

# **Cornwall Primary Care Training Hub Course Prospectus**

April 2025

Business Support Training  
for Primary Care Teams

Hosted by and in partnership with:



## Welcome to The Cornwall Training Hub

The following pages detail the range of business support courses provided by the Training Hub. The programme of business support training is funded primarily through NHSE funding.

**These courses are available to all staff within primary care whether you have a clinical or business support role.**

Please [visit our website](#) for course dates and to book.

We are keen to develop our business support training offer further so if you can't see what you are looking for, or you think there are further topic areas where training is required, please get in touch.

**If you would like to find out more about any of our courses or support, please contact us at:**

[Kernowhealthcic.workforce@nhs.net](mailto:Kernowhealthcic.workforce@nhs.net)

## Access to Primary Care

### **Passport to Primary Care**

The Passport to Primary Care self-directed study guide is a learning tool designed for healthcare workers new to general practice. This resource is intended to form part of the employer induction programme by introducing general practice. This programme includes interactive videos, self-directed study materials, and e-learning modules. The Passport to Primary Care self-directed study guide content will cover:

- commissioning, funding, indemnity and regulation
- scope of practice, lone working, consent, record keeping
- medicine management and the law
- personalised care and health coaching

## Business Management and Development

### **Advanced Practice Finance**

This workshop is delivered by Practice Index and 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.

### **Bid Writing (In Development)**

During this course you will consider the key elements required for making a successful bid, including knowing who the audience is, what to include in the bid and bid writing techniques. It also covers how to provide evidence for your bid and proving value for money.

### **Contracts and Funding Streams (In Development)**

This session provides an overview of the various funding streams into practice including GMS funding, QOF and enhanced services. It will provide an overview of the GP contract arrangements, and what you are and are not committed to delivering, as well as tips for managing your statements and claims. It will also cover monitoring and negotiating contracts.

## **CQC Standards & Inspections**

Run via a series of bite-sized virtual sessions, this will cover a variety of topics to help you to prepare and meet CQC standards and inspections. Please see our website for up-to-date information on training available.

## **Dispensary**

Dispensary training is provided on an ad-hoc basis. Please contact us for further details.

## **Estates and Property Management (In Development)**

This is one of the biggest challenges in practice and the session covers effective property management, leases and rent arrangements. It considers future planning for estates and the impact on the workforce, as well as digital implications to help you maximise the resources available to you. There will also be an opportunity to look at delivery models and review different ways of delivering services.

## **Infection Prevention and Control Update for Primary Care**

The two-part session will run for 1.5 hours. The first 60 minutes of the session provides a non-clinical update with the following 30 minutes for clinical staff only. The session will provide an annual infection prevention and control update to support Cornwall primary care providers in complying with CQC requirements.

## **Introduction to Practice Finances**

This workshop introduces practice finance, explaining the key areas of knowledge that are needed to understand this complex subject. You will learn about how practices are funded, the important operational aspects of practice finance, and you will gain the necessary underpinning knowledge to support you in your role.

## **Partnership Preparation Programme**

This 2-day programme is for new GP partners or those considering becoming a partner in the future. Delivered in-person with pre-recorded short videos, followed by facilitated discussion and group practical exercises, this programme will cover: partnership finances, key legal frameworks and contracts, communication strategies and skills for partnership.

## **Partnership Development Programme**

This is a roll on/roll off 12-month programme for new Partners in GP Practices, those working towards a Partnership in the next 6-12 months, or existing Partners who

would like a refresh. It further explores and builds upon the content of the Partnership Preparation programme, offering a combination of business and financial management modules, together with leadership development. The programme induction includes an Insights psychometric test and a one-to-one discussion, followed by a series of modules (which you can attend based on your individual preferences and development areas).

## **QOF**

The QOF course will give delegates a better understanding of QOF to aid practice achievement of QOF targets. This interactive course ‘packages’ each QOF disease area and the relevant QOF indicators together with risk factors, signs and symptoms, associated terminology, related medication and related clinical investigations and tests.

## **Generic Skills**

### **Caldicott and Confidentiality**

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

### **Coaching Skills at Work**

The aim of this one-day workshop is to support you to use coaching style conversations in the normal course of your work with team members and colleagues. The focus will be how we can use a coaching approach to create change, improve performance, and enable others to flourish, for example at team meetings, one to one conversations, appraisals, personal development, and diffusing conflict.

### **Foundations of Quality Improvement**

From quality improvement (QI) theory to initiating a project, this full day workshop introduces several techniques alongside the model for improvement with practical applications. This workshop will give participants a complete overview from setting up a QI project through the phases to ‘make normal’ by linking theory and practice through action-based learning.

## **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.

## **Introduction to Project Management**

This course gives you a simple, step-by-step approach to ensuring any project you have responsibility for is a success. It will also help you to plan it well to the point that it is as stress-free as possible. This is an introductory project management course designed for people with no previous experience or training in managing projects.

