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# TRAINING NEWSLETTER 09th April 2025

The latest announcements & upcoming training



# April is Stress Awareness Month. This year's theme is #LeadWithLove

Since 1992, Stress Awareness Month aims to improve the way in which we manage our personal stress, whether that be in the workplace or in our personal lives.

"This theme encourages us to approach ourselves and others with kindness, compassion, and acceptance, no matter the challenges we face; choosing love as our starting point, we embrace empathy, prioritise understanding, and create positive change."

Use this month to start your own plan to tackle the causes of stress and find cures that help you at work and in your daily life:



**Deal with Anxiety** 



**Sleep Better** 



Feel more in control

Start quiz

**P.T.O Stress Awareness Month Resources continued** 

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Awareness month

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# our Primary Care Workforce Hammersmith & Fulham Training Hub H&F TH

### April is Stress Awareness Month #LeadWithLove



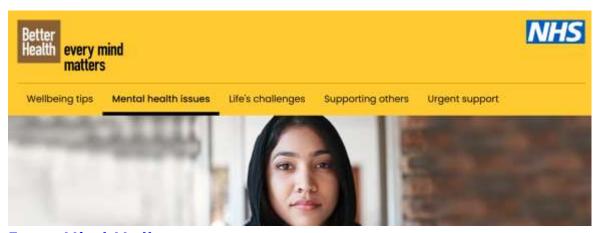
### 'Digital Wellbeing, Boundaries and Rest' Webinar 14th April, 19:00-20:00

You Okay Doc? charity are providing this webinar for all healthcare staff: an online discussion about maintaining a healthy relationship with technology. Learn how to set boundaries with your devices, prioritize your wellbeing, and incorporate breaks into your digital routine.

Our speakers will share practical tips and strategies to help you strike a balance between technology use and self-care. Don't miss out on this opportunity to reclaim control over your digital life! You Okay Doc? are a registered charity dedicated to supporting the mental health of doctors & nurses. Their mission is to empower healthcare

professionals to seek support and speak openly about mental health.

#### To register please click here



#### **Every Mind Matters**

Find simple and practical ways to ease anxiety, manage stress, lift your mood and sleep better, through proven approaches like cognitive behavioural therapy (CBT).

Plus get advice on stress relief, and a personalised plan of self-care tips. Watch videos of expert advice on dealing with stress and 'Breathe through stress'.

Find what works for you and keep doing it, because even the smallest actions can make a big difference to how you feel.



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)



# Hammersmith & Fulham Training Hub H&F TH

New & Notable Training – SystmOne & EMIS





# **Primary Care Systems Training**

Dear Practice Staff,

The NWL Primary Care Systems Training Team offer both online and on-site clinical systems training tailored to the needs of your Primary Care organisation.

Our expert-led sessions ensure your team stays up to date with the latest best practices, enhancing patient care and operational efficiency.

We offer comprehensive training for SystmOne and EMIS Web clinical systems, ensuring ALL staff can use the clinical systems effectively to enhance patient care and streamline workflows.

Our training covers a range of topics, including:

- System navigation and user interface
- Registrations
- Appointment management
- Consultations
- Prescribing
- Clinical templates
- Reporting

### **On-Site Face-to-Face Clinical Training:**

We can customize our flexible training sessions to suit your practice's specific needs. If you are interested in arranging an on-site training session.

Please log a call with the NW London IT Service Desk on 0203 350 4050 or email nhsnwl.servicedesk@nhs.net.

The Primary Care Systems Training team will then contact you to arrange a session.

### Online (MS Teams) Training Session:

To book on to one of our **online training sessions** via the <u>NWL Learning Hub</u>, please use the links below:

- EMIS Web
- SystmOne

We look forward to supporting your practice,

**NWL Primary Care Systems Training Tea** 



# Care Workforce Hammersmith & Fulham Training Hub H&F TH

### New & Notable Training - NWL Cervical Screening Forum

# **NWL Cervical Screening Forum online**

#### Wed 30<sup>th</sup> April 13:00-14:00

Quarterly sessions to discuss NWL cervical screening uptake, challenges and strategies with everyone involved in the provision of the national cervical screening programme. This update is for nurses, practice managers, administrative staff, practice cervical screening leads, PCN women health leads and anyone involved in the call/recall and appointment aspect of the programme.

