

INTRODUCTION TO PRIMARY CARE

COURSE OUTLINE

This is a full-day course aimed at new members of the primary healthcare team (we recommend less than one year in post). The maximum number of delegates is 12 to ensure everyone gets a chance to participate.

The aim of the course is to give participants an overview of key issues affecting the workplace today and as such the course is updated each time to reflect the changing environment. In addition the course content is developed in conjunction with Practice Managers to ensure it is relevant and meeting the needs of the practice.

The structure of the course is aimed at engaging new staff rather than scaring them before they have even settled in post! We use a combination of games, DVDs and interactive sessions rather than death by PowerPoint, to get the point across.

All delegates receive a pack containing copies of all materials used, other relevant reading material and a reference/website/reading list for them to research topics further if they so wish.

Indicative Programme

Welcome & Introductions	An ice-breaker session used to introduce the delegates to each other and to the trainers
Aims & Objectives	A round the table review to assess delegates reasons for attending the course and to note any key issues/questions they may have which we try to address during the course of day
Our NHS	A timeline game is used to introduce historical topics which have an impact on today's general practice. An overview of the current structure of the NHS (including funding streams and activity levels) so delegates can visualise where general practice fits.
The 7 "C"s	A mixed session using PowerPoint, DVDs, scenarios and games to give an overview of the following topics : Confidentiality & Caldicott Care Values Clinical Governance Complaints Chaperoning Consent
Improving Customer Service	A DVD "One Man & His Dog" is used to compare the treatment a patient receives from his primary care centre compared to that received by his dog at the Vets. Very funny visual aid to demonstrate the importance of good customer service.

Dealing with Difficult & vulnerable people	An interactive session using role play and scenarios to explore the difficulties front line staff face when dealing with difficult people. This session also explores the additional difficulties posed when dealing with vulnerable patients (both adult and children)
The Primary Care Team	This session explores the importance of team-working and recognising the diverse roles working with primary care.
Key Issues	This session explores the current headlines (national and local) which will impact on primary care. This includes latest government initiatives, patient & public involvement, patient expectations, use of technology and practice finance.
Health & Safety	A DVD is used to demonstrate key features of health & safety in the workplace.
Your career in General Practice	A short session to engage staff in the importance of on-going education and to look at career opportunities within General Practice
Quiz	Light hearted group quiz to re-enforce some of the learning from the day