

TRAINING NEWSLETTER 02nd April 2025

The latest announcements & upcoming training



The most watched drama on Netflix, *Adolescence*, shines a light on the **corrosive impact of social media and misogynist influencers** on some teenage boys. On Monday, the Prime Minister met with Adolescence creators, charities and young people to discuss the issues raised. The meeting focused on rethinking adolescent safety today; the challenges parents face; the impact of misogyny, dangers of online radicalisation and the importance of healthy relationships. NWL TH are delivering a series of Safeguarding webinars covering these topics and other issues affecting young people in the UK.

Safeguarding Webinars

Book here for all dates: [medtribe.com/courses/safeguarding](https://www.medtribe.com/courses/safeguarding)

Certificate of attendance counts towards your L3 Safeguarding

Incels & Misogyny, 6th May 13:00 - 14:00

This course identifies incel ideology and its context; how to effectively safeguard; and interventions/ referrals for those affected. Learn & understand more about the misogynist language used by incels; misogyny; radicalisation of young people; men's mental health and women's safety.

Spiritual & Ritual Abuse, 20th May 13:00 - 14:00

Spiritual and ritual abuse takes place here in the UK, affecting thousands of people every year. We will look at cultural beliefs, superstitions and spirituality.

Drug awareness, 3rd June 13:00 - 14:00

An introduction to some of the major issues connected to substance misuse, appropriate for staff who will or do encounter drug use in their work.

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New & Notable Training – Safeguarding

NPS (Psychoactive Substances), 1st July 13:00 - 14:00

Over the last few years new drugs have come onto the market, often initially unregulated, known as legal highs. The government introduced The Psychoactive Substances Act in response to this new phenomenon. We look at the confusion for young people, parents & professionals caused by these changes.

Young people, Families & Drug Use, 23rd July 13:00 - 14:00

This webinar explores some of the major issues connected to substance misuse, young people and families. It is appropriate for staff who will or do encounter parental substance misuse or drug use in young people

Book here for all dates: [medtribe.com/courses/safeguarding](https://www.medtribe.com/courses/safeguarding)

Certificate of attendance counts towards your L3 Safeguarding

New & Notable Training – Network for Practices Ltd.

These 2 trainings were requested in your feedback survey. They are bespoke for Hammersmith & Fulham practice staff. Book and enquire with evcostello@nhs.net

Dealing Effectively with Challenging Patients

11th April 09:30-13:00 online Zoom

Practical techniques to help you achieve successful and positive outcomes when dealing with difficult and/or challenging behaviours: The skills acquired are immediately applicable to your workplace, and you will gain the confidence to create win-win scenarios with all your patients. Open to all staff roles.

Learning Outcomes:

- Understand the reasons behind difficult behaviour
- Be able to recognise and defuse a potentially challenging situation before it escalates
- Understand when and how to be assertive
- Gain confidence in managing challenging conversations
- Have discussed challenging scenarios and explored strategies for future interactions
- communication techniques based on a foundation of approaches for assertive communication
- Know when to address the situation personally
- Know when to delegate the situation to others

Triage & Signposting for non-clinical staff

05th June 09:30-13:00 online Zoom

Participants will have the opportunity to explore effective methods for both triaging patients and signposting them to appropriate external services. Suited to Reception/Admin or anyone with an interest.

Learning Outcomes:

- Understand the purpose of triage in a General Practice setting and the roles and responsibilities of staff in implementing it
- Recognize the challenges in effective triage and learn strategies to overcome them
- Gain insights into the perceptions of triage from the patient, receptionist, and clinician perspectives
- Practice essential communication skills for effective triage
- Develop skills in gathering relevant information, such as patient history
- Delineate the differences between emergency, urgent, and routine requests
- Enhance confidence in signposting while communicating with patients and building their trust
- Become aware of available patient resources
- Understand the importance of robust policies and confidently apply them
- Realize the significance of a team approach and how your role contributes to this

Training FOR GPs – other staff roles with an interest are welcome to join these sessions.



