

Cornwall Primary Care Training Hub Course Prospectus

April 2026

**Business Support Training
for Primary Care Teams**



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

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 (virtual)

This workshop is delivered by Forvis Mazars 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 (virtual)

We will 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.

Managing your Dispensary

This is aimed at Dispensary Managers or those hoping to become Dispensary Managers. It covers DSQS, stock control, wholesalers, working with the team and drug representatives and the requirements from the ICB.

An Introduction to working in the Dispensary

This course is for new in post Dispensers or those who might like a refresher. It covers SOPs, CD registers, stock control and patient demands.

Both courses are 2 hours and run by a retired local Dispensary Manager.

Infection Prevention and Control Update for Primary Care (virtual)

Some of the IPC courses are currently on hold. They have kindly signposted us to the following resources in the meantime. These resources can be used whilst the IPC roles and responsibilities become more well established.

[IPC page](#)

The IPC team have fully endorsed the resources below and have promoted their use since the teams' inception.

[Harrogate IPC resources](#)

Introduction to Practice Finances (face to face)

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 (face to face) –

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 (virtual)

This session is designed for anyone responsible for coding patient data—or those you'd like to develop in this area. It focuses on chronic disease management and how accurate, timely coding can help practices achieve the best possible QOF outcomes. Participants will explore the nuances and anomalies within each domain, understand time-sensitive data requirements, and learn how effective recall processes can maximise both clinical quality and income.

Generic Skills

Caldicott and Confidentiality (virtual)

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 Conversations (face to face)

The NHS long term plan talks about a shift in the relationship with the people we support, hence we need new skills for a new kind of relationship. Instead of treating patients as passive recipients of care, they must be viewed as partners. A coaching approach enables a culture of encouraging people to be resourceful and focuses on intrinsic and extrinsic motivators. This 2-day accredited training enables participants to understand how coaching can be used effectively within a clinical or professional role, examining not only how to coach conversation skills, but also looking at when and where a coaching approach is effective.

Foundations of Quality Improvement (One Day face to face) –

A one-day, in-person workshop (up to 12 participants) introducing the core principles, tools, and methods of quality improvement. The session combines key concepts with practical activities, encouraging participants to draw on examples from their own workplaces to support real-world application.

Workshop Focus

- Principles of continuous improvement
- Dimensions of quality in healthcare
- Identifying and analysing improvement opportunities
- Engaging stakeholders effectively
- Generating solutions
- Implementing improvements
- Monitoring and sustaining progress

Participants will leave with a clear understanding of quality improvement fundamentals and practical techniques they can apply immediately in their practices.

Information governance (virtual 1 hour lunch and learn) –

This session is designed for reception managers, IT administrators and leads, and deputy practice managers who are responsible for promoting and maintaining Information Governance (IG) standards within their teams. It provides a comprehensive overview of all key areas of IG, including records management, password and access control, data security, the role of the Caldicott Guardian, and how to recognise, report, and manage data breaches. Participants will gain the knowledge and confidence needed to support their teams in working safely, securely, and in line with IG requirements.

Introduction to Project Management (face to face)

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 and Supervision (half day online workshop)

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.

The workshop will include a blend of activities to facilitate learning. To support this, participants will be encouraged to share examples from their own workplaces to aid practical application and transfer of learning. The session will help to develop an understanding of what mentoring is, as distinct from other forms of development, explore the scope & limits of the mentoring & supervision role, look at the stages of development and reflection on how mentoring & supervision can support a learning journey, discuss the value adding benefits of effective mentoring & supervision and understand potential barriers to successful mentoring.

Estates Management (one hour virtual)

This session is designed for admin and deputy managers with responsibility for aspects of health and safety within the surgery building. It provides a practical introduction to what effective estates management involves, including how to ensure that the premises remain safe, compliant, and fit for purpose. Participants will explore the key health and safety considerations that commonly arise in primary care settings and learn how to identify, prioritise, and address issues before they become risks.

Effective Risk Assessment in Primary Care (one hour virtual)

This session is designed for anyone responsible for carrying out risk assessments within the practice, whether focused on employees, the working environment, or both. It provides a clear overview of the key risk assessments required to ensure the safety and wellbeing of staff, patients, and visitors. Participants will work through the main types of assessments step by step, learning how to complete them

effectively, interpret findings, and turn them into practical, useful documents that support a safe and compliant workplace.

Effective Time Management (one hour virtual)

This session is designed for anyone in the practice who is finding their workload challenging or experiencing pressure and overwhelm. It explores the reasons we struggle with time management, identifies the common 'time bandits' that disrupt our focus, and examines why we allow interruptions to take over. Participants will learn practical strategies to protect their time, set boundaries, and work with greater clarity and focus. The session offers realistic, everyday tools to help staff regain control of their workload and feel more confident in managing competing demands.

