and development arm of your portfolio, and contribute to your continuing professional development.

Assessment

Students are required to deliver a 20-30 minute teaching session on day 4.

Entry requirements

A certificate of completion is awarded to participants.

Course Leader

Nicci Iacovou
0207 882 2530
n.iacovou@qmul.ac.uk
www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet.

Location

The course will be delivered across London and the outer areas.

KSF Dimensions

This course is matched against KSF core skills 1,2,4,5 and 6 and G1 at level 2 – 3.

Employment Law

Course code: ELSC03

Duration

Two full days – participants should attend both days.
From 9.30 – 4.30pm.

Level of course

No specific level.

Programme description

This is an interactive course that includes large and small group discussions, scenarios and activities that cover the following topics:

- The NHS plan
- Primary care management
- HR in the NHS
- Case law
- Contract law
- Statutory employment law
- Best practice / linking action to theory and research
- Obtaining further help

Aims of the course

The aim of the course is to

- increase understanding of employment law in general
- consider techniques for managing performance
- explore ways of dealing with capability and grievance issues
- understand recruitment procedures and processes

At the end of the course, participants will have:

- A better understanding of all aspects of employment law
- An increased awareness of recruitment procedures and processes
- The tools to deal more confidently with performance issues

Assessment

No formal assessment. A Certificate of attendance is awarded to participants.

Entry requirements

Suitable for managers, supervisors and team leaders responsible for recruitment, retention and managing others in the workplace.

Course Leader

Nicci Iacovou

0207 882 2530

s.a.dryden@qmul.ac.uk

<http://www.ihse.qmul.ac.uk/chs/education/hsstu/index.html>

Course fees

Please refer to enclosed supplementary information

Location

Whitechapel campus and various locations across London.

KSF Dimensions

This course is matched against all KSF core skills at levels 2 – 4 and G6 and G7 level 3.

An Introduction to Finance

Course code: ITPFSC04

This course has been temporarily withdrawn and will be reintroduced once national policy has been decided.

Mental Health Services – an overview

Course code MHS01

Duration

One day

Programme description

This course is designed for junior staff (administrators, secretarial staff, reception staff, ward clerks, clinical coders, clinic clerks etc) working in mental health care as well as ambulance services).

Aims of the programme:

To provide the learner with an understanding of mental health conditions and the structure of mental services including the legal context in which such care is delivered. The individual will leave with an insight as to how mental health care is provided with specific reference to the consent and confidentiality issues relating to this area of health care.

The programme will cover the following topics:

- The structure of mental health services (community to specialist or tertiary care including forensic services)
- An overview of the Mental Health Act 1983 and 2007 and how this applies to mental health service users
- An overview of the main mental health conditions/specialist areas and how this impacts on people with mental health conditions
- An overview of the Care Programme Approach and key issues relating to multidisciplinary/ multi agency working and confidentiality of personal information

The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in an exercise tackling a key mental health area.

Assessment:

No formal assessment. Participants will receive a certificate of attendance. CPD accreditation is being sought.

Location:

The course can be run at a venue of your organisation's choice.

Course leader:

Thoreya Swage
0207 882 2528
j.godfrey@qmul.ac.uk
<http://www.ihse.qmul.ac.uk/chs/education/hsstu>

Course fees:

Please refer to enclosed supplementary information

KSF Dimensions:

The course is matched against KSF core skill 2 (personal and people development) at level 1 and core skill 6 (equality and diversity) at level 2.

Mental Health Awareness

Course code MHA02

Duration

2 half days

Aims:

- To increase knowledge of common mental health illnesses and conditions
- To discuss the impact of poor mental health on individuals and their families
- To identify problems in managing relationships with those who are mentally ill
- To consider ways for improving communication with mental health patients
- To explore different ways establishing good practice when dealing with patients from this care group.

