

# Primary care Training & Development opportunity for practices and PCNs across North West London

## Supporting practice reception & administration

- Need more support with triaging and supporting digital access?
- Frustrated and angry patients affecting staff morale?
- Need some headspace to think through processes that everyone can follow?

### If this is you or someone you know, please:

1. **Sign up** to be part of the next round of our exciting training and development programme aimed at reception and administration team members led by the Digital Transformation and Delivery Team.
2. **Join one of our briefing webinars** at 12:30pm on [Wednesday 13<sup>th</sup> November](#) or [Tuesday 19<sup>th</sup> November](#) to find out more and what's required (email [nhsnw.digitalfirst@nhs.net](mailto:nhsnw.digitalfirst@nhs.net) to register and receive link or to find out more).
3. **Share this opportunity** with colleagues in your practice and PCN who may be interested – we are looking for representation across 2-3 practices in each PCN. Sessions will be mixed with participation from practices across North West London to share learning and experiences

# What can I expect to learn?

## The programme will help you to:

- ✓ Establish a consistent approach to triage and request management for the most common requests across practices
- ✓ Ensure you have the tools, skills and forum to maximise the use of digital tools to help improve access, patient and staff experience
- ✓ Gain confidence in the use of digital tools to help you do your job more effectively
- ✓ Feel better supported and empowered to navigate requests effectively, manage complexity and develop stronger personal and team resilience in challenging situations

## What will the format be?

The programme will cover 4 modules:

1. Dealing with common and frequent (*face to face workshop on 28<sup>th</sup> November or 5<sup>th</sup> December*)
2. Identifying features and inclusions for complexity and how to utilise digital triage when appropriate (*face to face workshop on 28<sup>th</sup> November or 5<sup>th</sup> December*)
3. Improving personal growth and resilience (delivered by Mindfulness UK) (*face to face workshop on 13<sup>th</sup> December and remote*)
4. Wash up session/reflective practice/community of support (*remote*)

## Who should participate?

We recommend **2-3 people per practice** including one person who is a decision maker in the practice and has authority to enact change (practice manager or clinician).



What is the training and development programme and what will I learn?