#### Join the meeting now

Meeting ID: 382 147 333 41

Passcode: 3bc6xn74

H&F Training Hub will send out a calendar invite to all Practice managers and nurses we have listed in the borough.

# New & Notable Training - Safeguarding



# **Safeguarding Webinars**

Book here for all dates:

medtribe.com/courses/safeguarding

Certificate of attendance counts towards your L3 Safeguarding

#### Incels & Misogyny, 6<sup>th</sup> May 13:00 - 14:00

This course identifies incel ideology and it's 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, 20<sup>th</sup> 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, 3<sup>rd</sup> 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.

#### 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



# for our Primary Care Workforce Hammersmith & Fulham Training Hub H&F TH

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 22<sup>nd</sup> 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 29<sup>TH</sup> 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: evecostello@nhs.net for further details and calendar invite



### ary Care Workforce Hammersmith & Fulham Training Hub H&F TH

# Training for Reception & Admin staff in H&F

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

Part 1: 29<sup>th</sup> April 09:30-12:30 Part 2: 06<sup>th</sup> 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 Summarisaing**

#### 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

#### SNOMED, Register here:

https://medtribe.com/co urses/snomed-clinicalcoding-f1d2ba76-117c-4a8e-a378-062e5dfa5613?utm\_medi um=copylink&utm\_source=sharemodal

Note Summarising, Register here:

https://medtribe.com/co urses/notesummarising?utm\_mediu m=copylink&utm\_source=sharemodal



# our Primary Care Workforce Hammersmith & Fulham Training Hub H&F TH

# Training - Nurses & HCSWs



# 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.



### 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

# Booking & Registration:

Wound Care Foundation, Book here:

https://medtribe.com/co urses/wound-carefoundationtraining?utm\_medium=co pylink&utm\_source=sharemodal

Wound Care Update, Book here:

https://medtribe.com/co urses/wound-careupdate?utm\_medium=co pylink&utm\_source=sharemodal

#### Ear Care Foundation Training:

https://medtribe.com/co urses/ear-carefoundationcourse?utm\_medium=co pylink&utm\_source=sharemodal

# GPN Update with RedWhale, Register here:

https://medtribe.com/co urses/gpn-update-withredwhale?utm\_medium= copylink&utm\_source=sharemodal



# or our Primary Care Workforce Hammersmith & Fulham Training Hub H&F TH

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

# **CYP Asthma Management Webinar**

22<sup>nd</sup> April 13:00-13:45

- 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

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

#### **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 10<sup>TH</sup> May 10:00-14:00, St Stephens Centre, SW10 9NH

This Training is for GPs, ANPs, nurses & physician's associates. This course aims to develop the skills and confidence. This is an ideal starting point, whilst also providing a useful update for more experienced staff.

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

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

#### **SRH Essentials**

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

This course is for GPs & Nurses, ANPs, PAs. 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 Foundation 2 Day online course

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

2 day course for GPNs who have not completed any mentorship qualifications (e.g. ENB 998) in the past, and who want to support 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:**

**Children & Young People Asthma** webinar:

https://medtribe.co m/courses/webinarcyp-asthmamanagement

Respiratory **Enhanced Services** Webinar: https://medtribe.co m/courses/webinarrespiratory

Women's Health **Update Webinar:** medtribe.com/cours es/nwl-women-shealth-update

**Essentials of** Menopause Care: https://medtribe.co m/courses/essentials -of-menopause-care

**Ring Pessary** Refresher: medtribe.com/cours es/ring-pessary-<u>update</u>

#### **SRH Essentials:**

https://medtribe.co m/courses/srhessentials

SSSA Foundation: https://medtribe.co m/courses/sssafoundation

SSSA Update: https://medtribe.co m/courses/sssaupdate



# for our Primary Care Workforce Hammersmith & Fulham Training Hub H&F TH

# **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**

2<sup>nd</sup> 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

5<sup>th</sup> June 13:00-16:00; 23<sup>rd</sup> 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

# 17<sup>th</sup> Oct, 09:00 – 16:00, College Rd, Harrow HA1 1BA

# Refresher Interpreting ECG for GPs & ACPs 19<sup>th</sup> 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**

30<sup>th</sup> 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.co m/courses/diabetesfoot-care-f5145dd1-4546-434a-b66bb618b415a3ac?sched ule id=11677

