



Kent Local Medical Committee

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Kent LMC/Kent & Medway GP Staff Training Advisory Board Newsletter February 2015

Dr John Allingham chaired the recent Kent & Medway GP Training Advisory Board. Drs David Lawrence, Rob Sadler and Mrs Liz Mears attended on behalf of the LMC, Sue Gassor and Ruth Wells attended as practice representatives and Cathy Pitcher and Sue Timmins attended on behalf of South East Commissioning Support Unit.

Statutory & Mandatory Training Passport

Sue Timmins is looking to create a mandatory and statutory training record for GP Staff. It was noted that at some CQC inspections the practices are being asked for details of staff training undertaken.

Skills for Health

This is free until 31 March 2015. Sue Timmins had obtained quotes for 4 modules from April. The CSU will test the content is suitable through the clinical quality team. Fire Safety, Infection Control and Safeguarding awareness would be required.

COSHH Training

This is still available through the occupational health service via Heales.

ARTP Spirometry Certification

It was confirmed that the Diploma level training was required if nurses were interpreting and acting upon results for spirometry. CCGs may choose to supplement this training.

Primary Care Management Diploma Update

Provisional dates have been set in June for the next course, which lasts one year and is a combination of study days and distance learning. It was agreed to look to provide two courses this year as there is a

waiting list, with the second course starting in the Autumn.

Practice Manager Conference

After discussion about each of the Conferences - HCA, Nursing and Practice Managers it was agreed that an Annual Conference for Practice Managers and an Annual Conference for Practice Nurses was required. The 2014 HCA Conference appeared in the British Journal of Healthcare Assistants and is attached for information.

Leadership Course

Sue Timmins had been investigating the Level 7 training that had been identified as a need, and had identified a provider for a series of PM Masterclasses. It was agreed to test the appropriateness of offering a couple of these.

K&M GP Staff Training Service Update

Cathy Pitcher reported that a new team has been established to cover staff long term absences. The team have been processing mapping.

The team are looking at workable solutions to commissioning numerous courses without unnecessary bureaucracy.

The PNA funding has been confirmed by NHS Area Team. The admin funding will continue to come from NHS AT and CCGs and the increase will be reflected in the invoicing to NHSE. Contracts have been extended until the end of August 2015.

Hazel Carpenter has secured project manager funding from HEKSS to undertake a review of the training and education service for implementation on the 1 September 2015.

Sue Timmins confirmed the draft training programme for 2015/16 will be available from May 2015. The Board will want as much training as possible in April and May so we do not lose 2 months of the training calendar. Sue Timmins confirmed that some are already in place, including Imms and vacs and cervical screening, and they will make in-house a priority.

There are 95 training episodes planned from 1st January 2015 - 31st March 2015. For the whole year there are 500 approximated.

Financial Update

The detailed financial report would be sent to the LMC. The LMC will invoice SECSU for the underspend and this will remain in the LMC accounts until required for training purposes.

The Board discussed some issues around use of the top slice by practices and agreed to send a reminder to practices about what the top slice is for. There will be no automatic reimbursement for training that has not been approved by the GP staff training team.

The LMC have contributed additional funds for the period January to March only for the additional resources required to run the service more efficiently. This will enable the course commissioning for 2015/16 to be carried out as soon as possible.

Data Sharing

Sue Timmins has been approached to share training records with the CCGs. The Board agreed that this information was not for sharing and that consent would have to be sort if this information was to be shared.

Practice training

Sue Timmins reported that some practices have been contacting Trainers directly to organise for example BLS and pension training. It was agreed this was probably a consequence of when the system had not been working so well and practices had had to arrange some things themselves.

Membership

The Board discussed the current membership and the lack of CCG involvement. The LMC had been approached by some of the Primary Care Workforce Tutors (PCWT) to attend. It was agreed that the CCG representatives would be contacted to suggest that 3 PCWT might attend on behalf of CCGs.

Annual Report

Sue Timmins agreed to provide and present the Annual Report to the Full LMC meeting on the 4th June 2015.

Date of Next Meeting

The next meeting will be held on Thursday 11th June 2015, 1.15pm - 3.45pm at Lenham Community Centre, Groom Way, Lenham, Kent ME17 2QF

Liz Mears
Clerk

Kent conference for HCSWs in general practice

Hilary oft, Practice Nurse Adviser, South East Commissioning Support Unit

a conference for healthcare support workers (HCSWs) employed in GP practices was held in November 2014 at the Ashford International Hotel. The event was the second conference organised for practice HCSWs in Kent and Medway.

This year, the organising committee included the Practice Nurse Advisor Team from the South East Commissioning Support Unit (SECSU), with help and support from other lead practice nurses in the area. The GP Staff Training Team provided some support for the financial arrangements.

The theme for the day was 'Celebrating the Role of the Health Care Support Workers'. The event was over-subscribed, with an audience that included 160 HCSWs. The positive post-conference evaluations suggested that most HCSWs left feeling included, valued and inspired.