## **Workplace Mentoring**

Workplace mentoring is a key component of staff development. To ensure that mentoring is as effective as possible it is important that all mentors are suitably skilled to support and develop their colleagues. This half-day workshop will provide an opportunity for attendees to evaluate their mentoring roles, reflecting on theory and practice to optimise the success of their workplace mentoring programmes.

# **HR Skills**

## **Conducting Effective Appraisals**

This course provides an overview of the appraisal process, together with the development of practical skills required to carry out an effective appraisal. It also focusses on the continued development of your staff to enable upskilling and progression within your Practice. This is a half-day interactive and practical course to help you feel more confident in conducting appraisals with your staff.

## **HR Employment Law Update**

Join Stephen and Scown, for this employment law update which will provide you with a solid grounding on recent changes to employment and case law, as well as insights into upcoming changes to legislation.

## **HR Training**

Our HR training is aimed at anyone who has people management responsibilities. The training is designed to allow for interaction and sharing of good practice approaches, covering the following key HR areas:

- Recruitment and selection
- Managing absence
- Disciplinary and capability
- Performance management

## **Conducting Management Conversations with Confidence**

This is a one day highly interactive and practical course to help you feel more confident in carrying out conversations with staff in a variety of management situations, such as performance conversations, wellbeing conversations, discussions around individual development and one to one individual meetings with staff. Through experiential learning you will explore effective management communication and develop strategies and approaches to help you develop your core management skills.

## **Leadership and Management**

### **Managing Change in Uncertain Times**

Change in General Practice is now constant, with new demands placed on practices which result in significant shifts in ways of working. The recovery access programme places further pressure on practices to deliver things differently and leaders are increasingly being asked to make decisions that affect the working lives of those they lead. This is a 1-day in depth course for those who are responsible for leading and implementing change.

### **Introduction to Leadership Skills for Team Leads / Managers**

This 1-day course is designed for people in a Team Lead or Management role who want to learn how to support themselves and their teams, better. It is recognised that Practice Management is a demanding and varied role, and that at times, it can be overwhelming, and so this course is designed to provide you with skills which will make you, and your teams, more effective.

## **Practice Manager Development Programme**

This is an opportunity to develop the next generation of practice managers through a bespoke programme. It will give learners a good grounding in all aspects of practice management to enable them to be well placed to take on the practice manager role in the future.

## **Stepping into Management**

This programme is a bespoke 12-month programme for those who are new into leadership or aspiring to move into a leadership role. It helps you to establish a foundation for building your leadership style as you step into a leadership role. It is accompanied by individual one to one coaching.

## **Leading from the Middle**

This 12-month development programme is for practicing middle and senior managers in a GP Practice, who are seeking to move into a strategic leadership role or want to develop to be more effective in their existing role. It is a blended learning programme incorporating face to face delivery, individual one to one workplace coaching and completion of an Insights psychometric profile.

## **Leading the Business**

This 12-month development programme consisting of face-to-face modules, executive coaching, action learning and completion of an Insights psychometric profile. It is aimed at those leading the Business at a Practice, PCN or ICA level including GP Partners, and Aspiring Clinical Directors. This programme is supported by additional standalone modules covering specific GP partnership training.

## **Patient Facing Skills**

### **Cancer Awareness, Signposting and Communication for Reception, Admin and Front Desk Staff**

This interactive session is around cancer awareness and communication and is aimed at Primary Care Reception, Admin and Front Desk Staff, providing the opportunity to improve confidence and knowledge around signposting for those patients, carers and families affected by cancer.



## **Deescalation – Responding to Challenging Patient Behaviour**

Are you familiar with difficult patient interactions, face to face or on the phone, when a patient is frustrated, angry or tearful and it leaves you feeling the same? This is a virtual course that will help you get better outcomes from these difficult situations: for the patient, the practice and for yourself.

## **Responding to Patient Demand for Access: Creating a Positive Patient Experience**

Patient Experience of health care is now a high policy priority and staff need to develop the skills to help improve that. This 3-hour webinar explores the background to patient demand, allows you to explore your own experiences with that of other practices, explore the main issues, uses a skills framework for improving telephone conversations with patients and focuses on practical solutions.

## **LMC GP Practice Training Programme**

The LMC provide the following courses as part of their training programme:

- Medical terminology
- Handling complaints
- Responding to complaints – NHS Standards
- Summarising
- Dealing with difficult patients
- Clinical Coding
- Chaperoning
- Recognising and managing our stress
- Telephone Techniques

Please email [rich@kernowlmc.co.uk](mailto:rich@kernowlmc.co.uk) for further information. The course cost is £40 for half a day.