Evening Webinar Series for GPs with ChelWest & Imperial Consultants

H&F Training Hub & borough GP Educator Dr. Alasdair Macrae, coordinate a series of evening training sessions for GPs (*but open to any role with an interest*).

These hourly online updates will offer experience and troubleshooting from Imperial and ChelWest Consultants. **There is no need to register in advance. A calendar invite will also be sent to you.**

Tues 22nd April, 18:00-19:00

The Comprehensive geriatric Assessment in Action: Practical Approaches for Community Care. Dr Aglaja Dar, Consultant Geriatrician, Imperial College NHS Foundation Trust

Teams link: [Join the meeting now](#)

Tues 29th April, 18:30-19:00

Abnormal Liver Blood Tests. Dr Matthew Foxton – Consultant Gastroenterologist at Chelsea and Westminster Hospital

Teams link: [Join the meeting now](#)

Tues 06th May, 18:00-19:00

Asthma – diagnostic uncertainty, new guidelines and important updates.

Dr Vincent Mak, Consultant in Respiratory Medicine, Imperial College NHS Foundation Trust

Teams link: [Join the meeting now](#)

Mon 12th May, 18:00-19:00

Common dermatological issues. Dr Chrystalla Macedo – Consultant Dermatologist Chelsea and Westminster Hospital

Teams link: [Join the meeting now](#)

Tues 20th May, 18:00-19:00

Sexual Health service offerings, eligibility criteria, safeguarding, Q&A. Sexual Health London from ChelWest.

Teams link: [Join the meeting now](#)

Tues 27th May, 18:00-19:00

Chest Pain. Prof. Ramzi Khamis- Consultant Interventional Cardiologist and Clinical Director of Cardiology, Imperial College Healthcare NHS Trust.

Teams link: [Join the meeting now](#)

Contact: evcostello@nhs.net for further details and calendar invite

New & Notable Training: RESPIRATORY

Recording of New BTS/NICE/SIGN Asthma Guidelines webinar now available

Webinar 1 recording:

Introduction and diagnosis 11th March, 13:00-14:00

Introduction to the New BTS NICE SIGN asthma guidelines; Making a diagnosis of asthma using the new guidelines

<https://events.teams.microsoft.com/event/e4d19d39-758f-43dd-bce5-626e1f6588ba@37c354b2-85b0-47f5-b222-07b48d774ee3?vod&attendeelid=0a659b35-f9f6-477b-bcd9-d28e7b4197f7>

Webinar 2 recording:

Webinar 2 Management of asthma 18th March, 13:00-14:00

Management of newly diagnosed asthma using the new guidelines; the concept of AIR and MART; How to complete AIR/ MART asthma action plan; manage existing patients; When to refer for specialist care

<https://events.teams.microsoft.com/event/d167bb72-ec98-472e-8931-27988124f7c1@37c354b2-85b0-47f5-b222-07b48d774ee3?vod&attendeelid=ec5a6b9e-3d80-4453-900b-2b0fa1e84246>

New Asthma Guidelines in NWL—Webinar 1 3rd April, 13:00—14:00

Join our local respiratory experts to make sense of the new NICE/BTS/SIGN Asthma guidelines for both children and adults and how to apply these in NWL.

New Asthma Guidelines in NWL—Webinar 2 10th April, 13:00—14:00

Join our local respiratory experts to make sense of the new NICE/BTS/SIGN Asthma guidelines for Part 2 webinar,

Children & Young People Asthma Management 22nd April 13:00-13:45

We'll be covering key topics including:

- Updates on childhood asthma (ages 5–11)
- The new BTS/SIGN guidelines
- Diagnosis and management in children age 5-11 years
- Approach to the child with preschool wheeze (under 5s)

Respiratory Enhanced Service

28th April 13:00-14:00

Opportunity to hear about the 2025/2026 NWL Respiratory specification; What this means in practice and how to enhance care for our patients with respiratory conditions.