The aims of the conference were to include essential education, to share guidelines about the role and development of HCSWs, to inspire and motivate by celebrating their role and contribution to general practice and to provide the opportunity to network.

A number of exhibitors (sponsors and other organisations, including BJHCA) supported the conference and they were all relevant to the work of HCSWs in general practice. The stands were well attended by the delegates during the breaks and the exhibitors have given very positive feedback and expressed the wish to participate in future events.

Speakers at the conference included Sarah Deans, a specialist diabetes nurse with Kent Community Health NHS Trust (KCHT). Sarah presented an informative session on the contribution that HCSWs can make to patients affected by diabetes, discussing prevention, diet and understanding hypoglycaemia. Clinical educator Hilary Andrews further



A crowded hall and a crowded agenda for practice HCSWs in Kent.

developed this theme by presenting information on cardiovascular disease and the risk factors, cholesterol, hypertension and making sense of what all these figures mean. Hilary then provided a helpful summary of guidelines on how to take patients' blood pressure.

Nicola Reynolds, a health trainer with Kent Community Health Trust, spoke about the health trainer programme and other local services available (healthy eating, weight, activity, stop smoking) and how patients may be referred to them. 'Motivational interviewing' by clinical psychologist, Damian Fearn, further contributed to this theme.

Damian, a stop smoking specialist, gave an inspirational talk and shared some very practical tips on how to engage with patients for all types of lifestyle changes.

An infection control and prevention update was presented by Rowena Chilvers and Sarah Ansell, infection control nurses with KCHT. They gave an overview of the

general principles of infection control, and talked about aseptic technique and the correct method for putting on and removing personal protective equipment (gloves, aprons, masks).

Lorraine Hicking-Woodison, HCSW advisor, spoke about the Code of Conduct, Standards for HCAs in General Practice and the resource pack that she has recently developed for HCSWs employed in GP practices in Kent and Medway. These documents have been endorsed and will be shared by the Royal College of Nursing. Lorraine also spoke about delegation, training and the new Care Certificate that will be mandatory for all new HCSWs after March 2015. We were very fortunate to have Tanis Hand, UK adviser for HCAs and assistant practitioners at the RCN, attend and support the conference. Tanis gave an interesting talk about the future and opportunities available to HCSWs and provided further discussion on

competencies, accountability and safe delegation and clarified the boundaries between roles in the nursing team.

Liz Jewel, CEO from the Alzheimer and Dementia Support Services, gave an informative talk about the needs of patients suffering from dementia and their families. Liz then introduced David Evans, a dementia sufferer, and Kay, his wife. They both gave a very moving, inspirational and at times amusing talk, giving the conference an insight into the challenges faced by families living with dementia. This talk was particularly well received at a time when HCSWs are involved in screening for dementia. The talk highlighted the importance of screening, but also the need to listen to patients and offer support to them and their carers. They received a well-deserved standing ovation.

The conference delegates were presented with a quiz to complete at registration. The aim of the quiz was to encourage networking. This had been identified as one of the important functions of a conference for HCSWs and also provided a good learning opportunity. The answers to the questions were revealed after lunch and it was evident that the questions had generated much discussion and debate.

The conference concluded with an award ceremony. Practices had been invited to nominate their HCSWs for an award for 'Outstanding Contribution to General Practice and Patient Care'. Some 15 HCSWs in all were nominated by their practices. Peter Bradley, editor for the *British Journal of Healthcare Assistants*, presented all the nominees with a certificate. The winner and two runners up were also presented with an additional gift. The comments and appreciation expressed by the practices for the contributions their HCSWs make towards the practices and patient care was at times very humbling and we were all left in no doubt what a valuable contribution HCSWs make towards the care of patients and the smooth running of general practice.

another view: Lorraine Hicking-Woodison

It was great to see so many delegates at the conference. The programme offered a good mixture of clinical and professional updates—something for everyone. The delegates gave some clear indications of



Overall winner: Allison Gilhooly, Kings North Medical Practice, Ashford.



Runners up: Joanne Stevens (left), Vine Medical Centre, Maidstone and Jayne Curry, Balmoral Surgery, Deal.

how they want to take our profession forward. There was a very strong message from the audience regarding the regulation of HCSWs. When asked if they wanted regulation, the majority of delegates raised their hand in favour.

Other issues highlighted were the need for more training and education and a structure for the HCA/AP role within the general practice setting. I strongly endorse the need for our workforce to achieve all of those very important matters and hope that in my role of HCSW advisor I can move some things forward in the future.

It was great chatting to the delegates.

I love the enthusiasm of our workforce and the passion of the many that I spoke to who want to be part of a safe and effective workforce that delivers high-quality compassionate care, and of course to be recognised and valued for the very important work they deliver.

I really enjoyed the awards ceremony at the end. It was very inspiring listening to the fantastic work that the nominees had undertaken—it was lovely to be able to recognise and honour their achievements.

BJHCA

Lorraine Hicking-Woodison, assistant practitioner, and HCSW adviser for Kent and Medway GP Practices.