



BNSSG CEPN

April 2019 Newsletter

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Progress update: Leadership courses

The last session of the **Putting Leadership into Practice course** was held on **Wednesday, 13 February**, and it was a great success. All the delegates presented posters on their quality improvement projects, covering a diverse range of topics; an online induction package for clinicians starting out-of-hours work was proposed, as was training for practice-based healthcare assistants to complete asthma reviews over the phone, and an outline for a new autism care standard for clients living in supported housing.

The winning poster (which can be seen on our website) was presented by Dr. Will Kenny-Levick, who envisioned a project meant to reduce long-term benzodiazepine use by introducing patient contracts.

The attendees also received guidance on sustaining and spreading their projects from the **North Bristol Trust**, and reflected on their leadership experience with **UWE Leadership Coach Gina Burns**. Participants described the course as a whole as **“great”**, **“very informative and well-presented”**, and as having encouraged one attendee to find **“a real passion for facilitat-**





ing my team to create improvements [and] enabling them to achieve [their goals]”.

Everyone found the course to be a worthwhile use of their time, and we hope to hear from all attendees again in the future.

The **Clinical Leadership course** has also been a great success. 29 delegates attended a full-day Leadership Essentials masterclass run by **NBA Solutions & NHS SW Leadership Academy**, and 4 evening sessions involving inspirational speakers, bigger picture talks, a non-violent communication workshop, and a strengths-finding session. These sessions were held on **10/10/18, 13/11/18, 04/12/18, 29/01/19, and 19/02/19**.

Participants described the course as having been “**really good**”, “**a brilliant programme**” which “**exceeded [their] expectations**”, for it provided techniques which were “**an instant hit**” and exposed them to “**A different way of learning [than] they had experienced before**”. Indeed, it was fantastic to hear one delegate say that they “**feel [they had] made significant progress with all of [their] personal objectives through attendance of the programme**”.

Progress update: Training courses

Mentoring training:

On **Tuesday, 5 February**, Cohort 1 of the **Mentoring** training programme met for the first time, at **Engineers’ House (The Promenade, Clifton Down, Avon, Bristol, BS8 3NB)**. 9 delegates came to a full-day workshop, led by the highly-regarded **Dr. Vik Mohan**, and were taught about what qualifies as mentoring and how best to circumvent the pitfalls and challenges mentors often face.

We are thrilled to say that all 9 attendees enjoyed their day, describing the session as “**very inspirational**” and “**not at all intimidating, [even though] it could have been**”. **Dr. Mohan** was lauded as a “**very informative**” and “**knowledgeable trainer**”, who afforded participants “**plenty of time to practice [their] skills**”. It was great to hear everyone speak of the day in such complimentary terms.

8 people attended the second session on **Tuesday, 12 March**, and another 8 the one on **Tuesday,**

26 March. They also praised the course as “Thought-provoking and empowering”, with a “Good setting [and] clear aims”, and described **Dr. Mohan** as a “wonderful, responsive teacher”.

We look forward to seeing all attendees again at the follow-up sessions scheduled for **Tuesday, 4 June**, and **Tuesday, 11 June**.

Domiciliary Care training:

The “**Human Factors**” **Domiciliary Care** training programme ran across **24 January**, **27 February**, and **19 March**, at several locations across BNSSG. 27 attendees took part in full-day sessions intended to introduce/re-familiarise them with the **SBAR communication tool** and to deliver **Human Factors** training.

The feedback received has been positive, with delegates praising the “**Engaging, informal trainers**” for an “**interesting and useful**” day, which was “**presented in an easy and fun way.**” Applicants added that the training has made them “**feel more confident and more organised in communicating with relevant information**”, and that it will allow them to more assuredly “**know the correct procedure to follow**” and when to make a note of any concerns. One participant informed us that since finishing the training, they “**make extra efforts to ensure [they] recognise**” the effect frailty can have on one’s quality of life and “**plan activities to assist and stimulate individuals [accordingly]**”.

It is, of course, fulfilling to hear that everyone who partook in this programme found it to be so useful.

Resilience training: Surviving & Thriving in Primary Care:

A cohort of 11 **GPs** and **GP trainees** met for this course’s first full-day session on **Tuesday, 19 March**. At it, they were taught - by **Dr. Mohan** - about how to bolster their personal and professional resilience, by becoming more aware of the risks to their wellbeing associated with working in primary care and community health care, and by identifying the relationships that nurture and sustain them, amongst other things.

As with the Mentoring course, attendees were full of praise, referring to the workshop as a “**Very useful session [from which they] learnt so much**” and “**An excellent opportunity to take a step back and explore what is really important to me**”. **Dr. Mohan** was again singled out as a “**Fantastic speaker**”, “**who genuinely wanted the session to be useful for each individual in the group**”.

We hope attendees to the next three sessions, due to take place on **13 May**, **14 May**, and **21 May**, will be just as enthused.