## **Personal Finance**

### **NHS Partial Retirement**

Did you know that you can now take up to 100% of your pension and continue to work? This two-hour virtual course will be delivered by Affinity Connect. If you are thinking about your retirement income options and want to understand more about all the flexible ways you could take your pension, especially the option for drawdown, then this course would be ideal for you.

## **Planning your Retirement**

This is a virtual workshop run by Affinity Connect, aimed at any employee in the NHS Pension scheme who may be considering retirement, or have just started thinking about retirement plans. The session aims to encourage a positive and realistic approach to financially secure retirement and help employees make informed choices about retirement.

## **Taking Advantage of your Pension Tax Allowance**

This one-hour virtual course delivered by Affinity Connect addresses the April 2023 changes to the Pension Tax Allowance relating to the Lifetime Allowance and the Annual Allowance. This course is suitable for higher earners.

## **Your Pension and the Public Service Pension Remedy**

This 90-minute virtual course will be delivered by Affinity Connect. Did you join the NHS pension scheme on or before 31st March 2012 and were still a member of the scheme on or after 1st April 2015? If your answer is yes, it is likely that you'll be part of the McCloud judgement remedy which resulted from the breach of age discrimination rules. The course will cover: 1) an overview of the McCloud judgment 2) the changes to your pension from 1<sup>st</sup> April 2022 3) flexible retirement and your options 4) taxation and the impact of tax 5) your next steps.

## **Teaching and Research**

[Research Educational Resources](#)

[Teaching Educational Resources and Training](#)

## **Wellbeing**

### **From Surviving to Thriving Workshop**

A short but highly practical session that covers maximising your health, wellbeing and happiness at work and home through evidence-based sustainable lifestyle changes. A must for anyone who recognises the impact of modern living, risks of burnout and wants to find a better way forward.

## **Supporting People through the Menopause – for Managers**

This is a short course for managers to help them in supporting people during the perimenopause and menopause. This course will cover:

- Explanation of perimenopause and menopause stages.
- How it can affect people at work – the personal, business and social perspectives.
- Your legal responsibilities.
- Making reasonable adjustments.
- Practical advice for symptom control at work.

## **Shapes Toolkit – Wellbeing Teaching**

This virtual course based on the [Shapes Toolkit](#) developed by Dr Rachel Morris. The programme is a blend of neuroscience, coaching principles and practical productivity and resilience techniques. The Shapes are seven different key productivity, resilience, and coaching tools to help you take control of your time and workload, increase your wellbeing and change your response to stressful situations.

## **E-Learning**

### **Administrative Triage using Digital Tools in General Practice – E-Learning for Health**

Administrative triage (sorting and signposting) is a critical process to help practices realise the benefits of online consultation tools and involves supporting general practice administrative staff to design their practice workflow in sorting, signposting, and delivering administrative triage with the aim of supporting an inclusive approach to managing demand and workload. This resource is a collation of quality assured learning resources and information to help you in your role as a member of practice staff helping patients, carers, and clinicians to access or deliver care in a way that meets their needs. The resources focus on how administrative triage and online consultation systems can support your day-to-day practice.

### **Deteriorating Patients -An Introduction for GP Reception Staff E-Learning**

Reception staff are commonly the first point of contact for people with acute health needs. Receptionists are not expected to make clinical decisions but need to be aware of which symptoms or presentations might suggest the patient is acutely unwell and requires specific actions. This programme has been developed to support

receptionists in recognising specific symptoms that may indicate a deteriorating patient.

### **Digital Health Academy – Online Modules**

The academy's online training modules are designed specifically for frontline health and care professionals who want to use and recommend digital health tools but have been struggling to access the knowledge to do so safely.

### **General Practice Access – Interactive Programme by E-learning for Health**

An interactive e-learning programme providing general practice teams with the evidence, current best practice, and resources to support access improvements that benefit all patients.

### **IT Skills Pathway (Microsoft Packages)**

Cornwall IT services CITS have on-line training for the Microsoft packages and offer three different entry levels. These courses are open to all NHS staff in Cornwall and their families.

### **Menopause Awareness**

Provided by E-Learning for Health, the module has been developed specifically for NHS staff, covers everything from the common symptoms of the menopause to how it can impact people at work and how colleagues can support colleagues going through the transition.

### **Quality Improvement in Healthcare: The Case for Change E-learning**

Provided by Future Learn, this e-learning helps individuals to identify what process and quality improvement entails, gain confidence to initiate an improvement project, identify how to access support and explore how systems modelling and analytics techniques support quality improvement initiatives.

### **SW Leadership Learning Zone Leadership Academy E-Learning**

We know how important it is for clinicians and leaders at all levels to keep their skills updated to inspire and lead their teams. Equally, we understand how crucial it is for you personally to improve your skills and effectiveness. Truly authentic leadership is a journey, and these online modules will enable you to support that journey to truly realise your potential.

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Keep up to date with latest training opportunities visit our website or follow us on social media.

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