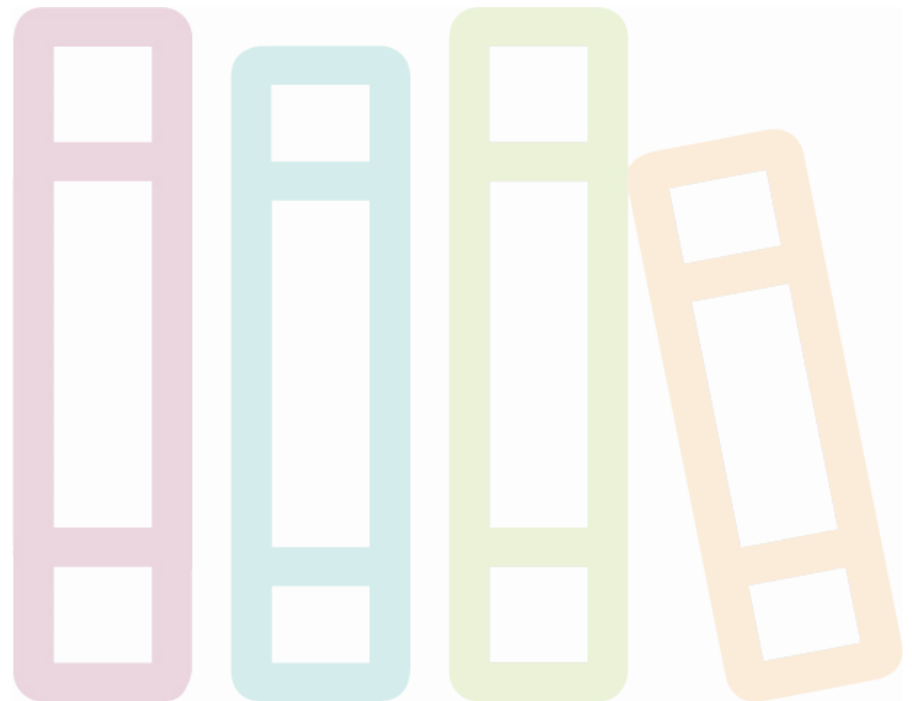


# Invicta Health Learning 4 month update

Abi Mogridge  
CEO, Invicta Health





*Supporting list based personalised care, the partnership model and meaningful collaboration*

## Delivering Kent & Medway GP Staff Training

### Background:

January 2017: Provider given 6 month notice

April – June 2017: Discussion to source new provider

June 2017: Invicta Health awarded contract



# Contractual Service Specification

**Deliver training and development to support core GMS provision for all non-medical staff across Kent and Medway**

**Provide rolling programmes of training**

Including:

Statutory and Mandatory Training

Induction Training for new staff to Primary Care

**Become a single point of access for all training needs**

**Robust evaluation and quality assurance procedures**

**Create a robust bank of trainers and venues for an annual scheduling programme**

**Ensure value for money**

**Create an IT system that facilitates training**

**Communicate with practices regularly about available training**

**Consider opportunities to market courses to external organisations**

**Implement a system practices can use to report on staff training**

# Practical Concerns

## *Initial Feedback from Stakeholders*

### **Poor Engagement**

No regular communication between the PM's and the Training Team

### **Disjointed Working**

Lack of communication between Training Team and Primary Workforce Tutors resulting in duplication of training