Booking & Registration:

**New Asthma Guidelines
webinar 1**
[new-asthma-guidelines-
in-nwl webinar 1](https://medtribe.com/courses/webinar-cyp-asthma-management)

**New Asthma Guidelines
webinar 2**
[new-asthma-guidelines-
in-nwl webinar 2](https://medtribe.com/courses/webinar-cyp-asthma-management)

**Children & Young People
Asthma webinar:**
[https://medtribe.com/co
urses/webinar-cyp-
asthma-management](https://medtribe.com/courses/webinar-cyp-asthma-management)

**Respiratory Enhanced
Services Webinar:**
[https://medtribe.com/co
urses/webinar-
respiratory-enhanced-
service](https://medtribe.com/courses/webinar-respiratory-enhanced-service)

New & Notable Training for Reception & Admin staff in H&F

Essential Medical Secretarial Skills for General Practice - *This is a 2 part course*

Part 1: 29th April 09:30-12:30

Part 2: 06th May 09:30-12:30

This course addresses confidentiality, information management, and safeguarding, empowering participants with essential skills and knowledge.

A comprehensive exploration of the Data Protection Act/GDPR, providing participants with a solid understanding of the legal framework governing the handling of patient information. Patient requests for information is covered, emphasising the importance of transparency while adhering to confidentiality guidelines.

Safeguarding, another critical aspect of healthcare, is thoroughly addressed, preparing participants to recognise and respond to safeguarding concerns appropriately. Participants gain insights into the nuances of obtaining valid consent and ensuring compliance with ethical and legal standards.

A fast track guide to medical terminology, giving an immediate vocabulary of over 200 words is provided.

- **Data protection/GDPR**
- **Access to, sharing and releasing of information**
- **Confidentiality and Consent**
- **Patient requests for information**
- **Solicitor requests for information**
- **Safeguarding**
- **Fast track medical terminology**
- **Challenging conversations**

Snomed

14th May 09:30-12:30

Half day online SNOMED training course for coders of all experience provides all the key techniques and knowledge to increase confidence in finding the correct codes for your primary care team.

- What is SNOMED
- SNOMED Coding and concepts
- Explaining how concepts can be used to increase accuracy
- To explain searching techniques for coding
- To develop an understanding of common coding misconceptions
- Patient access
- [SNOMED](#) search browsers
- Improving data quality

Note Summarising

20th May 09:30-12:30

This course aims to provide all delegates with an easy to use protocol to accurately summarise records to improve the use to clinicians

- What should be summarised and omitted
- When is active/past used?
- When is significant/major/code 1 used?
- Summarising sensitive data and family records
- Summarising protocol

Booking & Registration:

Essential Medical Secretarial skills, Register for both dates here:

[Essential Medical Secretarial skills, Medtribe.com](https://medtribe.com/courses/essential-medical-secretarial-skills)

SNOMED, Register here:
https://medtribe.com/courses/snomed-clinical-coding-f1d2ba76-117c-4a8e-a378-062e5dfa5613?utm_medium=copy-link&utm_source=share-modal

Note Summarising, Register here:
https://medtribe.com/courses/note-summarising?utm_medium=copy-link&utm_source=share-modal

New & Notable Training –Nurses & HCSWs



GPN Update with Redwhale

Wednesday 21st May 10:00 to 16:00

Irish Cultural Centre, Hammersmith, W6 9DT

Funded by H&F Training Hub for all Hammersmith & Fulham Nurses & AHPs working in primary care.

This is a brand new course for nurses, with all the new updates hot off the press!

- Asthma: NEW NICE/BTS/SIGN guidance how it will change our practice
- Obesity: pharmacological management evidence and practicalities.
- Diabetes: the spectrum
- Heart failure with preserved ejection fraction-spotting and managing it
- NICE Menopause: the headlines and managing vaginal symptoms and bleeding on HRT
- Physical health in mental illness: how we tackle health inequalities
- B12 deficiency: we demystify the new NICE guideline



Wound Care Training with Agnes Collarte from the Tissue Viability Team CLCH NHS Trust

Wound Care Foundation Full day
17th April 09:00-16:30

Full day training for staff new to delivering wound care to patients in practice. For HCAs and Nurses working in Hammersmith & Fulham practices.