Outline content and approach

An interactive course of two half days that includes large and small group discussions, scenarios and activities that cover:-

- Essential information on common mental health illnesses and conditions
- Issues and concerns
- Sharing of information and reflecting on experiences
- Appropriate ways of communicating in these instances

Learning outcomes

At the end of the course, participants will have:

- A better understanding of chronic mental illnesses such as schizophrenia and depression.
- An increased awareness of patients' experiences of their illness and the impact it has on their behaviour in accessing services
- The tools to deal more confidently with people with mental health problems and/or illnesses.

Who should attend?

Receptionists and any other front line staff whose work includes dealing with people with mental health problems.

All participants should attend both workshops.

About the course tutors

Pauline O'Halloran is a Clinical Counsellor and is a Senior Manager at Tower Hamlets Primary Care Psychology and Counseling Team

Ian Harwood currently works as a GP/Public Health in Primary Care in Tower Hamlets and Hackney.

Forhad Ahmed has been working in Tower Hamlets for more than 5 years and is currently a Worker in Tower Hamlets Primary Care Trust.

Course fees:

Please refer to enclosed supplementary information

Introduction to Commissioning

Course code IC05

Duration

One day

Programme description

This course is designed for junior staff (administrators, secretarial staff, reception staff, ward clerks, clinical coders, clinic clerks etc) working in all areas of healthcare whether primary, secondary community or mental health care not forgetting ambulance and other supporting services).

Aims of the programme:

To provide the learner with an introduction to the background and processes of commissioning in the context of the current changes occurring in the NHS. The individual will leave with an insight as to how clinical services are derived and a better awareness of their role thus enabling more effective working in the new commissioning environment.

The programme will cover the following topics:

- The policy background and changes to commissioning processes ,e.g. the establishment and function of GP consortia and the NHS Commissioning Board
- The commissioning cycle
- An overview of the funding and financial background to the NHS
- An overview of the contracting process - negotiation, management and monitoring.

The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in a commissioning exercise.

Assessment:

No formal assessment. Participants will receive a certificate of attendance. CPD accreditation is being sought.

Location:

The course can be run at a venue of your organisation's choice.

Course leaders:

Thoreya Swage and Peter Bodden
0207 882 2528
j.godfrey@qmul.ac.uk
<http://www.ihse.qmul.ac.uk/chs/education/hsstu>

Course fees:

Please refer to enclosed supplementary information

KSF Dimensions:

The course is matched against KSF core skill 2 (personal and people development) at level 1.

Commissioning Health Services

Course code CHS06

Duration

Two days

Programme description

This course is designed for all people with a managerial role in healthcare who are not directly involved in commissioning services

Aims of the programme:

To provide the learner with a grounding to the background and processes of commissioning in the context of the current changes occurring in the NHS. The individual will leave with an insight as to how clinical services are derived and a better awareness of their role thus enabling more effective working in this new environment.

Course content

The programme will cover the following topics:

- The policy background and changes to commissioning processes ,e.g. the establishment and function of the GP consortia and the NHS Commissioning Board
- The commissioning cycle
- An overview of the funding and financial background to the NHS
- An overview of the contracting process - negotiation, management and monitoring.
- Partnership working
- An overview of quality, e.g. NICE, NHS Outcomes and Operating Frameworks, PROMS, Quality Standards etc
- An overview of regulation of commissioners and healthcare providers (Care Quality Commission, Monitor etc)

The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in commissioning exercises.

Assessment

No formal assessment. Participants will receive a certificate of attendance. CPD accreditation is being sought.

Location

The course can be run at a venue of your organisation's choice

Course leaders

Thoreya Swage and Peter Bodden

0207 882 2528

j.godfrey@qmul.ac.uk

<http://www.ihse.qmul.ac.uk/chs/education/hsstu>

Course fees

Please refer to enclosed supplementary information

KSF Dimensions

The course is matched against KSF core skill 2 (personal and people development) at level 1 and KSF core skill 5 (Quality) at level 1.