### **Outdated Learning Platform**

Unfriendly website and inaccurate course content information

### **Locality**

Venues too far away or difficult to get to

### **Uncertainty and Lack of Consistency**

No long-term courses booked

Unable to forward plan and add a structure to courses

Unable to dedicate time to updating the website

### **Short-Term Workforce**

Temporary or retiring staff

# Improving Engagement

## Practice Manager Survey : 6<sup>th</sup> June to 9<sup>th</sup> September

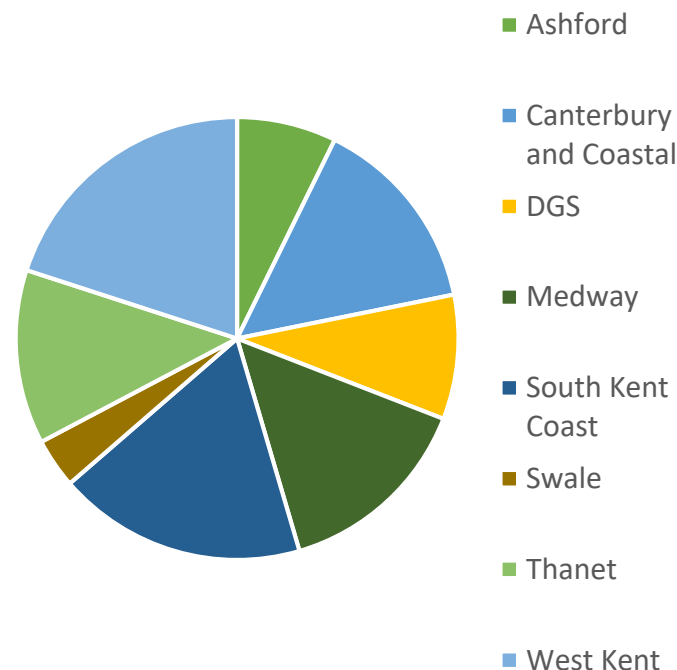
- 21% response rate
- Highest response rate from Canterbury and Coastal CCG

## Summary of conclusions

- Refresh of Learning Platform and e-Learning is needed
- Service needs to be more user friendly
- Improved reporting for practice managers is needed
- Reminder/Alert Service for outstanding training would be beneficial
- Innovative training ideas will be welcomed
- Developing our workforce to create trainers should be explored






## Communications

- Monthly updates
- Revised mailing list






# Collaborative Working

## Workforce Tutors

-  Regular meetings with the Primary Care Workforce Tutors (PCWFT's)
  -  Discuss topics and training plans
  -  Promotion and sign posting PLT / courses
-  Quarterly Oversight Board meetings which consists of LMC (including Practice Liaison Officer), GP's, CEPN Lead and PCWFT's
-  Locality Practice Manager meetings

## Statutory and Mandatory Training

-  Generic Statutory and Mandatory Training Matrix finalised and approved by Oversight Board
-  Frequency agreed
  -  Information being populated on the website

# Learning Platform

Soft refresh:





- Structure of information has been redesigned.
- As course contents is revised, the structure will be updated.
- E-Learning for healthcare incorporated.






# Locality

Venue locations being revised and we aiming to have affordable spaces.

## Most frequently used over the past 2 years

 Kent Showgrounds  
 Mercure Maidstone  
 Boys Hall, Ashford  
 Ramada Dover

 Village Hotel, Maidstone  
 Ashford International Hotel  
 Howfield Manor, Canterbury



## Venue suitability survey

We have created a survey to capture information from surgeries to evaluate the suitability of their in-house meeting space.

We are also requesting recommendations for local meeting spaces within your areas so we can compile a robust list of venues.

# Workforce

Most of the team from KMGPSTT have moved on and we now have a fresh team taking over the service with the clinical guidance from Lorraine Hicking-Woodison (HCA trainer) and Jenny Bostock (Director of Nursing).



# Going Forward

## **Engagement**

- Regular Practice Manager meetings
- Continue to receive and act on feedback from all stakeholders

## **Working Together to improve quality**

- Work closely with PCWFT's to continuously improve the quality of the training
- Commission new providers
- Work with healthcare professionals to create a local training workforce
- Work with CSU to capture and signpost to training

## **Learning Platform**

- Continue work on the restructure of information
- User reporting system, with early alert system against compliance

## **Locality**

- Confirmed list of local affordable venues.
- Reinvest savings to provide more face to face training locally

## **Strong Workforce**

- Dedicated team implementing robust systems and processes to facilitate high quality training

Copy of the Matrix  
available to you



# Thank you Questions?

Feedback always  
welcome.  
Please complete our  
PM survey!



Please complete  
our venue survey



Please sign up to  
our mailing list

