

PRIMARY CARE MANAGEMENT DEVELOPMENT PROGRAMME

Newsletter 8 – November 2006

Welcome to the latest edition of your newsletter aiming to keep you informed about programme developments.

Celebrating your achievements

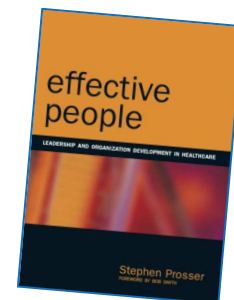
With the pilot phase of the programme now drawing to a close we are pleased to announce that the first person to successfully complete all 9 modules of the programme is Denise Appleby, Assistant Practice Manager at Barwell Medical Centre, Leicester. Well done Denise!

We are also pleased to announce that the first three delegates to have passed all 9 modules and to complete all nine module evaluation forms are:

- Denise Appleby
- Alyson Law
- Tracey Holdsworth

Well done to you all!

Each will be receiving a copy of the book "Effective People" by Stephen Prosser. This book has been donated by Radcliffe Publishing Ltd. If you would like to order a copy it costs £22.95 (discounted from the RRP £27.95). Please contact Donna Leggett at donna.leggatt@ncgst.nhs.uk for an order form.



Interview with Denise Appleby

Denise Appleby was the first person to finish all 9 modules of the Programme and has also submitted her portfolio, a fantastic achievement! She has been an enthusiastic participant her views and insight into her learning during this pilot phase will be useful to us as we continue to evaluate the programme.

We persuaded Denise to talk to us about her experiences of participating in the programme and here we report on that interview.

Why did you participate on the Programme?

The QOF depends on administrative staff setting up systems on the computer to aid achievement of targets. There are constantly more tasks coming on board but I felt that I didn't know as much as I needed to. GPs don't understand how much work is done on their behalf! The reason for doing the programme was so I could do my job better. I wanted to learn more but couldn't see myself going back to college as I have children and my husband does shift work. The opportunity to do an on-line course was brilliant and fitted in with my lifestyle.



Denise Appleby

Denise has worked in a general practice for 15 years and is currently Practice Administrator at Barwell Medical Centre in Leicestershire. Prior to joining the Medical Centre, Denise worked in a general practice in Hinckley for nine years as Practice Secretary.

What did you think about the Website and the materials?

The website was easy to use, you just click on it and open it up, it was fabulous. Everything was easy, even if you didn't have IT skills, it told you exactly what to do. The Modules were really good and it was nice being able to discuss the materials with others in my Action Learning Set. Also, it was great having all the links to key websites in the documentation.

Module 1 part 2 was so big, there was a massive amount of information in it and I kept referring back to it throughout the course. It was great that the material was so topical. I learnt most from the Finance Module (Module 5) and Partnership Arrangements (Module 3) as I had no experience of these module areas in my role.

What about your Facilitator and Action Learning Set (ALS)?

We had more ALSs than intended as they were so informative and gave the group opportunities to talk together. We usually discussed the next module coming up and the facilitator brought extra resources and information too, it was really, really good. I found the ALS really supportive – other practice managers treated me as an equal and not just as an Administrator, we supported and encouraged each other.

Practical Module Activities - have you examples of how you put what you learned into practice?

Yes, one example is the risk assessment process (Module 2). Our practice used this and we looked at the potential risks in the practice and assessed them all. We identified a possible safety hazard where there were wires hanging down, which were cable tidied and again where receptionists had been standing on a swivel chair to open and close windows, we purchased a step ladder. We also added a banister on a stairway to improve safety for patients and staff.

Has the Programme helped you in your work?

The programme has given me a lot more confidence. I am a Reflector (preferred learning style), but have since tried to be more proactive (pragmatic). I joined an Improving Working Lives Steering Group at my PCT but wouldn't have done this prior to joining the programme and finding out about the various learning styles, which gave me the confidence to join up. I now speak up in meetings and others will ask my views now as well. When the Practice Manager goes on leave I feel more confident in dealing with matters on her behalf while she is away.

What was the most enjoyable aspect?

The ALS meetings definitely, they were laid back, nice, everybody helped each other. I think the friendships made will carry on after the end of the programme. We have been e-mailing each other and agreed we would meet up in a year's time.

What was the least enjoyable aspect?