HCA training feedback

Last year, we asked practices from **across BNSSG** how they had been making use of the **Atrial Fibrillation & Blood Pressure** and **Comprehensive Geriatric Assessment training** we'd been involved with.

We asked what sorts of increased competency training they would like delivered to registered & non-registered nurses in future, and received a lot of feedback, which is appreciated. A range of the topics we suggested were highlighted enthusiastically — from least to most requested, they are presented below:

- **Dressings & Wound Care training.**
- **Atrial Fibrillation training.**
- **Blood Pressure training.**
- **Diabetes Management training**, with a great deal of interest in **foot care**, specifically.
- **Frailty Assessment training.**
- **Mental Health Support Worker training.**

Some respondents stated that they were generally happy with the training proposed. At the very least, then, we plan to repeat the **AF & BP** and **CGA** programmes, but we would very much like to respond to all the requests given in the feedback. Please stay tuned.

Shaping the Future of Nursing:

How is BNSSG CEPN helping to update UWE courses?

UWE's undergraduate Adult Nursing programme is in the midst of being redesigned, to better fit the **Nursing & Midwifery Council's** new curriculum standards. In **October 2018**, stakeholders from a wide array of health care sectors (including representatives from the **CEPN Network**) were invited to **UWE's Future Nursing** event, to help reshape the course.

The meeting was a positive first step in ensuring that the redesigned programme will feature a significant amount of content catering specifically to primary care, and in the time since it took place, BNSSG CEPN has arranged for its **Nurse Ambassadors** to continue guaranteeing that primary care will be well-represented via three new projects, outlined as follows:

Project 1: Simulation & Digital Learning

UWE has requested that two Nurse Ambassadors partake in a small task and finish group meant to design a series of primary care-centred simulation exercises, as - in recent discussions - **UWE** representatives have acknowledged that the old programme had too great a focus on secondary- and acute-sector care. This project reflects **UWE's** genuine commitment to addressing this imbalance in the new course, and will ensure the inclusion of various exercises focused around consultation rooms, treatment rooms, and care in the home.

So far, it has been agreed that this project will be tackled over two days, with the first being a workshop session and the second a work-up/design day.

Project 2: Critical Review of Programme Design Documentation

For this project, two Nurse Ambassadors will evaluate all draft programme documents with the goal of ensuring that the language, context, and content included accurately reflects conditions in out-of-hospital nursing.

Project 3: Critical Review of Programme Session Plans

This project will see Nurse Ambassadors feeding into the creation of session teaching plans, with the hope that their language, context, and content will mirror the work carried out by primary care-sector nurses.

If you're interested in becoming a Nurse Ambassador, or in contributing to the above projects, please do get in touch with our **Education Facilitator, Jason Brooke**, at jason2.brooke@uwe.ac.uk.

The CEPN is becoming a Training Hub

In line with the national direction, BNSSG CEPN is set to transform into a **Primary Care Training Hub** by **March 2020**. A training hub is a multi-system network of community-care, primary-care, and education providers based within a specified geographical area. They provide an opportunity to meet the **educational needs** of the **multi-disciplinary primary care team**, bringing together NHS organisations, community bodies, and education establishments.

Training hubs will be essential vehicle of workforce transformation due to their ability to engage multiple general practice organisations, and to provide consistent education and workforce planning support.

With the development of **Primary Care Networks (PCNs)** forming a key building block of the **NHS long-term plan** (click to read), the BNSSG Training Hub will be uniquely positioned to support PCNs with their workforce development (by, as an example, improving the ability of practices to recruit and retain staff).

The core functions of a training hub are to:

- Develop and expand the number of high-quality learning placements available at the undergraduate and postgraduate levels;
- Support the development and realisation of educational programmes to develop the primary-/community-care workforce at scale, to address identified population health needs;
- Coordinate education and training placements;
- Support the improvement of education quality and governance;
- Enable, support, and embed 'new roles' within primary care;
- Support recruitment to and the retention of the primary-care workforce across key transitions (e.g. preceptorships) and career changes;
- And to play an active role in promoting primary care-related career aspirations.

Please watch out for our newsletters, and keep up to date via our website (www.cepnbnssg.co.uk).

Upcoming Events and Programmes:

To find out more or apply to these courses, please visit www.cepnbnssg.co.uk or contact cepn.bnssg@nhs.net.

Please note: unless stated otherwise, our non-attendance policy is generally to charge if you cancel within three weeks of an event or simply fail to attend.

Featured Events:

Practice Managers' Hot Topics session

BNSSG CEPN has arranged for a 'Hot Topics' session to be held for practice managers, on the morning of Friday, 3 May, at the BAWA Healthcare and Leisure Club. The following topics will be covered, amongst others:

- **Apprenticeships** - Everything you need to know about apprenticeships.
- **HR Surgery** - An opportunity to discuss any HR issues you may be having with an expert.
- **Workforce and Succession Planning** - Where do I start?

