**NWL ICB as a whole, and the primary care and workforce directorates in particular, recognises the unique and valuable role that frontline reception and administrative staff play in general practice and wider primary care. We know that services are under pressure, and you are key members of the workforce helping to deliver the best care possible in the NHS. In addition, you are learning to use new digital tools and processes to help modernise general practice and meet patient needs.**

**This training and development programme will be delivered by the National Association of Primary Care, the NWL Digital Transformation and Delivery Programme and their partners.**

**The Primary Care training and development programme is intended to support the personal and professional development of general practice administration and reception teams to:**

* support confidence and maturity of use of digital tools for access in general practice, recognising the key role that reception and admin staff play in delivering this well
* ensure that non-clinical primary care colleagues have the confidence, skills and opportunity to maximise the use of these tools
* ensure that there is some consistency in approach to operating processes and access arrangements used to triage requests (whilst taking into account patient circumstances and preferences)
* to support and facilitate collaborative working across the PCN

**Confirming your commitment to the programme:**

* By attending this programme, you will be one of the first in NWL having the opportunity to participate. Therefore, your full and thoughtful participation will be needed, and we will be keen to hear your feedback.
* The programme consists of 4 modules:

1. Dealing with common and frequent requests
2. Dealing with complexity and conflict
3. Personal growth and resilience under pressure
4. ‘Wash up’ and reflective practice

* Modules 1 and 2 will be delivered as a one-day workshop on either Thursday 28th November or Thursday 5th December 10am-4pm held at the NWL ICB offices at 15 Marylebone Rd, London NW1 5JD (please select which date you can come to).
* Module 3 will be a mix of face to face and remote sessions with the first to face session held on Friday 13th December at the NWL ICB offices at 15 Marylebone Rd, London NW1 5JD.
* Module 4 will mostly be delivered remotely – dates to be confirmed**.**
* Through this programme you will have an opportunity to consolidate your skills around handling patients at reception for different requests and conditions, revisit techniques to handle complex and challenging patients, and have expert support on dealing with pressure, change and conflict. It will also be a time for you to reconnect with your local colleagues, meet new colleagues from NWL and share your experiences, positive and negative.
* **By completing this form, you are confirming:**

1. **You are available and able to attend all parts of the programme**
2. **You will be an active participant (including in a dedicated what’s app group that will be set up), use the opportunity to listen and learn from others and consider how you can implement the learnings back in your team**
3. **You have the support of a sponsor in your practice to undertake the training and enact change within your practice**
4. **You understand that you will be encouraged to develop a local quality improvement initiative/project to implement the learning within your PCN**

**COMMITMENT FORM**

**Primary Care Training and Development Programme Supporting**

**Practice Reception & Administration staff**

**Please complete the information below and return it to** [**nhsnwl.digitalfirst@nhs.net**](mailto:nhsnwl.digitalfirst@nhs.net) **no later than Thursday 21st November 2024.**

|  |  |
| --- | --- |
| **Name** |  |
| **Practice** |  |
| **PCN and Borough** |  |
| **Role** |  |
| **28th November Workshop (Tick only one workshop)** | C:\Users\KirraP01\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\KA5Y97D6\Screw_Head_-_Square_External.svg[1].png |
| **5th December Workshop**  **(Tick only one workshop)** | C:\Users\KirraP01\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\KA5Y97D6\Screw_Head_-_Square_External.svg[1].png |
| **Name and email address of Sponsor** |  |
| **Will your sponsor attend with you?** |  |
| **Practice Contact Details** |  |
| **Your email address** |  |
| **Your contact number** |  |
| **Signature** |  |
| *Please tick to say you have read and understood these terms*. C:\Users\KirraP01\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\KA5Y97D6\Screw_Head_-_Square_External.svg[1].png | |

**Special Requirements**

Any specific dietary requirements ……………………………………………………………………………………………………

Any other requests ………………………………………………………………………………………………………………………….

**Privacy Notice**

*The information collected on this form will be used for the sole purpose of confirming your registration on the programme and for ensuring the programme organisers have all the necessary information needed from you to maximise the learning you will attain.*

*We may use your data to ask for special requirements for the event and feedback from you about the event. If you do not wish your details to be shared this way, please let us know on the booking form so we are aware of this.*