Not being able to get hold of information I needed to complete the activities, mainly from the PCT which may, in part, have been due to a reconfiguration which was taking place at the time. This was sometimes frustrating and often time consuming, it was difficult to make contact with the right person.

What improvements could we make for next time?

It would have been good to have an ALS at the beginning to go through all the requirements. There was a lot of paperwork and forms and it would have been useful to know what was required from the programme at the start. I understand that it is a pilot and things change but some of the guidance wasn't clear.

Perhaps there could have been an introduction on line, with some sample completed documents so participants could see how it should be done. Two things that weren't clear, for example, were the module evaluation process and the requirements for the portfolio.

Replacing the MCQs with reflective statements was a late change that some found difficult to adapt to but, once I'd got used to it, I preferred the reflective statement format as that is my preferred learning style.

It would have been good to have the Masterclasses linked in to our ALSs. The Masterclasses were too distant or not convenient. More localised events would have worked better.

What advice would you give to those who haven't finished the programme yet?

Tell them to get their head down and get it done as it is a wonderful feeling. My children can't get used to me sitting and watching television! I thought in the beginning "how do I do this?" But I came up with a plan and kept to it. I read the module through three times making notes and collecting information, by the fourth I would have it in my head ready to do the activities.

Thank you Denise for your thoughts and, once again, congratulations.

We are always interested in receiving your feedback, and if you would like to talk to us about your experiences of the Programme then please get in touch. One way of providing feedback about the programme is to fill out and return the Module evaluation forms as you complete each module. The information included in these evaluation forms is really helpful to us in knowing what is good but also what can be improved for next time. The Module Evaluation Forms are available on the Programme website or you can contact Donna Leggatt at donna.leggatt@ncgst.nhs.uk

Evaluating your experience

The post programme evaluation questionnaire is now being prepared and will be posted on the web site in November. Please complete your evaluation as soon as possible when it is available.

We are continuing to receive individual module evaluation forms from delegates and we are pleased to see that these are mainly very positive. For example, 98% of those that responded to the questionnaire for Module 1, thought that their understanding and competency had improved by undertaking the Module. In addition, 86% of delegates felt that their participation in the module had changed or would change the way they worked.

Please do not forget to send us your evaluation forms as it will help us to improve the programme for our future participants. These are downloadable from the website or available from Donna Leggatt at donna.leggatt@ncgst.nhs.uk

We are also writing up some of the excellent examples of the work you have done on the programme and we are preparing the first few articles at the moment. We will publish these (with the delegates' permission) on our website. If you feel that you have an experience or a good piece of work that you would like to share with us then please get in touch. It might be a policy or procedure you are proud of, or a service improvement that you have implemented, or simply a tip you have for others in handling a particular task or activity.

We would love to hear from you. Please contact jill.allen@ncgst.nhs.uk or phone 07887 838749 if you would like to find out more.

Submitting your portfolio

The deadline for submission of your Portfolio is fast approaching. Just to remind you the final deadline is: **Friday, 24th November 2006 and should be posted to:**

Angela Carryer

NHS Alliance Project Manager

c/o Staffordshire University

Faculty of Health and Sciences

Leek Road

Stoke-on-Trent

ST4 2 DF

It is important that you keep a copy of your portfolio, in case it should be lost in the post. If you are unable to meet this deadline, please let your facilitator know as soon as possible.

As most of you will be submitting your portfolio by the later deadline, we will be assessing all portfolios in December and are committed to giving you your result and feedback by 24th December 2006.

Just to remind you, you should send a new reflective statement with your portfolio which sums up what you have learned and how you have applied your learning from the programme. You may support your portfolio with any evidence that you feel is appropriate, but it must contain evidence that relates to each of the 9 modules. Further information about the requirements for the portfolio can be found in the following documents:

- Submission and Assessment of Portfolios – issued in August and can also be found on the Programme website in the Newsletter section.
- 'Work based learning - how to produce a portfolio a guide to getting the most from the programme' which can be found in the Portfolio Section of the website.

If you need further advice we suggest you contact your Facilitator in the first instance.

National Recognition for PCMDP



We are delighted to announce that the Programme website has been short-listed for an e-learning award by the e-Learning Network.