Wound Care Update 25th April 13:00-16:30

This half day update is for staff that are already experienced and delivering wound care in practice, in need of a refresher and update. The training is a local training provided by H&F Training Hub for HCAs and Nurses working in Hammersmith & Fulham practices.

New Ear Care Foundation Training

13th June 13:30 - 16.30

Irish Cultural Centre, Hammersmith, W6 9DT

This is an introduction ear care course for Nurses and HCSWs/HCAs wanting to deliver ear care in general practice.

Ear Examination

- Review the anatomy of the ear and common conditions affecting ear care.
- Demonstrate proper techniques for visual inspection and otoscopy.

Common Ear Conditions

- Explore common ear conditions such as otitis media, otitis externa, and impacted cerumen.
- Discuss diagnostic criteria and appropriate interventions for each condition.

Ear Irrigation and Ear Care

- Outline the indications and contraindications for ear irrigation.
- Appreciate safe and effective ear irrigation techniques.

Booking & Registration:

GPN Update with RedWhale, Register here:
https://medtribe.com/courses/gpn-update-with-redwhale?utm_medium=copy-link&utm_source=share-modal

Wound Care Foundation,
Book here:
https://medtribe.com/courses/wound-care-foundation-training?utm_medium=copy-link&utm_source=share-modal

Wound Care Update,
Book here:
https://medtribe.com/courses/wound-care-update?utm_medium=copy-link&utm_source=share-modal

Ear Care Foundation
Training:
https://medtribe.com/courses/ear-care-foundation-course?utm_medium=copy-link&utm_source=share-modal

Trainings from NWL TH open to H&F Primary Care staff

NEW Women's Health Update Webinar

20th June 2025 13:00—15:00

Join for the latest NWL webinar focused on key women's health topics relevant to primary care. We'll cover: Contraception, including IUC and IUS; Menopause update.

Essentials of Menopause Care

Sat 10TH May 10:00-14:00, St Stephens Centre, SW10 9NH

This Training is for GPs, ANPs, nurses & physician's associates. This course aims to help you develop the skills and confidence to consult with patients about perimenopause, menopause, and their care needs: This is an ideal starting point for many, while also providing a useful update for more experienced staff.

Ring Pessary Refresher, 16th May 13:00-16:00

This training is a refresher only for staff who have already completed Ring Pessary training.

SRH Essentials

14TH June 08:45-16:30, St Stephens Centre, SW10 9NH

This course is for GPs & Nurses, ANPs, PAs. SRH Essentials a course suitable for Primary care practitioners recently moved into the role and who have little or no experience in sexual and reproductive health; *or* Those who have been working in primary care but have only undertaken a small amount of training in this area.

SSSA 2 day Foundation

28th April 10:00—16:00 & 12th May 9:00—14:00

3rd June 9:00—15:30 & 17th June 9:00—14:30

4th July 9:00—15:30 & 25th July 9:00—14:30

This is a **2 day** online SSSA Foundation training for registered nurses. You must attend both days to successfully finalise the training. By booking on this training you agree that you **WILL** attend both dates. This is a course for GPNs who have not completed any mentorship qualifications (e.g. ENB 998) in the past, and who are interested in supporting learners in practice.

SSSA half day Update - Required every 3 years

9th May, 13th June or 18th July 9:00—12:00

This course is suitable if you have already attended mentorship preparation training (e.g. ENB 998). This update provides a refresher of the knowledge, skills and behaviours needed to support learners to become outstanding nurses.

Booking & Registration:

Women's Health Update Webinar:

<https://medtribe.com/courses/nwl-women-s-health-update-webinar-for-primary-care-clinicians>

Essentials of Menopause Care:

<https://medtribe.com/courses/essentials-of-menopause-care>

Ring Pessary Refresher:

medtribe.com/courses/ring-pessary-update

SRH Essentials:

<https://medtribe.com/courses/srh-essentials-for-gps-nurses-anps-pas>

SSSA 2 day Foundation:

https://medtribe.com/courses/sss-a-foundation-training-2-day-course?schedule_id=12983

SSSA half day Update:

https://medtribe.com/courses/sss-a-update-5526?schedule_id=12980

Enhanced Services

NB It is important to join waitlists if you wish to attend a training, so that future dates may be planned based on demand.
You will also receive priority booking for future dates.

