

Primary Care Management Development Programme

Newsletter 4 – October 05

Welcome to the latest newsletter in a series designed to keep you up to date with programme developments. Hopefully you are now working your way through the preparatory work in module 1, part 1.

IMPORTANT NEWS

Jill Allen has now joined us as Programme Lead, replacing Caroline Pike who has moved on to pastures new. Jill has worked in various PCT roles, including clinical governance, commissioning and service development, and has also spent some time in acute trusts. Her interest in primary care goes back many years and includes work on two large research projects. One project involved developing individuals as primary care professionals and their role within the team, while the other was a primary care-based project examining alternative methods for screening for diabetic retinopathy. Jill would be happy to discuss any aspect of the Primary Care Management Development Programme with you – her contact details can be found at the end of this newsletter.

We wish Caroline every luck as she moves into her new role and thank her for her commitment to developing this programme over the last 18 months.

Masterclass development

As an addition to the main programme a series of masterclasses are being created that will allow programme participants to develop their expertise in particular areas. These masterclasses will cover eight topic areas and will provide opportunities for you to hear from experts in the field, have access to specialist materials and tools, share in discussions and try different concepts in a very practical way.

The masterclass topics will be:

- reviewing effectiveness
- maximising patient safety
- partnership issues – best practice
- collaborative working
- human resources – best practice
- project management
- developing IM&T expertise
- planning local patient care.

The masterclasses are voluntary and are being designed to be as flexible as possible to allow for different learning styles. Some classes will be held as workshops, while others will be available as a dial-in or teleconference. They will be priced individually according to the delivery method. You can take part in as many or as few as you like depending on your own areas of interest.

Accompanying this newsletter is a flyer telling you more about the first masterclass that will take place in January 2006 and cost £75 per person.

On the bottom of the flyer there is a form to express your interest, which should be returned either:

1. by post to:
Donna Leggatt
NHS Clinical Governance Support Team
NHS Modernisation Agency
1st Floor, St John's House
30 East Street
Leicester LE1 6NB

or

2. via e-mail to:
donna.leggatt@ncgst.nhs.uk.

The 'Masterclass flyer' can be found in the Help & FAQs section of the website under newsletters.

This Microsoft Word document should be filled in and saved to your computer before attaching it to an e-mail.

The deadline for responding is Friday 18 November 2005. Payment will be requested closer to the event, following confirmation of your attendance.

Facilitator update

All of the 28 facilitators (1 per SHA) have now been appointed and the majority of them will be undertaking training during October. Those facilitators unable to attend the October training will have a session in early November. Look out for a further update via your online message centre for details and contact information

of your local facilitator towards the end of this month. Once online the facilitators will also personally make contact with each of their delegates. If you haven't heard anything by the end of the month, please contact the facilitator network managers:

Angela Carryer a.j.carryer@staffs.ac.uk,

or

Wendy Evans w.evans@nhsalliance.org.

NHS library resources

NHS and other healthcare libraries are valuable resources, providing supporting information on:

- clinical governance and quality
- education and training
- patient care
- professional development.

As NHS staff you may use your local NHS library to help with literature searches, research and even to borrow a book!

NHS libraries offer access to a wider knowledge base via journals and databases that reflect and stimulate knowledge exchange and new research. It may be useful to explore your local resources and find out what is on offer to you. For example, the following facilities are available online:

- South East: <http://stlis.thenhs.com/hln>
- Trent: <http://www.telh.nhs.uk/welcome>
- Midlands: <http://www.wish-uk.org>.

Programme evaluation

An important part of the development of any new programme is to ensure that it meets the needs of its participants and that it helps them to develop the skills and knowledge they need. To do this we have commissioned an independent evaluation, which is now being finalised – watch out for a message regarding this evaluation in your message centre. You will be asked to complete an online questionnaire and submit it to the independent assessor via the programme administrator at the NHS CGST. This evaluation will measure your current level of knowledge and understanding, identify what you hope to get out of the programme and highlight your future career aspirations. The questionnaire will then be repeated once you have completed the nine training modules to assess whether your knowledge and understanding has moved on. We hope you will assist us by completing this questionnaire by Monday 7 November.

NPSA Newsletter – Safety Matters

The first issue of [Safety Matters](#) (click link to view), the NPSA's newly designed and titled news bulletin, is now available from the NPSA website. The current issue includes articles on the following topics:

- the latest NPSA work on improving patient safety
- the conference for patient safety that will take place in February
- how clinical assessment has added a new string to the NPSA's patient safety bow
- the impact the first publication from our Patient Safety Observatory Report has had
- the improvements that have been recommended to the research ethics committee's system
- a major award for the 'cleanyourhands' campaign.



Improving Community Health
and Care Services

The Out of Hospital healthcare White Paper listening exercise is now underway with events planned across the country.

However, if you can't get to an event there is an online questionnaire set up at www.nhs.uk/yoursay.

This is your opportunity to make your views known both as a patient and as someone working within a primary-care setting.

Contacts:

For any general queries regarding the Primary Care Management Development Programme please contact:

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For queries relating to programme content please contact:

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