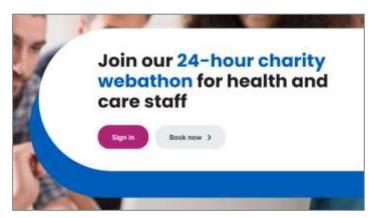


### TRAINING NEWSLETTER 23rd April 2025

The latest announcements & upcoming training



# 24 hours. 24 incredible webinars. One great purpose. <u>Book Now!</u>

Starting at 12pm Thurs 1st May – Friday 2nd May NHS Elect are hosting a special charity webathon, offering 24 hours of free learning for NHS staff as a thank you for everything you do.

'Our aim is to help raise money for four amazing health and care charities that have supported our staff and their loved ones during challenging times. There's plenty of sessions to choose from, on popular topics like leadership, wellbeing, and workplace happiness. Take part and register for as many sessions as you like!'

# Vaccine Clinics: Please Can you put this poster up in your surgery?



#### **CLICK ON POSTER**

To improve uptake: a new poster advertising catch up clinics

There is no date on the poster, just a QR code which points straight to our booking page so no need to have to resend these each month!

They also contain details about the vaccines we offer. It would be great to get these up in every GP surgery. Any questions at all; and any suggestions you may have on how we can improve this further: <a href="mailto:steve.nicholls@vaccinationuk.co.uk">steve.nicholls@vaccinationuk.co.uk</a>

#### **Contents**

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-Cervical Sample
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-Non-Medical
Prescribing

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- -SNOMED
- -Note Summarising
- -Triage

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- -Nurses Redwhale Day

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New Trainings just released by the NWL Training Hub – Book Now!

N.B Seasonal Immunisation Update trainings are being rolled out earlier and staggered till Oct to ensure everyone can attend.

### **Seasonal Immunisation Updates**

4th June 13:00 –16:15 15th July 13:30 –16:15 21st August 13:00 –16:15 9th September 13:00 –16:15 7th October 13:00 –16:15

**Led by Lisa Burrage Associates.** This 3 hour online seasonal immunisation update is for all **experienced Health Care Professionals;** Nurses, Paramedics, Pharmacists, Nursing Associates, Pharmacy Techs and the non-registered workforce (which includes HCAs, HCSWs, Phlebotomists, receptionists etc) to deliver flu, pneumococcal, shingles, RSV and COVID vaccines. Objectives for this update can be found here.

### **Child Immunisation Updates**

#### Multiple dates from May-Sept

This update is for **experienced practitioners** (GPs, nurses, nursing associates and pharmacists) already delivering child imms.).

Objectives inc.:

- To examine recent and possible future changes to the routine schedule
- To examine the range of vaccines that are routinely offered to children
- To gain an awareness of the issues surrounding a decline in pre-school childhood immunisations
- To consider professional & ethical issues in relation to delivering the child immunisation programme
- To ensure practice is evidence-based and both safe and effective

### **Cervical Sample Taker Update**

6th June 9:00-13:00 & 10th September 9:00-13:00

This update is for Registered Nurses, GPs, registered Physician Associates, Nursing Associates who are registered with the NMC or registered paramedics working in GP practices, who have completed their cervical sample taking training in the past and who require the three yearly update.

### Non-Medical Prescribing Update

8th May, 9:00—12:30 & 14th October, 9:00—12:30

This session is suitable for **any prescriber** who would like an update on current issues in prescribing practice. This collaborative learning event will count as a minimum of 3 hours of CPD for your revalidation with preparation study time to be added. Attendees will develop their knowledge of:

- Principles for safer prescribing
- Prescribing in children, frailty and renal impairment
- Prescribing for in acute & long term conditions
- Medico-legal and ethical issues in healthcare