Diabetes Foot Care Training

2nd Oct, 09:15-16:30, College Rd, Harrow HA1 1BA

The course is for experienced HCSWs who will be assisting with diabetes reviews:

- Terminology for Type 1 and type 2 diabetes
- Signs and symptoms risk factors and complications
- Basic A and P
- The 8 (9) Care Processes and the HCSW in monitoring
- Diabetes UK resources
- Referral for education (as per locality practice)
- Undertaking diabetic foot assessment following FRAME guidelines

Travel Health Update

5th June 13:00-16:00; 23rd Oct 13:00-16:00

This training is an update for experienced immunisers already offering travel updates.

Course outline: Current policy and planned changes in 2025; Tools to support the travel health consultation; Legal requirements & other queries: Travel vaccines; Hep A; Typhoid; Hep B; TDP; Meningococcal; Rabies; Yellow Fever; Jap Encephalitis; Tick Borne Encephalitis; Other vaccines to consider; Malaria & dengue.

ECG Training Day In-Person for GPs & ACPs

25th April, 09:00 – 16:00, College Rd, Harrow HA1 1BA

17th Oct, 09:00 – 16:00, College Rd, Harrow HA1 1BA

Refresher Interpreting ECG for GPs & ACPs

19th September, 12:30-14:00

This training is for GPs and ACPs who have already attended the interpreting ECG course only. **The refresher ECG course** re-introduces a systematic approach for GPs who interpret ECGs to adopt a system that ensures every ECG is interpreted correctly every time. The focus will be on common scenarios that cause concern in primary care with a focus on red-flag ECGs.

Performing ECG Training

30th Sept 9:15 – 16:30

This training is for HCAs. GPAs, pharmacists, nurses can attend if they require this.

Booking & Registration:

Diabetes Foot Care Training:

https://medtribe.com/courses/diabetes-foot-care-f5145dd1-4546-434a-b66b-b618b415a3ac?schedule_id=11677

Travel Update Book here:

<https://medtribe.com/courses/travel-health-updates>

ECG Training Day:

<https://medtribe.com/courses/ecg-interpretation-foundation->

Refresher

Interpreting ECG:
<https://medtribe.com/courses/refresher-interpreting-ecg-course>

Performing ECG:

<https://medtribe.com/courses/performing-ecg-training->

ARRS Training Offers

Managing Expectations, Boundaries & Conflict

The courses will be open to the **3 Personalised Care ARRS roles** – Social Prescribing Link Workers, Health & Wellbeing Coaches & Care Coordinators.

The course will cover:

- Manage patient expectations
- Handle conflict effectively
- Set and maintain professional boundaries
- Encourage patient independence

Introduction to support options for individuals with No Recourse to Public Funds

The courses will be open to the **3 Personalised Care ARRS roles** – Social Prescribing Link Workers, Health & Wellbeing Coaches & Care Coordinators.

The course will cover:

- Understanding ‘no recourse to public funds’ (NRPF)
- Identifying immigration status and entitlements
- Issues and barriers faced by adults with NRPF
- Asylum support
- National Referral Mechanism
- Care Act 2014
- Migrant Victims of Domestic Abuse Concession (MVDAC) (formerly known as the Destitution Domestic Violence Concession)

2 OR 4 Day Coaching Course

Open to ARRS Social Prescribing Link Workers, Care Coordinators and Health & Wellbeing Coaches

NWL Training Hub is supporting further new recruitment of the Personalised Care roles by funding a DES required PCI coaching course – either the 2 day or 4 day course dependant on the role.

PitStop Foundation Level Diabetes Course

This course is now open to any ARRS clinical staff including Pharmacists, Paramedics, Physician Associate, Pharmacy Technician, Nurse Associate & Advanced Clinical Practitioners.