Facilitating Groups

Course code FG007

Duration

One day

Programme description

This course is designed for all healthcare staff who work with patient participation groups and patient focus groups.

Aims of the programme:

To provide the learner with tips and guidance on group facilitation skills. The individual will leave with an overview of group dynamics and an increased awareness of the processes and facilitation skills for effectively managing groups of this kind.

Course content

The programme will cover the following topics:

- To understand the role of the facilitator
- Types of facilitative interaction
- Preparing and planning for a patient participation or focus group
- Overview of group dynamics
- To identify the key communication and assertiveness skills for facilitation and group management
- Recording and disseminating data
- Ethical considerations that may arise
- Dealing with difficulties and challenges.

The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in a focus group planning exercise and facilitation exercise.

Assessment

No formal assessment. Participants will receive feedback and a certificate of attendance. CPD accreditation is being sought.

Location

The course can be run at a venue of your organisation's choice.

Course leaders

Nicci Iacovou and Robin Bowyer

0207 882 2528

j.godfrey@qmul.ac.uk

<http://www.icms.qmul.ac.uk/chs/education/hsstu>

Course fees

Please refer to enclosed supplementary information

KSF Dimensions

The course is matched against the following KSF Dimensions:

Core skills 1 (Communication) at level 2, 2 (Personal and people development) at level 2 and 6 (Equality and diversity) at level 3;

Information and Knowledge IK2 Information Collection and analysis at level 2;

General G1 Learning and Development at level 2, G5 Services and project management at level 2, G8; Public relations and marketing at level 2.

Presentation Skills

Course code PS08

Duration

One day

Workshop description

This course is designed for healthcare staff who are required to deliver oral presentations and wish to further develop these skills through active participation in this workshop, reflecting and acting on the feedback they receive.

At the end of the workshop, learners will have a framework for preparing and delivering effective presentations.

Aims of the workshop:

To provide the learner with the tools to: -

- Create a focused, structured work presentation, which addresses the needs of an audience
- Use body language and eye contact to add impact to a presentation
- Use pace, emphasis and pauses to add interest to a presentation
- Use visual aids appropriately to enhance a presentation
- Communicate a clear message to an audience
- Deal effectively with questions and challenges from an audience.

Outline content

The programme will cover the following topics:

- Preparation and planning
- Visual aids
- Eye contact, body language and voice control
- Impacting on the audience
- Dealing with questions and challenges from the audience.

The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity for participants to practise their skills. Participants will deliver a previously prepared 3 to 5 minute presentation at the workshop. Each presentation will be given feedback from tutors and other group members. Full guidance will be given to all participants in advance of the workshop. The time limit for the participant's presentation will depend on the numbers attending the workshop.

Assessment

No formal assessment. Participants will receive feedback and a certificate of attendance. CPD accreditation is being sought.

Location

The course can be run at a venue of your organisation's choice.

Course leaders

Nicci Iacovou and Robin Bowyer
0207 882 2528 j.godfrey@qmul.ac.uk

Course fees

£100 per participant

KSF Dimensions

The course is matched against the following KSF Dimensions:

Core skill 1 (Communication) at level 2, core skill 2 (Personal and people development) at level 2, core skill 5 (Quality) at level 1;

General G1 Learning and Development at level 1 and G8 Public relations and marketing at level 2.

Dementia Services – an overview

Course code DS009

Duration

One day

Programme description

This course is designed for junior staff (administrators, secretarial staff, reception staff, ward clerks, clinical coders, clinic clerks etc) working in primary, secondary care, acute mental health care and ambulance services.

Aims of the programme:

To provide the learner with an understanding of the causes and treatment of dementia and the provision of dementia services, including the legal context in which such care is delivered. The individual will leave with an insight into the management of dementia, the strategic context in which dementia care is provided.

