



ONLINE COURSES TO SUPPORT PRIMARY CARE NETWORK DEVELOPMENT



Joining the dots across health and care

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At South, Central and West, we continue to support Primary Care Networks (PCNs), enabling Primary Care to work on their development and fulfil the requirements of the DES.

This booklet describes the range of online workshops SCW are currently offering to support the development of your PCN. Please contact primarycaresupport@nhs.net to register your interest and enquire about upcoming dates.

If you would prefer a bespoke package of support tailored for your PCN, we will be delighted to work with you to develop and deliver this.

Here is an outline of our online sessions:

Development of an engagement strategy for working with people and communities



Group size: 5 – 20

Price: £799 per PCN (excluding VAT)

Two 90 minute sessions looking at:

- Understanding the importance of a stakeholder engagement strategy
- Developing the skills to identify who your stakeholders are and understanding them (stakeholder mapping)
- Developing your stakeholder strategy.

Creating organisational headroom



Group size: 5 – 20

Price: £799 per PCN (excluding VAT)

Two 90 minute sessions looking at:

- What areas of pressure do you have that could be tackled with the support of the various sources of income available to you through the DES?
- How could you work as a PCN to understand the data and work with local partners and patients to translate the data into actionable insights and service improvement plans
- What work has been done to engage Community and Mental Health Providers, Community Pharmacy and others to establish constructive collaboration approaches?



Developing or refining your vision



Group size: 5 – 20

Price: £799 per PCN (excluding VAT)

Two 90 minute sessions looking at:

Developing a shared vision for your PCN including both the logical and measurable elements, and the harder to define and more emotional elements. The questions we will explore are:

- What do you aim to achieve?
- What ambition does the PCN have?
- How will this make things better for patients / public and staff?
- How will you communicate your vision and bring it to life?

Development of plans (based on your vision)



Group size: 5 – 20

Price: £799 per PCN (excluding VAT)

Two 90 minute sessions looking at:

- The opportunities for your PCN including the development of care models
- How your PCN will engage with the communities it supports
- How your PCN can harness the assets available in the community to enrich services and empower individuals to look after their own health
- Reviewing the progress made on the implementation of the DES specifications
- Supporting the development of workforce plans informed by the care needs of the population.



Working remotely and working in virtual teams



Group size: 5 – 20

Price: £799 per PCN (excluding VAT)

Two 90 minute sessions looking at:

- How to get the best out of working remotely given we have different personality and work-style preferences
- How each of us can cope, adapt and thrive
- How team-working can be more effective as we begin to understand our own and colleagues preferred ways of working, stress points and strategies for enhanced communication.

Coaching for personal resilience



Group size: 6 – 12

Price: £69 per person (excluding VAT)

Two 90 minute sessions looking at:

Personal resilience, which can be described as the ability to cope with the problems and challenges faced each workday. If left unchecked, these can accumulate to the point where we can no longer function adequately.

Using our experienced coaches and facilitators we will support participants to:

- Recognise personal characteristics required to lead with resilience through times of uncertainty
- Raise awareness around the interconnections between our thoughts, emotions and behaviours and how this impacts on leadership
- Explore the use of 'reframing' to positively impact on our resilience and the concepts and benefits of developing a growth mindset
- Understand the implications of heroic leadership
- Raise awareness of self-seeking behaviours and motivations to access support
- Provide insight on how our leadership empowers others and supports personal resilience.



Implementing online consultations



Group size: 12 – 30

Price: £69 per person (excluding VAT)

Two 90 minute sessions.

Opening up digital channels can be seen as a way to increase demands on primary care. Careful thought about how these tools fit into the ways patients interact with practices can result in a better experience for both staff and patients.

In session 1, hear from digital accelerator sites about their approach to digital first primary care services. Consider the impact of these services on:

- Patient access
- Staff workload
- Wider workforce issues
- Increased collaboration
- Patient experience.

In session 2 consider the challenges in relation to guiding patients to digital channels:

- Optimising the practices web site to support a move to digital first
- Training needs for clinical and administrative staff
- Understanding your population – where are your digital natives, how do you support digital inclusion
- Consider patient groups where technology gives significant advantages and how you might design services around these groups.

Create an action plan which looks at decisions you need to make collectively, which stakeholders do you need to influence and what processes might need to change to get the maximum benefit from a move to Digital First.

Whether you would like to find out more about the range of courses outlined or to discuss more bespoke options, contact scwcsu.primarycaresupport@nhs.net for more information.





Our hummingbird was chosen for more than its aesthetic appeal.

It represents determination, endurance, flexibility, adaptability, resilience and great courage. The very characteristics we will demonstrate in our work with our customers.