The club is located at 589 Southmead Road, Bristol, BS34 7RG.

To apply for this, please just send a message expressing your interest to cepn.bnssg@nhs.net.

2019 Nurse Conference

BNSSG CEPN's annual Nurse Conference will be taking place on Friday, 10 May, just in time for International Nurses Day on the 12th. To be held at the Bristol Golf Club, this event will be of interest to a wide range of nurses from primary care, community care, and nursing homes, with charismatic and inspiring speakers being on-hand to deliver talks on an array of topical matters, including dementia, learning disabilities, and ReSPECT.

The club is located at St. Swithin's Park, Blackhorse Hill, Almondsbury, Bristol, BS10 7TP.

To apply for this, please just send a message expressing your interest to cepn.bnssg@nhs.net.

Practice Managers' Appraisal

Supported by NHS England, BNSSG CEPN recognises the value of practice/business managers to general practices across BNSSG, and we are supporting an initiative to develop an appraisal system for them.

This scheme is designed to support the introduction of appraisals for managers working in general practice, as part of the general evolution of Practice Management Capacity and Capability. In conjunction with the South, Central, and West Commissioning Support Unit, BNSSG CEPN is developing an appraisal toolkit for general practices, and those which participate will receive some backfill funding to support this process. To access said funding, practices will be required to provide a 'self-certification' to confirm the appraisal has taken place, as well as complete a simple evaluation questionnaire.

This scheme will be running between April and June 2019.

To apply for this, please just send a message expressing your interest to cepn.bnssg@nhs.net.



Resilience training: Surviving & Thriving in Primary Care

Intended for **GPs, practice managers, and senior clinicians (nurses, AHPs, paramedics, and clinical pharmacists)** working in primary, community, and social care, these one-day workshops will help to build attendees' personal and professional resilience.

The sessions cater to different groups, as follows:

- **GPs: Tuesday, 21 May (currently full).**
- **Non-medical clinicians: Monday, 13 May (nearly full).**
- **Practice managers: Tuesday, 14 May (currently full).**

All sessions will be held at: **Engineers' House, Clifton Down, Avon, Bristol, BS6 3NB.**

Spotting a Sick Child masterclass

This multidisciplinary programme will teach **GPs, nurses, ANPs, paramedics, and other non-medical clinicians** about an array of topics pertinent to treating sick children, including how to respond to critical paediatric issues such as septicaemia and meningitis.

Attendees **must** be able to attend both days:

- **Thursday, 9 May** (for a **whole day**), and **Thursday, 4 July** (for **half a day**).

All sessions will be held at: **Engineers' House, Clifton Down, Avon, Bristol, BS6 3NB.**

(Please note that this course is currently full.)

End-of-Life Care study days

This multidisciplinary training will teach **GPs, nurses, ANPs, paramedics, and other non-medical clinicians** from **across BNSSG** how to respond confidently and competently to patients and families during the end stages of life. **Hospices** and **Helen Eddison, AHSN's ReSPECT Project Leader**, will contribute to this course.

Attendees **must** be able to attend a **full-day** session on **Wednesday, 22 May**, and a catch-up session on the **morning** of **Wednesday, 17 July**.

Both sessions will be held at: **Engineers' House, Clifton Down, Avon, Bristol, BS6 3NB.**

(Please note that this course is currently full.)

Training for in-practice supervision of student nurses

UWE and BNSSG CEPN have arranged a **Nurse Supervisor Training course** to enable **nurses** to mentor students in their area of practice. Upon completing this programme, applicants are expected to mentor an undergraduate student during a placement block.

This course can be applied to for the following dates: **8 April, 8 May, 20 May**, and **6 June**.

Please contact cepn.bnssg@nhs.net to find out more.

The role of HCAs in stroke prevention and diabetes management study day

BNSSG CEPN has organised a **Stroke Prevention and Diabetes Management study day**, to be held for **HCA**s on **Wednesday, 5 June**. This full-day session will help **non-registered clinicians** to contribute to the treatment and management of these long-term conditions, as opposed to teaching them how to handle them wholly independently.

Social Prescribing educational evening

The **General Practice Forward View** identified **10 High-Impact Actions** to support practices to release time for care, one of which is **active signposting**. This event will teach attendees how **social prescribing** can be used to improve health and self-care patients, about examples of successful social prescribing projects, and about how they can enhance social prescribing in their area; all this is intended to **build stronger communities**.

This free evening will be held on **Tuesday, 18 June**, at **Engineers' House**, and will commence at **6.00pm**.

To apply for this, please just send a message expressing your interest to cepn.bnssg@nhs.net.

Once again, to find out more or apply to these courses, please visit www.cepnbnssg.co.uk or contact cepn.bnssg@nhs.net.