The programme will cover the following topics:

- What is dementia? The types of dementia, prevention, treatment and prognosis
- The National Dementia Strategy
- Care and services for people with dementia to include the carer's perspective
- An overview of the Mental Health Act 1983 and 2007, and the Mental Capacity Act 2005 and how this applies to people with dementia.

The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in exercises addressing the issues concerning the management of dementia.

Assessment:

No formal assessment. Participants will receive a certificate of attendance. CPD accreditation is being sought.

Location:

The course can be run at a venue of your organisation's choice.

Course leader:

Thoreya Swage
0207 882 2528
j.godfrey@qmul.ac.uk
<http://www.icms.qmul.ac.uk/chs/education/hsstu>

Course fees:

£100 per student

KSF Dimensions:

The course is matched against KSF core skill 2 (personal and people development) at level 1 and core skill 6 (equality and diversity) at level 2.

Long-term conditions – an overview

Course code LTC010

Duration

Half day

Programme description

This course is designed for junior staff (administrators, secretarial staff, reception staff, ward clerks, clinical coders, clinic clerks etc) working in primary, secondary care, acute mental health care and ambulance services.

Aims of the programme:

To provide the learner with an understanding of long-term conditions and Care Planning. The individual will leave with an insight as to the importance of effective management of long-term conditions in all sectors of health and social care.

The programme will cover the following topics:

- What constitutes a Long Term Condition
- The principles underpinning Care Planning
- Long Term Conditions and the Quality, Innovation, Productivity and Prevention (QIPP) Agenda

The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in an exercise tackling a key long-term condition.

Assessment:

No formal assessment. Participants will receive a certificate of attendance. CPD accreditation is being sought.

Location:

The course can be run at a venue of your organisation's choice.

Course leader:

Thoreya Swage
0207 882 2528
j.godfrey@qmul.ac.uk
<http://www.icms.qmul.ac.uk/chs/education/hsstu>

Course fees:

£70 per student

KSF Dimensions:

The course is matched against the following KSF Dimensions:

Core skills 2 (personal and people development) at level 1 and (equality and diversity) at level 2 Health and Wellbeing HWB2 (Assessment and care planning to meet health and wellbeing needs) at level 1 and HWB4 (Enablement to address health and wellbeing needs) at level 1

Workforce Planning in the NHS

Course code WP011

Duration

One day

Programme description

This course is designed for those in the NHS who have management responsibility for workforce planning. It will suit those responsible for the workforce planning of a particular team (nursing staff, junior doctors, administration staff) or those with a wider remit to plan for a whole organisation (such as HR staff and workforce planning managers).

Aims of the programme:

The planned changes to the NHS, together with the ongoing financial challenges and maintenance of quality services, mean that organisations must ensure that they make the most effective use of their current and future workforce.

This programme will provide the learner with a theoretical background to workforce planning, how and why it is important and what tools exist within the NHS to help and assist with the process.

Practical exercises will reinforce the learning and tips and guidance shared between the participants will foster informal networks that can be called upon long after the end of the training.

Course content

The programme will cover the following topics:

- Understanding the role of workforce planning within the NHS
- Examples of good workforce planning
- Identification of the key skills and competencies required for workforce planning
- Collecting and using data within a workforce plan
- Preparing and planning for the task
- Dealing with a changing workforce and planning landscape
- Creating networks to assist the workforce planning process

The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in a practical workforce planning exercise.

Copies of NHS planning tools will be available to participants on the course (need to check cost and feasibility of this)

Assessment

No formal assessment. Participants will receive feedback and a certificate of attendance.

Location

The course can be run at a venue of your organisation's choice.