The e-Learning Network is a non profit making organisation that provides leadership and good practice in the use of all aspects of applying technology to learning. The primary objective of the e-Learning Network is to be the foremost source of information and guidance for professionals governed by professionals. The bid was put together by Medicom Group Ltd (our website developers) and ourselves and the team presented to the awards panel on 5th October, 2006. The final outcome will be known at the awards ceremony in November.

In September we presented a poster at the Evidence in Practice Conference in Bristol which this year focussed on e-learning. This event was a valuable opportunity to share our work with others in the NHS that are interested in developing e-learning programmes and to find out what is happening with various national initiatives like the NHS Core Learning Unit.

Academic Accreditation

Discussions have been continuing with Staffordshire University regarding academic accreditation for the programme and the potential formulation of a Foundation Degree with two meetings having taken place last month. The second of these provided the opportunity for Damian Jenkinson, Acting Medical Director of the Clinical Governance Support Team, to meet with members of the health faculty on 26th September 2006. Additionally, we have been pursuing a second option for accreditation with the University of the West of England.

We are in the process of finalising all these arrangements and separate documentation regarding accreditation will be emailed to you next week. The documents will also be posted on the website.

High Impact Changes for Practice Teams

The Improvement Foundation (formerly NPDT), working with the NHS Institute for Innovation and Improvement, have produced a document detailing nine High Impact Changes for Practice Teams. The document has been sent to all primary care practices in England and is available to download by following the link:

www.institute.nhs.uk/Products/HighImpactChangesforPracticeTeams



The changes were developed with people working at the front line of primary care. The document includes case studies and useful tips on how to make the changes. They are:

- Promote patient self care and self management
- Improve the management of patients with long term conditions
- Improve patient access
- Improve care for patients by redesigning roles in general practice
- Use data and information to drive improvement
- Improve care through systematic review of patient feedback
- Avoid unnecessary follow-ups in primary and secondary care
- Provide services closer to patients
- Maximise the use of Practice Based Commissioning

Ageism Laws

The new law on age discrimination came into force in this month. The law covers both old and young workers, from recruitment to the end of employment. The law, which is applicable to all organisations that employ people, will prompt reviews of wording in job descriptions and adverts. Words and phrases such as energetic and enthusiastic, mature or experienced could all have assumptions about age attached to them. Also under the new laws, it will be illegal to force people to retire below the age of 65 and staff will have the right to ask to work beyond normal retirement age. More information can be found about The Employment Equality (Age) Regulations 2006 at www.opsi.gov.uk/si/si2006/20061031.htm

Dr Foster Intelligence Practice Training Toolkit

What is it?

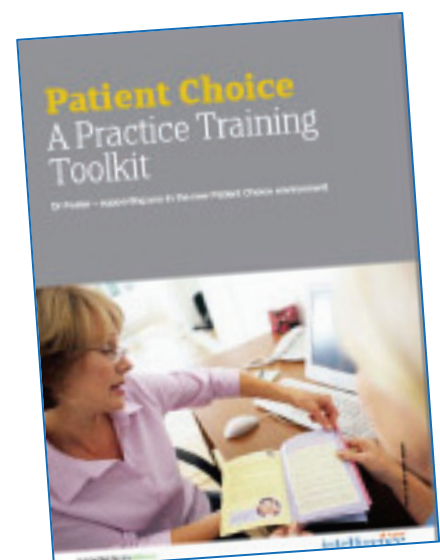
A web based interactive training programme that has been developed to give GPs and practices the information and skills they need to support patient choice.

What does it aim to do?

To support general practices to implement patient choice.

What does it do?

Module 1 enables practices to assess themselves against 8 knowledge areas necessary to support informed patient choice. Module 2 provides training on the eight knowledge areas so all staff can support patients through the choice process.



How Much Does it Cost?

Module 1 - Free

Module 2 - £85.00+VAT (5% DISCOUNT FOR PCMDP DELEGATES)

Where can I get further information from?

www.drfoosterintelligence.co.uk/choicetraining

e-mail: caroline.pike@drfooster.co.uk

A New Arrival!

Finally, you may remember that in the last Newsletter we announced that Sam Brinn was leaving us to go on Maternity leave. We are pleased to announce the safe arrival of Tabitha Grace, on 15th October 2006. Both Mother and baby are doing well. Our congratulations go to Sam and husband, David on the birth of their first child.



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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