Booking & Registration for ARRS Training Offers:

Managing Expectations, Boundaries & Conflict: Please email evcostello@nhs.net & jonathan.ord1@nhs.net with name, role, practice, PCN, Borough & employer

Introduction to support options for individuals with No Recourse to Public Funds: Please email evcostello@nhs.net & jonathan.ord1@nhs.net with name, role, practice, PCN, Borough & employer

2 or 4 day Coaching Course: Please email evcostello@nhs.net & jonathan.ord1@nhs.net with name, role, practice, PCN, Borough & employer

PitStop Foundation Diabetes Course: Please email evcostello@nhs.net & jonathan.ord1@nhs.net with name, role, practice, PCN, Borough & employer

NWL Training Hub Resources & Recording



NW LONDON TRAINING HUB

Education ♦ Training ♦ Workforce

Webinar Recordings

Recordings of previous trainings:

Preventing Diabetes:

[Preventing Diabetes: NDPP Updates](#)

Pulmonary Rehabilitation:

[Pulmonary Rehabilitation 18/06/24](#)

Respiratory Webinar & Systmone slides:

[Enhanced Services Respiratory Webinar & slides, S1 Templates](#)

ABPM Training:

[ABPM](#)

Anticoagulation training:

[Anticoagulation Update](#)

Find the full list here:

<https://nwltraininghub.co.uk/webinar-recordings/>

Newsletter Sign Up

*Sign up directly to the NWL Training Hub newsletter:
for direct information on funded programmes and new enhanced services
trainings*

Webinars & Events for March

North West London Evaluation Toolkit launch

10 April, 14:15—15:00



The North West London Evaluation Consortium is launching the region's Evaluation Toolkit, a new website that will support staff of all levels, across all health and care organisations in our patch to conduct more evaluations, with the collective goal of improving outcomes for our local population, patients and staff. This 45 minute webinar to launch the new website will be chaired by Professor **Bob Klaber (Director of Strategy, Research and Innovation and Imperial College Healthcare NHS Trust)** and **Matthew Chisambi (Director, Imperial College Health Partners)**. The full agenda, including speakers from across North West London, will be shared shortly.

Explore the new website here:

<https://www.nwevaluationtoolkit.org.uk/>

NHS App National Webinar

8th April 11:30—12:30

In this session, you will receive an update on the NHS App 2025/26 roadmap. The webinar will include a Q&A session where you will have the opportunity to have your questions answered by the speakers.

The Patient Safety Incident Response Framework (PSIRF) implementation –

10 April 13:00 to 14:00

This webinar will cover the new incident reporting procedure, in preparation for the implementation of PSIRF and LFPSE. In particular all staff involved in clinical governance, patient safety and quality. Please contact Jane Hall if you have any questions about this training; jane.hall39@nhs.net.

GP Webinar: London Maternity Clinic: Common Baby Concerns

8th April 1pm-2pm on MS Teams

Led by Gemma Ramsden, aimed at primary care clinicians.

Booking & Registration:

Register for the launch webinar here:

<https://events.teams.microsoft.com/event/a2bba098-42f6-45c9-96ed-ac47a9cd0fd5@e4b05909-4485-4890-b86d-8c28f911a872/registration>

NHS App National Webinar

<https://www.events.england.nhs.uk/events/nhs-app-national-webinar>

The Patient Safety Incident Response Framework (PSIRF) implementation:

Please email jessica.mathews@nhs.net for calendar invite with MS Teams link

GP Webinar: Common Baby Concerns:

<https://www.events.england.nhs.uk/events/gp-maternal-postnatal-check-support-67ea521eac517>

Please see flyer for *Roots and Wings*, upcoming antenatal sessions



ROOTS & WINGS
PREGNANCY SESSIONS
Weekly on Thursdays
3rd April - 1st May at 11am - 1:30pm

SUPPORTING BLACK, BROWN & ETHNIC MINORITY WOMEN ON THEIR JOURNEY TO MOTHERHOOD

IDEAL FOR THOSE IN THEIR THIRD TRIMESTER AT AROUND 28 WEEKS AND OVER

BIRTH PARTNERS ARE WELCOME FOR THE FINAL SESSION!