Course leaders

Gill Morris
Nicci Iacovou
0207 882 2528
j.godfrey@qmul.ac.uk
<http://www.icms.qmul.ac.uk/chs/education/hsstu>

Course fees

£100 per participant. £130 per participant if updated NHS Tools are available

KSF Dimensions

The course is matched against the following KSF Dimensions:

Core skills - (Communication) at level 3, 2 (Personal and people development) at level 4, 4 (Service Improvement) at level 2 and 6 (Equality and diversity) at level 3

Dimensions - Information and Knowledge IK2 Information Collection and analysis at level 2

General-G2 Development and Innovation at level 2 and G7 Capacity and capability at level 2

Workforce Planning in the NHS (cont)

Course code WP011

Appendix

Online Resources

1. The items within the UK Wide Workforce Planning Competence Framework describe good practice in the workplace in terms of what individuals need to be able to do, as well as what they need to know and understand:

<http://www.healthcareworkforce.nhs.uk/workforce-planning-competence-framework/>

2. The Six-Step Approach

<http://www.idea.gov.uk/idk/core/page.do?pageId=13953870>

3. NHS Employers; case studies, tools and resources

<http://www.nhsemployers.org/PlanningYourWorkforce/Pages/Planning-your-workforce.aspx>

4. • Environment Scan

- Current Workforce Profile
- Future Workforce View
- Analysis and Targeted Future
- Closing the gaps

Report writing skills

Course code RW012

Duration

One day

Workshop description

Many of us are now required to produce reports as part of our role with the need for them to be read, understood and acted on.

This course aims to equip NHS staff with the tools and techniques for effective report writing so that they are able to produce reports which are well structured, clear, logical and fit for purpose. It will be delivered in a highly interactive style and those attending will have the opportunity of critiquing examples their own and other people's reports.

Overall aim of the workshop

To provide the learner with the tools for producing effective reports.

Outline content

The session will cover the following topics:-

- basic report writing techniques
- structure, logic and flow
- emphasising key points
- the key considerations of effective structure, logic and flow
- corporate image and style
- writing for effect – and action.

The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity for participants to deal with specific queries and to work on a report they are preparing or have recently prepared. Each report will be given feedback from tutors and other group members. Full guidance will be given to all participants in advance of the workshop. Other reports will also be available for appraisal.

Assessment

There is no formal assessment. Participants will receive a certificate of attendance.

Accreditation

This course will be CPD certified.

Location

The course can be run at a venue of your organisation's choice.

Course leader

Robin Bowyer

020 7882 2528 j.godfrey@qmul.ac.uk

<http://www.icms.qmul.ac.uk/chs/education/hsstu>

Course fees

£100 per student



Providing a Patient Centred Service

Workshop code: CCFLSP01

Duration

Three half day sessions (3 hours).

Aims of the programme

- To increase understanding in the concept and importance of patient centred service
- To increase understanding of complaints procedures and the reason for complaints
- To develop communication skills when supporting with special needs
- To develop confidence in dealing with difficult situations

Course content

Three half day interactive sessions using small and large group discussions and case studies to cover:

- The importance of a patient centred service
- The patient perspective in the complaints procedures
- The importance and basic tools of good communication skills
- The development of personal skills when working under pressure and dealing with conflict through a personal action plan

By the end of the course, participants will have:

- A better understanding of what a patient centred service is and why it is important in healthcare
- An increased awareness of the patient perspective when delivering health care services
- A recognition of the importance of good communication skills
- The tools to deal more confidently with work place pressure and conflict in general
- The opportunity to begin to formulate a personal action plan to take back to the workplace to improve skills in this area.

Assessment

No formal assessment. Participants will receive a certificate of attendance.

Course Leader

Nicci Iacovou
0207 882 2530
s.a.dryden@qmul.ac.uk
www.ihse.qmul.ac.uk/chs/education/hsstu

Course fees

Please refer to enclosed supplementary information sheet.

Location

The course can be run at a venue of your organisation's choice.

KSF Dimensions

The course is matched against all KSF core skills at levels 1 to 2

Reflective Practice

Workshop code: RPP02

Duration

Half day workshop (3 hours)

Workshop description

This half day workshop is designed for anyone in the NHS who wishes to understand how reflective practice supports learning needs by increasing awareness of work experiences and personal learning styles.