# Booking & Registration:

Seasonal Immunisation Updates:

https://medtribe.com/co urses/seasonalimmunisationupdates?schedule\_id=134 51

Child Immunisation Updates:

https://medtribe.com/co urses/childimmunisation-updates

Cervical Sample Taker Update:

https://medtribe.com/courses/cervical-sample-taker-update

Non-Medical Prescribing Update:

https://medtribe.com/co urses/non-medicalprescribing-update



### Training for Reception & Admin staff in H&F

# 3 spaces left 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. Includes:

- 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:

- What is SNOMED
- SNOMED Coding and concepts
- To explain searching techniques for coding
- To develop an understanding of common coding misconceptions
- Patient access
- <u>SNOMED</u> search browsers
- Improving data quality

# Clinical Note Summarising & Data Input 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

## Triage & Signposting for non-clinical staff

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

Explore effective methods for both triaging patients and signposting them to appropriate external services. Suited to Reception/Admin & roles with an interest:

- Triage and the roles and responsibilities of staff in implementing it
- Recognize the challenges in effective triage and key strategies
- The perceptions of triage from patient/receptionist/clinician perspectives
- Develop skills in gathering relevant information, such as patient history
- The differences between emergency, urgent, and routine requests
- Enhance confidence in signposting while communicating with patients
- 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

# 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-

<u>062e5dfa5613?utm\_medi</u> <u>um=copy-</u>

<u>link&utm\_source=share-</u> modal

#### Note Summarising, Register here:

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

## Triage & Signposting for non-clinical staff:

https://medtribe.com/co urses/triage-signpostingfor-non-clinicalstaff?utm\_medium=copylink&utm\_source=sharemodal



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 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 06<sup>th</sup> 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 27<sup>th</sup> May, 18:00-19:00

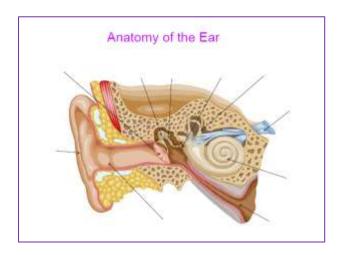
**Chest Pain**. Prof. Ramzi Khamis- Consultant Interventional Cardiologist and Clinical Director of Cardiology, Imperial College Healthcare NHS Trust.

Teams link: Join the meeting now

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



### Training - Nurses & HCSWs



### **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:

Ear Care Foundation Training:

https://medtribe.com/co urses/ear-carefoundationcourse?utm\_medium=co pv-

link&utm\_source=sharemodal

GPN Update with
RedWhale, Register here:
https://medtribe.com/co
urses/gpn-update-withredwhale?utm\_medium=
copylink&utm\_source=share-

modal



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

## Respiratory Enhanced Service Webinar

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 2 Day Introduction to Contraception**

03rd & 10th June 09:300-16:00

This course is for nurses, qualified NAs, paramedics and GPs. This is an opportunity for qualified staff who are new to practice and to get an overview of all contraceptive methods. It is also suitable for staff who have completed a contraceptive course before and want a full update on contraception.

### **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.

### **NEW Contraception Update Training**

15th July 09:00-13:00

This course is for nurses and GPs who have previously attended the contraception foundation training and who give care to women in relation to contraception.

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

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

### SSSA Foundation 2 Day online course

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:**

Respiratory Enhanced Services:

https://medtribe.com/c ourses/webinarrespiratory

2 Day Intro to Contraception:

https://medtribe.com/c ourses/2-dayintroduction-tocontraception-course

Women's Health Update Webinar:

medtribe.com/courses/ nwl-women-s-healthupdate

Contraception Update Training:

https://medtribe.com/c ourses/contraceptionupdate-training

Ring Pessary Refresher: medtribe.com/courses/

ring-pessary-update

SSSA Foundation:

https://medtribe.com/c ourses/sssa-foundation

SSSA Update:

https://medtribe.com/c ourses/sssa-update



### **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.

# 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.

# ECG Training Day In-Person for GPs & ACPs 17<sup>th</sup> Oct, 09:00 – 16:00, College Rd, Harrow HA1 1BA

# Booking & Registration:

Diabetes Foot Care Training: https://medtribe.co m/courses/diabetesfoot-care

Travel Update Book here:

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

Refresher Interpreting ECG: https://medtribe.co m/courses/refresherinterpreting-ecgcourse

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

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





### Integrated Care System 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 <a href="mailto:nhsnwl.servicedesk@nhs.net">nhsnwl.servicedesk@nhs.net</a>.