Travel Update Book here:

https://medtribe.co m/courses/travelhealth-updates

ECG Training Day: https://medtribe.co m/courses/ecginterpretationfoundation-

Refresher Interpreting ECG:

https://medtribe.co m/courses/refresherinterpreting-ecgcourse

Performing ECG: https://medtribe.co m/courses/performin g-ecg-training-



# for our Primary Care Workforce Hammersmith & Fulham Training Hub H&F TH

# **ARRS Training Offers**

# Managing Expectations, Boundaries & Conflict

The courses will be open to the <u>3 Personalised Care ARRS roles</u> – 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 <u>3 Personalised Care ARRS roles</u> – 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
evecostello@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 evecostello@nhs.net &jonathan.ord1@nhs.net with name, role, practice, PCN, Borough & employer

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

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



### ion for our Primary Care Workforce Hammersmith & Fulham Training Hub H&F TH

# **NWL Training Hub Resources & Recording**



# **Webinar Recordings**

### 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-

<u>626e1f6588ba@37c354b2-85b0-47f5-b222-07b48d774ee3?vod&attendeeId=0a659b35-f9f6-</u> 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&attendeeld=ec5a6b9e-3d80-4453-900b-2b0fa1e84246

# **Recordings of previous trainings:**

**Preventing Diabetes:** 

**Preventing Diabetes: NDPP Updates** 

**Pulmonary Rehabilitation:** 

**Pulmonary Rehabilitation 18/06/24** 

**ABPM Training:** 

**ABPM** 

Anticoagulation training:

**Anticoagulation Update** 

Find the full list here:

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



# our Primary Care Workforce Hammersmith & Fulham Training Hub H&F TH

#### Webinars & Events for March

# **Neighbourhood Health Monthly Webinars**

First Tuesday of every month 12:30 pm - 1:30 pm

The Neighbourhood health programme team is excited to launch a **new** monthly webinar series to keep colleagues informed, share best practices, and discuss key challenges and opportunities in integrated care. Email <a href="mailto:nhsnwl.ipplannedcare@nhs.net">nhsnwl.ipplannedcare@nhs.net</a>.

We look forward to your participation!

# Addressing the wider determinants of health – Exploring the impact of social prescribing on health inequalities 16th April, 12:00 – 13:00

In collaboration with NHS England, this latest session in the NHS Confederations health inequalities series explores how the increased skill mix provided by the additional roles reimbursement scheme

# Rethinking Pain Management: A Practical Guide to Opioids in Chronic Non-Cancer Pain -23rd April, 12:00—13:30

In this interactive session, we will provide a NICE update on medicines for chronic pain, stepwise approach to reviewing existing patients prescribed pain medicines known to cause harm, how to support positive patient consultations, how to approach medicine tapering carefully and collaboratively. You will have the opportunity to put forward any questions in a Q&A. For further information contact catherine.caldwell@imperialcollegehealthpartners.com

# Getting started as a locum in North West London Webinar 30th April, 18:30—19:30

This webinar will help you understand some of the considerations in starting some locum work alongside your main role, and how to get going! Practice Nurses and Advanced Nurse Practitioners are soon to be added to the NWL Flexible Pool and other roles will follow including non-clinical roles. Find out more via this flyer. If you have any questions, or you want to be notified when new roles are added, please email <a href="mailto:hrch.nwlflexiblepools@nhs.net">hrch.nwlflexiblepools@nhs.net</a>

# Booking & Registration:

Neighbourhood Health Monthly Webinars To be added to the mailing list and receive

future webinar invites, please contact <a href="mailto:nhsnwl.ipplannedcare">nhsnwl.ipplannedcare</a> <a href="mailto:@nhs.net">@nhs.net</a>.

Addressing the wider determinants of health webinar https://www.nhsconfed.org/events/addressing-wider-

determinants-healthexploring-impactsocial-prescribinghealth-inequalities

Rethinking Pain
Management: A
Practical Guide to
Opioids in Chronic
Non-Cancer Pain https://events.teams.
microsoft.com/event/e
67cd0f7-fe2e-48c5aa9ff4bdcad8b7aa@37c354
b2-85b0-47f5-b22207b48d774ee3

Getting started as a locum in North West London Webinar https://www.eventbrit e.co.uk/e/getting-started-as-a-locum-in-north-west-london-tickets-1295884658899?aff=od dtdtcreator