



Face-to-Face Training for Primary Care



Contents

Why Face-to-Face Training?	2
-----------------------------------	---

About One Wirral CIC

Why is One Wirral delivering training?	3
--	---

Meet our experts	3
------------------	---

Courses

Expanding the Cardiovascular Disease Workforce	4
--	---

Personalised Care for Healthy Weight	5
--------------------------------------	---

Personalising our Approach to Type 2 Diabetes	6
---	---

Health Coaching	7
-----------------	---

Health Care Assistant Foundation Programme	8
--	---

Basic Life Support (BLS) Level 1 & 2	9
--------------------------------------	---

Testimonials	10
---------------------	----

Find Out More	11
----------------------	----

Face-to-Face Training

The Importance of Tailored Training

It's never been more important to ensure there is ongoing personalised training to facilitate long-term recruitment, retention and success of primary care.

With the **2024 Queen's Nursing Institute's impact survey** identifying potential gaps in skills and knowledge across ARRS roles across PCNs and practices, supporting the people in these roles and also wider roles with their professional development can result in a more content workforce, managed workloads, and greater patient care.

By choosing to provide digestible and tailored training for your staff, you will allow the opportunity to not only increase understanding and appreciation for primary care across the board, but also **enhance income streams and promote wider team collaboration**.

Why Face-to-Face Training?

Since the Covid-19 pandemic, we've seen the increase demand in-person training sessions over having them exclusively online. Virtual sessions offer that convenience our calendars sometimes enjoy, but when it comes to learning, discussing and exploring complex topics within healthcare, face-to-face offers far greater results.

Benefits:

- ✔ **Personalised interaction:** Allows for direct interaction between trainers and participants, with the opportunity for personalised guidance and feedback tailored to individual needs.
- ✔ **Non-verbal communication:** Body language and facial expressions play a significant role in communication, which can be fully utilised in face-to-face training to enhance understanding and engagement.
- ✔ **Immediate clarification:** Participants can ask questions and seek clarification in real-time, leading to better comprehension and retention of information.
- ✔ **Group dynamics:** Face-to-face training facilitates group activities, discussions, and teamwork, encouraging collaboration and peer learning among participants.
- ✔ **Building relationships:** Opportunities for networking and relationship-building among participants, providing a sense of community and support.
- ✔ **Accountability:** Being physically present in a training session can enhance accountability and motivation, as participants are more likely to actively engage and participate.
- ✔ **Dedicated time away from practice:** Often online training is conducted in worktime, in settings which can often reduce interaction and headspace to focus on topic.

One Wirral CIC

Why is One Wirral Providing Training?

With our mission to reduce health inequalities, One Wirral has always supported general practice and the NHS in many ways.

Helping Wirral communities have more equitable access to healthcare services, we've seen first hand what a difference providing the wide ranging healthcare professionals with the knowledge they need to do their job fully makes to both the workforce and the wider community.

The more empowered staff are, the more likely they are to empower patients through quality information and guidance. That's why our courses and sessions are designed to be as effective and engaging as possible.

Meet Our Experts

Scott Morgans



Our Health Creations Manager, Scott, has 18 years of experience in public and private healthcare. He has led and developed services for long-term conditions, focusing on evidence-based lifestyle interventions. His expertise spans primary care, the voluntary sector, and local authorities, where he has delivered impactful education and training programmes.

Scott excels in enhancing educational content to ensure swift and effective application in practice, leveraging his patient-facing and project leadership experience.

Sue Smith



Sue is One Wirral's Clinical Education and Workforce Lead - a Registered Nurse and has worked within the NHS in Wirral for 45 years with experience across a wide range of posts.

Through her time in the NHS, she has developed relationships and gained extensive experience around professional leadership and the development and delivery of education/training to nursing and the wider workforce.

Although Sue retired from the NHS in 2019, she is still committed to supporting educational developments within Practice/Primary Care Networks and the wider local communities.

Expanding the Cardiovascular Disease Workforce



4 hours - 1 day (subject to your needs)



Who should attend?

- ARRS roles
- HCAs

Course Overview

Cardiovascular disease (CVD), causes a quarter of all deaths in the UK, and is the largest cause of premature mortality in deprived areas. This is the single biggest area where the NHS can save lives over the next 10 years.


Early detection and treatment of CVD can help patients live longer, healthier lives. Where individuals are identified with high risk conditions, appropriate preventative treatments will be offered in a timely way.

People with heart failure and heart valve disease will be better supported by multi-disciplinary teams as part of primary care networks.

Learners will:

- Gain a role appropriate level of knowledge of CVD risk factors – Hypertension, Cholesterol and Atrial Fibrillation and the importance of early detection.
- Develop a sound understanding of the clinical values that are critical to CVD detection and management.
- Be given an introduction to brief interventions to address risk factors – smoking, alcohol use, obesity etc.
- Be given an overview of health inequalities in relation to CVD
- Build confidence in communicating and offering personalised coaching around the subject of CVD and CVD risk.
- Understand how to engage people at varying levels of the behaviour change model and adapt their approach accordingly.
- Understand how non-clinical ARRS roles form an important part of the CVD care pathway within the practice/ PCN.
- Be given an introduction to Quality Improvement tools to aid early detection and risk stratification
- Gain a clear understanding of the Making Every Contact Count approach.

Personalised Care for Healthy Weight

 1 day

Who should attend?

- ARRS roles
- HCAs

Course Overview

Designed to enhance knowledge of the complexities surrounding achieving and maintaining a healthy weight, including its underlying causes and contributing factors, and the impact it has on physical, mental, and social health.

The course aims to improve patient outcomes and quality of life by equipping healthcare professionals with the skills needed to deliver personalised care. By fostering effective communication skills, attendees will learn how to have sensitive and constructive conversations about weight and develop crucial coaching skills.