At the end of the session, participants will be equipped with a framework to reflect and learn from both workplace experiences and their own learning styles.

Aims of the workshop

The aims of the workshop are to provide participants with a framework to:-

- Adopt a reflective approach to learning and work experiences
- Assess and plan for their own learning needs using reflection processes
- Increase awareness of their learning style.

Outline Content

Within a confidential environment, the flexible programme will provide a safe and flexible environment combining theory and application in practice, individual activities and whole & small group discussions that will cover the following areas:-

- Personal introductions
- Introduction to the session, icebreaker, expectations and any concerns
- Review of the learning cycle
- Assessing individual learning style
- Types of reflection; benefits of reflection
- Assessing current learning needs using reflective practice
- Planning for your own learning needs; action planning.

Certificate

All participants will receive a certificate of attendance

Course leader

Nicci Iacovou
0207 882 2530 / 0207 882 2528
s.dryden@qmul.ac.uk / j.godfrey@qmul.ac.uk
www.ihse.qmul.ac.uk/chs/education/hsstu

Workshop fees

Please refer to enclosed supplementary information sheet.

Location

The course can be run at a venue of your organisation's choice.

KSF Dimensions

This course is matched against KSF core skill 2 at level 2.

Effective Telephone Skills

Workshop code: ETSP03

Duration

Two hour workshop

Workshop description

This half day workshop will be of benefit to any member of the health care team who has contact with patients, professionals and members of the public.

An interactive half day workshop using a variety of learning methods covering:

- Golden rules of effective telephone use
- Effective communication
- Confidentiality when using the telephone
- Good record keeping
- Dealing with conflict.

At the end of the session, participants will:

- Have an understanding of effective communication and the key skills for this
- Be able to identify barriers to communication
- Be aware of the importance of confidentiality in communication
- Have the tools for effective message taking
- Have the basic tools for dealing with conflict over the telephone
- Have the tools to project a professional image of themselves and their organisation.

Aims of the workshop

- To improve telephone techniques
- To increase understanding of the effective use of the telephone
- To share experiences and best practice
- To project a professional image of yourself and your organisation
- To gain confidence in dealing with conflict.

Certificate

Participants will receive a certificate of attendance

Course leader

Nicci Iacovou

0207 882 2530 / 0207 882 2528

s.dryden@qmul.ac.uk / j.godfrey@qmul.ac.uk

www.ihse.qmul.ac.uk/chs/education/hsstu

Workshop fees

Please refer to enclosed supplementary information sheet.

Location

The course can be run at a venue of your organisation's choice.

KSF Dimensions

This course is matched against all KSF core skills at levels 1 – 2.

Dealing with Difficult People – Effective Work Relationships

Workshop code: DDPP04

Duration

Half day (3 hours)

Workshop description

This course is designed for any member of the front line health care team and those in regular/daily contact with patients and/or those who work regularly with others.

An interactive four-hour workshop that includes large and small group discussions, scenarios and activities that cover:-

- Issues and Concerns
- Understanding the angry patient
- Sharing of information and reflecting on recent past difficult situations experienced
- Golden rules of effective communication, words and phrases to avoid, words and phrases that help.

At the end of the session, participants will have

- A better understanding of why the awkward and angry person is awkward and angry
- A basis for developing appropriate skills for dealing with difficult situations and people
- More confidence in dealing with conflict.

Aims of the workshop

- To increase understanding of angry patients and difficult people in general
- To share experiences and best practice
- To equip participants with the tools to develop communication skills to deal with difficult people and situations
- To gain confidence in dealing with conflict.

Course leader

Nicci Iacovou
0207 882 2530 / 0207 882 2528
s.dryden@qmul.ac.uk / j.godfrey@qmul.ac.uk
www.ihse.qmul.ac.uk/chs/education/hsstu

Workshop fees

Please refer to enclosed supplementary information sheet.