Effective Workflow Management for Incoming Clinical Mail (one hour virtual)

This session is designed for staff responsible for managing incoming clinical and administrative correspondence, including those who sift and sort mail for clinicians, as well as team members involved in coding and summarising. It provides a detailed look at how mail enters the practice, the workflow it follows once it arrives, and the decision-making process behind allocating, coding, or escalating items. Participants will explore which documents must be reviewed by a GP and which can be safely processed without clinical input, with the aim of streamlining workflows, improving accuracy, and reducing unnecessary workload across the practice

HR Skills

Conducting Effective Appraisals (1 hr virtual)

This session explores the purpose and value of appraisal conversations, guiding participants through the key documentation required before, during, and after the process. It introduces the principles of radical candour—what it is, why it matters,

and how to apply it—to ensure that appraisal discussions are constructive, transparent, and genuinely effective for both parties.

HR Employment Law Update (face to face)

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 (face to face / virtual)

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

Delivering a Change or Improvement in your Practice/PCN/INT (face to face).

This is a practical one-day interactive workshop, exploring the various challenges around implementing and delivering changes or improvements. It will help you to understand more about the impact of change, the importance of creating the right environment for change and identifying next steps with your project to move forward. **To get the best out of this workshop, please have a real 'live' current change project to work on during the day.)**

Introduction to Leadership Skills for Team Leads / Managers (face to face / virtual)

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.

Leading for Motivation: Overcoming Barriers and Building Engagement

This session is designed for anyone leading a team, including reception and admin managers or those newly appointed to leadership roles. It explores what motivation truly means in a workplace setting, the common barriers that can prevent teams from feeling motivated, and practical strategies for overcoming these challenges. Participants will learn how to inspire their teams, build engagement, and create an environment where people feel valued, committed, and ready to work with you rather than against you.

Leading at Place

This programme is bespoke leadership development programme designed to support the development of integrated neighbourhood teams. It enables delegates to build

on their current skills and knowledge to build teams and create trust and shared purpose in your team using a strengths-based approach. It is a blended learning programme incorporating 3 face to face modules, and focussed action learning/peer support groups in between each module. It is underpinned by Insights Discovery, a psychometric test which helps increase self-awareness and a platform for personal development.

Insights Discovery Introduction

This session is for existing or new teams to help with team development and self-awareness. It is a half-day session preceded by an individual profile and 121 debrief call. This is delivered at the request of the Practice/PCN. It is often used for team building. It is an interactive and fun session.

Further Insights team programmes currently being developed

We are currently developing further sessions to delve further into team development. These will be for existing or new teams and are delivered as a follow up from the Insights Discovery programme. For further details please contact: kernowhealthcic.workforce@nhs.net

Patient Facing Skills

Cancer Awareness, Signposting and Communication for Reception, Admin and Front Desk Staff (virtual)

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.

Conflict and complaints (1 hr virtual lunch and learn)

This session equips frontline staff with the skills and confidence to manage challenging patient interactions. It explores how to recognise early signs of

escalating behaviour, how to respond in ways that reduce the risk of aggression, and how to handle patients who wish to raise concerns or complaints. Participants will learn strategies to address issues promptly and professionally, as well as guidance on what to do if a situation progresses into a formal complaint. Designed for staff who regularly engage with patients, this session focuses on practical techniques for managing difficult conversations and lower-level complaints effectively.

Patient Participation Groups (1 hr virtual lunch and learn)

This session is designed for anyone within the practice who is responsible for creating, developing, or strengthening their Patient Participation Group (PPG). It explores what makes an effective PPG, why these groups are essential, and how they can be used to support practice improvement and patient engagement. Participants will learn practical approaches to recruiting members, sustaining involvement, and getting the best out of their PPG to ensure it becomes a valuable and active voice within the practice.

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 for further information. The course cost is £40 for half a day.

Personal Finance

NHS Partial Retirement (virtual)

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 (virtual)

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 (virtual)

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 (virtual)

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 1st April 2022 3) flexible retirement and your options 4) taxation and the impact of tax 5) your next steps.

Taking control of your finances – information coming soon

Teaching and Research

Research Educational Resources

Teaching Educational Resources and Training

Wellbeing

From Surviving to Thriving Workshop (virtual)

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 (virtual)

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.

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.

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

kernowhealthcic.org.uk/cornwall-training-hub

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Cornwall Primary Care Training Hub

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