

# Kernow Health – Virtual Training Sessions for Practice Staff



Fully interactive and engaging workshops that deliver the essential information via MS Teams

## 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.

### Objectives

- Understand how to effectively prepare for a CQC inspection
- Gain an overview of the fundamental standards of care
- Understand CQC quality statements and population groups
- Learn what information you will need to have readily available during an inspection

🕒 90 minutes

📅 Wednesday 2nd October at 12.30pm



Delivered by:

**PRACTICE INDEX**



## CQC Framework & Demonstrable Evidence

This informative, fact-filled session offers an overview of the CQC's regulatory approach and single assessment framework and explains how CQC scores and rates providers. The session also explains the need for demonstrable evidence, the various types of evidence that CQC may ask to see, and how to avoid the common pitfalls, concluding with guidance on how to effectively collate evidence.

### Objectives

- Legal updates for 2024
- Changing terms and conditions
- Consulting employees when considering changes to working routines and contracts
- Giving and receiving notice

🕒 2.5 hours

📅 Thursday 7th November at 12.30pm

## Advanced Practice Finance

This workshop provides a deeper look at practice finance, covering the key areas to enhance your knowledge, whilst looking at the strategic goals for practice finance and how you can help and support your practice to drive improvement and increase profitability.

### Objectives

- To gain a fundamental understanding of income streams in primary care
- To learn the strategic elements of practice finance
- To understand the importance of appropriate financial controls in general practice
- To acquire the necessary knowledge to manage practice finances successfully
- To be able to identify how you can improve practice financial performance

🕒 90 minutes

📅 Tuesday 14th January at 1pm



## CQC Medicines Management, Policy Management & Training Requirements

This engaging, interactive session will explain the fundamentals of medicines and medical gas storage, the cold chain process, the need for policies and protocols in primary care, how to effectively manage a policy library and explain what mandatory training is required in general practice, and why an extant training matrix and training records are required.

### Objectives

- Legal updates for 2024
- Changing terms and conditions
- Consulting employees when considering changes to working routines and contracts
- Giving and receiving notice

🕒 3 hours

📅 Thursday 30th January at 12pm



## GDPR

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

### Objectives

- How the GDPR and DPA18 are linked and what they cover
- The role of data processors and data controllers
- What is a data subject and what are their rights
- Processing subject access requests from data subjects and third parties
- Avoiding data breaches

🕒 1 hour 15 minutes

📅 Wednesday 19th February at 12pm

## Booking information

To book a place on any of these courses please email [Kernowhealthcic.enquiries@nhs.net](mailto:Kernowhealthcic.enquiries@nhs.net)