Location

The course can be run at a venue of your organisation's choice.

KSF Dimensions

The course is matched against all KSF core skills at levels 2 to 3

Time Out for Your Team Programme

Workshop code: TOWYTWK05

Duration

This will vary depending on the team or organisation's requirements.

Workshop description

The Time Out for Your Team is a multidisciplinary team development programme comprising a series of three half day workshops, which are stand alone, whilst building on each other to develop different aspects of your team. These workshops offer protected time in a confidential environment to review current practice and consider future development, providing a basis for production of a development plan for your team, organisation or practice. The workshops cover the areas outlined below and can be tailored to fit specific need.

Workshops

Workshop 1 – Creating a Vision for your Team

develops a vision for the team with an action plan.

Workshop 2 – Understanding Your Team provides an opportunity for greater understanding of one's own and others working style.

Workshop 3 – Creating a Learning Team provides a stepping stone for creating a learning team and symbiotic and individual development.

Entry requirements

Any management or other team in an organisation.

Any primary care team i.e. GPs, Practice Nurses, Community Nurses, Administrative staff, Managers, GP Registrars, Pharmacists, Social Workers, Allied Health Professionals, Community Psychiatric Nurses, and Counsellors etc.

Workshop One – Creating a Vision for your Team

This workshops aims to:

Provide protected time away from the daily pressures to:-

- Develop a vision for the team
- Reflect on the current situation for your team
- Provide an opportunity to develop your team and the services you provide.

Outcomes of this Workshop

- An agreed vision for your team for the next three to five years
- An action plan for implementing aspect(s) of your agreed vision
- A basis for producing a practice development plan in terms of the overall approach your team wishes to take
- Be more cohesive as a team.

Outline Content

Within a safe, confidential environment, your team will have the opportunity to consider and agree a 'blue sky' ideal, using tried and tested exercises. You will then be supported to compare this ideal with the current situation, identifying the changes needed to move your team from now towards the future vision you have agreed. This will form the basis for an action plan to take things forward in your team.

Workshop Two – Understanding your Team

This workshop aims to :

Provide an opportunity for team members to consider:-

- their own and their fellow team members' style of working
- different team members' views on how the team functions as a whole
- Consider how different skills and styles of working can be best used in patient care.

Time Out for Your Team Programme (cont)

Workshop code: TOWYTWK05

Outcomes of this Workshop

Your team will:-

- Have a greater understanding of individual and each other's style of working
- Have a greater understanding of how your team can best use the skills and working styles of individual team members
- Work more effectively as a team.

Outline Content

Following a brief review of the vision and action plan resulting from Workshop One (where appropriate), team members will do some simple, relevant psychometric tests, for example, the Belbin Team Role Inventory, Learning Styles or Orientation to Change. There will be a facilitated discussion on the results of these tests and how they can best contribute to your team's infrastructure, addressing particular issues within the team and the tasks at hand for high quality service delivery. Some individual preparation in advance of the workshop will be necessary.

Workshop Three – Creating a Learning Team

This workshop aims to:

Provide a stepping stone for-

- Creating a learning team
- Symbiotic team and individual development.

Outcomes of this Workshop

- An agreed framework for a team learning and development plans
- A basis for developing an ongoing learning development strategy
- A better understanding of how individual plans for continuing development can contribute to the team development as a whole and vice versa.

Outline Content

Following a brief review from Workshop Two (where appropriate), your team will consider the characteristics and activities of a learning organisation, making a comparison with the current situation (using live issues) in your team and then identifying any changes needed to create an ongoing learning culture within it.

Some individual preparation in advance of the workshop may be necessary.

Course fees

This may vary depending on the team or organisation's requirement.

Location

The course can be run at a venue of your organisation's choice.

Notes

Notes



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