

Clinical skills coaching provision - Terms and Conditions

Introduction

These terms and conditions provide a framework of understanding in relation to the provision of clinical skills coaching where it is included in any Training Hub support offer, and outlines the expectation of all parties, namely the skills coach, the recipient (coachee) and the practice supporting the coaching arrangement.

Training Hub commitments & obligations

- The Training Hub will provide a suitably qualified clinical skills coach to develop, enhance and support the member of your team. The coaching may consist of shadowing and supporting clinics, signposting to training and resources, providing practical advice and guidance, answering questions, learning from specific patient cases or providing competence sign off.
- The clinical skills coach will initially meet with the coachee, and preferably their line manager, to explain the clinical skills coaching offer and agree a time frame and outline plan for the coaching arrangement.
- During the initial session the clinical skills coach will facilitate a needs analysis with the coachee and discuss and agree an action plan.
- The clinical skills coach will provide the coachee with the opportunity at each session to complete evaluation forms and provide feedback on the clinical skills programme.
- The clinical skills coach will be available to support and advise the coachee. They will not run clinics or step in due to absence. If the coachee is absent or unable to meet as agreed, the skills coach will not attend and any clinics without cover will need to be cancelled.
- The skills coach will be punctual, consistent, and supportive throughout.
- In line with their professional registration and code of conduct the skills coach will:
 - Uphold confidentiality.
 - Work within own scope of practice
 - Uphold duty of candour.
 - Encourage and promote evidence-based practice.

Practice commitments & obligations

- The practice agrees that appointments booked during clinical skills coaching sessions will align with the agreed skill focus and development plan discussed at the initial meeting.
 - Where appointments are inappropriately booked or do not reflect the agreed skill area, the practice will be notified and repeated misalignment may result in withdrawal of the coaching provision to ensure effective use of the programme and appropriate use of limited clinical skills coaching capacity.
- The practice will not expect the skills coach to provide direct care to the patient. Instead, the coachee will be supported by the skills coach to provide care.
- The practice will not expect that this service will be in lieu of providing formal training required by the member of staff. Instead, this programme is designed to complement training through coaching and mentoring.
- Clinical skills coaching does not replace the need for internal support from the employing organisation where necessary i.e. mentor/preceptor/supervisor/assessor.
- The Practice must assign their member of staff with internal support i.e. mentor/preceptor as applicable and be clear that the clinical skills coach is in addition to this provision.
- The clinical skill being developed should fall within the member of staff's role and scope of practice.
 - When the person developing the skill is a non-registered staff i.e. HCA the skill should also be a part of their job description.

Additional Information

Should any concerns arise between Cornwall Primary Training Hub and the Practice they will usually be resolved informally at working level first. If this is not possible, concerns must be brought to the attention of senior members of both teams, who, if necessary, may escalate the concerns within the two organisations, as appropriate, to reach a mutually satisfactory resolution. Both organisations should aim to resolve concerns in a reasonable time frame.

Provision of the skills coaching support is made in line with these terms and conditions, and provision shall be withdrawn by the Training Hub where not adhered to.