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** 



### **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 &jonathan.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



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

### Safeguarding



## **Safeguarding Webinars**

Delivered by NWL Training Hub and open to all roles

**Book here for all dates:** <u>medtribe.com/courses/safeguarding</u> Certificate of attendance counts towards your L3 Safeguarding

#### Incels & Misogyny, 6th 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, 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, 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.



**To book on this training, please contact:** <a href="mailto:nhsnwl.safeguardingtraining@nhs.net">nhsnwl.safeguardingtraining@nhs.net</a>
Please indicate which of the two dates you wish to attend, include your full name, role, trust/workplace, and contact details



### **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 Recordings** 

**New to Anticoagulation training recording** 

**Anticoagulation Update** 

Find the full list here:

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



### **Webinars & Events for April-May**

# Menopause & HIV: Learn & Connect, GP event 30th April, 19:00 – 21:00, Irish Cultural Centre, Hammersmith Free for RCGP members

This event will cover the latest clinical updates, practical guidance on managing menopause, and the broader implications for women's health. Open to all GPs; Menopause delivered by Dr Alba Soares Pereira; Sexual Health and HIV delivered by Dr Joseph Heskin. Networking, food & drinks.

# NWL Cervical Screening Forum online Wed 30th 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. 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.

### 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. If you have any questions, or you want to be notified when new roles are added, please email <a href="https://hrch.nwlflexiblepools@nhs.net">hrch.nwlflexiblepools@nhs.net</a>

# GP webinar: London Maternity Clinical Network initiative. Theme: Translation and Cultural Work 13th May, 13:00—14:00

Aimed at supporting primary care clinicians with postnatal maternal checks. For questions about this event please email <a href="maisie.nair@nhs.net">maisie.nair@nhs.net</a>



# Unscheduled Vgainal Bleeding: Gateway C 21st May, 12:30—13:15

In the webinar Dr Helena O'Flynn will be discussing postmenopausal bleeding and when it's a red flag symptom for cancer, the risk factors for endometrial cancer, how to manage bleeding in your patients, what examinations you can carry out on a patient to help determine a diagnosis and when to refer into secondary care. There is also a Q&A opportunity so you can get in any key questions you've got.

# Booking & Registration:

Menopause & HIV GP Event: Register a space here

NWL Cervical Screening
Forum online:
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.

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

London Maternity Clinical Network initiative: https://www.events.e ngland.nhs.uk/events/ gp-maternal-postnatalcheck-support-67f6637e3206f

Unscheduled Vgainal Bleeding:
https://webapp.spotme.com/login/eventspace/unscheduled-vaginal-bleeding-



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

### **April is Stress Awareness Month #LeadWithLove**



# 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:



Sleep Better





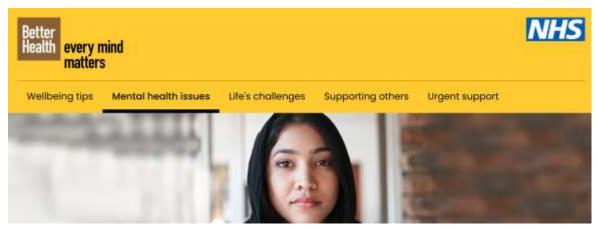


P.T.O Stress Awareness Month Resources continued



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

### April is Stress Awareness Month #LeadWithLove



#### **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 vou feel.



# Freedom to speak up Guardians

A confidential speaking up service

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)