A SAFE SPACE TO CONNECT, SHARE AND GROW TOGETHER

TOPICS COVERED:

- STAGES OF PREGNANCY
- FEEDING AND BONDING
- LEGAL INFORMATION & FOLLOW UP SUPPORT
- EMOTIONAL WELLBEING
- LABOUR AND BIRTH AND BEYOND

WHERE: CARMEL LODGE, 51 LILLIE RD, LONDON SW6 1UF

PLEASE REGISTER TO ATTEND:

EMAIL: CHRISTINA.IFIL@LBHF.GOV.UK TEL: 07825 606 896

NHS Family Hub H&F TH
Family Champions

'Supporting Black, Brown and Ethnic Minority Women on their Journey to Parenthood'

Thursdays from April 3rd 11:00 - 13:30 until Thursday 3rd May (5-week course)

Carmel Lodge, 51 Lillie Rd, London SW6 1UF

If you have any parents on caseload you believe this would benefit, please share the Eventbrite link or you are welcome to refer directly to Christina Ifil, Christina.ifil@lbhf.gov.uk

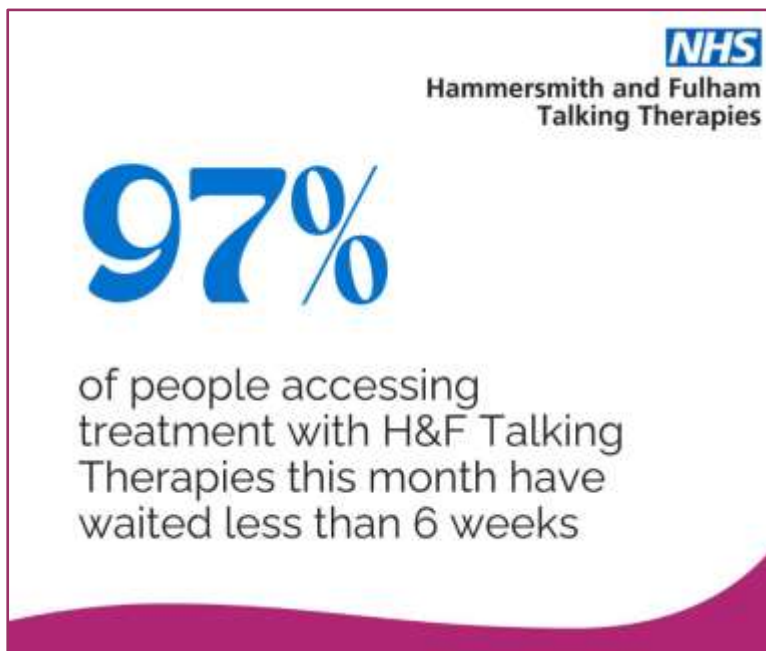
This course is for women who are 28 weeks pregnant and onward, produced and led by women of colour advocating for a positive birth experience. Couples are welcome for the FINAL session.

<https://www.eventbrite.co.uk/e/roots-wings-pregnancy-classes-are-free-weekly-sessions-for-parents-tickets-1302948286399?aff=oddtcreator>

Wellbeing for H&F Primary Care staff:



Sadly, the service is no longer available to ICB or primary care staff. The ICB have provided some alternative options for support that staff can access which are listed on our website: [Support by workplace :: Keeping Well](#)



We know that there can often be the fear of long waiting times that discourage people from accessing much-needed support. Here at Hammersmith & Fulham Talking Therapies we wanted to highlight that 97% of people accessing treatment with us this month have waited less than 6 weeks for this. If you would like to refer yourself to our service you can do so by completing this form:

[Referral form](#)



**Freedom to speak up
Guardians (FTSUG)**
*A confidential speaking up service
for practice staff*

Speaking up is about anything that gets in the way of providing good care. North West London Training Hubs have launched Freedom to Speak Up Guardians within Primary Care.

FTSUGs are a cohort of staff across NWL Primary Care, primarily within the Training Hubs. Contact us through the website with your concern or query and you will be matched with a guardian. Note that conversations remain confidential, and we will work with you to support decisions pertaining to next steps you may wish to take.

How to Speak Up: [Speak Up... Anonymously - NW London Training Hub \(nwltraininghub.co.uk\)](#)