Learners will:

- Improve understanding of the complexities surrounding maintaining a healthy weight, including the underlying causes and contributing factors, as well as the impact on physical, mental, and social health.
- Learn how to improve patient outcomes by enhancing the quality of life for people aiming to achieve or maintain a healthy weight, and to make a positive impact on their patients' health and well-being.
- Enhance communication skills, including how to have sensitive conversations about weight, to help build trust and rapport with patients.
- Develop toolkits by discovering a range of practical ways to support self-management that actively engage patients in participating in their own health and well-being.
- Find out more about current evidence-based research on the topic of a healthy weight, focusing on lifestyle modifications (diet and physical activity) and improving adherence.
- Gain expertise in training to reduce stigma and bias related to body size and appearance, fostering empathetic and non-judgmental care for all individuals.
- Understand how to support behaviour change in people aiming for a healthy weight, including goal setting, motivation, and effective communication techniques.

Personalising our Approach to Type 2 Diabetes

 1 day

 **Who should attend?**

- ARRS roles
- HCAs

Course Overview

In recent years, the focus on supporting people with type 2 diabetes has shifted to manage what has been considered to be a progressive life-long condition to one that can be potentially (at least for a period of time) put into remission.

This course is to support standardising our type 2 diabetes care by updating our skills to meet the needs of a patient's wellbeing and enabling patient choice.

Learners will:

- Gain a greater understanding how the role different dietary strategies plays in prevention, reducing medical interventions
- Learn more about the evidence based research available
- Gain a deeper understanding about remission, how it is classified, and how diets can achieve remission and/or better HbA1c control
- Understand how to identify and use common themes, and how offering choice can positively impact patients
- Improve confidence around having coaching conversations regarding exercise, diet and barriers patients face
- Learn how to improve patient outcomes by reducing confusion



Introduction to Health Coaching



4 hours - 1 day (subject to your needs)



Who should attend?

- ARRS roles
- HCAs

Course Overview

Created to upskill healthcare professionals with the aim to improve care for patients living with long-term conditions. Using a health coaching approach and updating skills helps to meet the needs of a patient's wellbeing, enabling patient choice and ensuring personalised care is delivered within general practice.


Health coaching is a Supported Self-Management (SSM) intervention and is part of the NHS Long-Term Plan's commitment to make personalised care business as usual across the system. Personalised care gives people choice and control over the way their care is planned and delivered, based on 'what matters' to them - it takes a whole-system approach.

Learners will:

- Understand about the importance of communication in day-to-day practice and the benefits of motivation interviewing
- Review behaviour change models and how conversations can be tailored around these to improve patients' levels of activation
- Discover different coaching approaches that can be employed
- Learn more about the key principles of effective goal setting



Health Care Assistant Foundation Programme

 2 - 4 days (subject to your needs)

Who should attend?

- HCAs who are new to general practice
- Staff transitioning to a HCA role

Course Overview

The HCA programme has been designed to provide key knowledge and skills to enable novice staff to move towards becoming proficient HCAs.

It has a great emphasis on promoting and encouraging self-growth into safe practitioners, through an introduction to real practical skills and develop the learner to a confident and competent standard using the recognised RCGP framework for HCAs.

Learners will:

- Understand the role of the HCA in a GP setting and learn about what a good consultation covers while maintaining theirs and their patient's safety
- Find out about working to pathways to ensure safe practice
- Be given an introduction to various chronic illnesses including cardiovascular disease and how this impacts upon health
- Learn how to support patients living with diabetes and be introduced to wound care skills
- Discover more about respiratory disease and how this impacts upon health
- Find out about working to pathways to ensure safe practice



Basic Life Support (BLS) Level 1 & 2



90 mins - 2 hours (number of attendees dependent)



Who should attend?

- All practice staff

Course Overview

Each year over 30,000 people have an out-of-hospital cardiac arrest in the UK, with less than one in ten surviving - giving BLS/CPR and using a defibrillator can more than double someone's chance of survival.

This face-to-face session provides the opportunity for all practice staff to learn how to undertake BLS with practical session and competency assessment for clinicians as advised by Resuscitation Council UK guidance.

Learners will:

- Understand basic life support and the chain of survival
- Identify CPR (Cardiopulmonary resuscitation)
- Understand how to use an AED (Automated External Defibrillator)
- Distinguish different approaches to BLS according to age
- Know how to help a person who is choking
- Be able to put a casualty into the recovery position



Training Testimonials

What did some of our previous attendees have to say about the courses?



I have been a HCA for 8-12 months already and thought maybe that the Blood Pressure taking and ECG aspect of the course would be everything I already knew as I do them daily - I was very wrong and have gained invaluable knowledge that I feel can help me reassure patients more.



The training was great in helping me learn about different areas in a lot more depth. There was certain things I had a basic knowledge of - but now I feel I know these topics a lot better and have a lot more confidence.



It was perfectly pitched; the broad knowledge & experience of the trainers, enhanced the programme as they were able to give examples in practice.



Each topic was explained in a perfect amount of detail, we were given a good amount of information without being overloaded. I have learned a lot following the training and I started using my new skills the first day back after training, meaning I can have extra clinics for HCA work, aka health checks, BP's and also urine dipping. This frees up the nurses.



It has helped me feel more confident in starting tricky conversations with high BMI patients. It has given me a greater understanding of what patients are expecting of me and how to better meet their expectations.

Find Out More

If you have needs outside of the courses listed within the brochure, please contact us to discuss bespoke training options.



One Wirral CIC
2 Oxtan Road
Birkenhead
CH41 2QJ



0151 294 4470



onewirral.cic@nhs.net



onewirral.co.uk

