

NHS Norfolk & Waveney Primary Care Workforce Training & Development Resource Catalogue

(Version 17.0 – February 2024)

This interactive document provides a single point of access to the range of training courses & continuous professional development resources provided by the Primary Care Workforce Team and available for Primary Care staff working within Norfolk & Waveney.

Updates:

WHAT'S
NEW?

- [Abnormal Bloods Training](#) – Slide amended to remove fully booked date.
- [AfterCARE](#) – Slide removed as dates passed.
- [AMSPAR](#) – Slide removed as no funding currently available.
- [Caring with Kindness Training](#) – New slide added.
- [Cancer Education](#) – New slide added.
- [Chronic Respiratory Failure Training](#) – New slide added.
- [Eating Disorders Training](#) – New slide added.
- [Frailty Training](#) – New slide added.
- [GP Partnership Training](#) – Slide removed as incentive maximised.
- [Having Safe & Effective Wellbeing Conversations](#) – Slide removed as dates fully booked.
- [Hypertension & Cardiovascular Disease Training](#) – New slide added.
- [Immunisation Training](#) – Slide amended with additional dates.
- [Introduction to Diabetes Course](#) – New slide added.
- [N&W Learning Opportunities](#) – New slide added.
- [Oliver McGowan \(Learning Disabilities & Autism\)](#) – New slide added.
- [Schwartz Rounds – Online](#) – Slide amended with additional dates.
- [Tier 2 Visa Sponsorship License](#) – New slide added.
- [TRiM Champion Training](#) – Slide amended to advise 20 February course date postponed to 27 March.
- [Virtual Wards Training](#) – New slide added.
- [Wound Care Workshops](#) – New slide added.

Welcome



Continuous professional development is integral to staff development and is also proven to benefit teams and organisations.

The [NHS People Promise](#) outlines that to create a positive culture we must attract, develop and retain talented people from all backgrounds, ensuring equal access to opportunities and ensure staff are 'always learning' to reach their potential.

We have created this document to enable Primary Care staff to navigate their way to suitable development that is funded through the NHS Norfolk & Waveney Integrated Care Board (ICB) via the Primary Care Workforce Team (formerly known as the Training Hub) and how to access funding to source specialist learning and development.

This document covers a range of topics for development, for both clinical and non-clinical staff.



Norfolk & Waveney Primary Care Workforce Team



The [Norfolk & Waveney Primary Care Workforce Team](#) is your 'go to' team for any information about Primary Care workforce education, training and development. Our mission is to become a 'one stop shop' for continuous professional development opportunities, for the whole multi-disciplinary Primary Care workforce working across the 105 General Practices, within the 17 Primary Care Networks (PCNs) in the region.

- We **do not** fund training which falls under 'Mandatory Training' topics. Practices are responsible for sourcing Mandatory Training, please speak to your Practice Manager.
- We receive allocated funding every quarter from Health Education England (HEE) and NHS England (NHSE).
- We advise on, develop, deliver or procure education and training for the Primary Care workforce.
- Offer career support to staff from new to practice, mid-career, retention and return to work.
- Every practice and PCN in Norfolk & Waveney will have access to our resources and guidance.
- If you'd like to express your interest in training that isn't listed in this booklet, please complete the following [form](#).

Watch this [Animation of Training Hubs](#).

Let's stay connected

Follow us on social media for updates



How to use this document:



- This document is divided into resources for clinical staff, all staff and managers (clinical & non-clinical).
- From the [Menu](#), simply click on the links to take you to information on different training resources.
- The links will take you either to a sub-menu, or straight to the slide about the training resource.
- To navigate back to the main menu, click on [Menu](#) in the bottom left-hand corner on any page.

Menu

Click on the links below to find out more...

Self-directed resources / development	Courses or Workshops	Learning on the job
<p>Clinical staff</p> <ul style="list-style-type: none"> Apprentice Nursing Associate Supervisor/Assessor Support Chronic Breathlessness Clinical Examination Skills for Community Pharmacists Community Pharmacy Technician: Advancing Your Role Early Cancer Diagnosis – Gateway C Feeding and Eating Disorders Hub General Practice Nurse Preparation Course National Genomics Education Programme Newly Qualified Pharmacist Pathway N&W Diabetes Academy Pre-Registration Nurse Attrition & Transition Knowledge Portal Tier 2 Visa Sponsorship License Reimbursement of GP Visa Costs ST3 to a Salaried GP Support Package 	<ul style="list-style-type: none"> Abnormal Bloods Training Advanced Professional Practice Chronic Respiratory Failure Training Cytology Training Eating Disorders Training Fundamentals of General Practice Nursing Group Consultations & Clinics Training Hypertension & Cardiovascular Disease Training Immunisation & Vaccination Independent Prescribing for Pharmacists Paramedic First Contact Practitioner: Practice Development Practice Assessor & Supervisor Training Preceptorship Programme Phlebotomy/Venepuncture Training ReSPECT Level 3 Supporting Primary Care Clinicians (previously Return to Work) Spirometry & ARTP Accreditation Virtual Wards Training Wound Care Workshops 	<ul style="list-style-type: none"> Clinical Apprenticeships General Practitioner Fellowships General Practice Partnership Incentive Nurse & AHP Fellowships
<p>All staff</p> <ul style="list-style-type: none"> Cancer Education Career Development Caring For People with LD Child & Adult Exploitation Children & Young Persons Mental Health Crisis Prevention (Conflict Management) Domestic Abuse Eclipse Training e-Learning for Healthcare EMIS Training Equality, Diversity & Inclusion Health & Wellbeing Higher Development Award IT & Digital Skills Looking After You Making Every Contact Count Menopause Guidance to Support Staff Mental Health First Aid Oliver McGowan (Learning Disabilities & Autism) NHS Knowledge & Library Hub Personalised Care Institute E-Learning Smoking Cessation SystemOne/ Ardens Training Trauma Risk Management 	<ul style="list-style-type: none"> Active Bystander Training Care Navigation (National) & Care Navigation (Local) Caring with Kindness Training Clinical & Care Leadership Faculty Coaching & Mentoring Support CPD Modules & Funding Frailty Training Handling Difficult Situations Training Health Coaching Workshop Introduction to Diabetes Course Locally Commissioned Services Mental Health Champion Training Mental Health Training (Mental Health, Suicide & Eating Disorders) Non-Clinical Training Programme N&W Learning Opportunities Schwartz Rounds - Online Schwartz Rounds - Face-to-face Schwartz Rounds Facilitator Training Trauma Risk Management Champions Violence Prevention & Reduction Work Well Webinars 	<ul style="list-style-type: none"> General Practice Assistant (GPA) Programme Non-clinical Apprenticeships
<p>Managers</p> <ul style="list-style-type: none"> Looking After Your Team Leadership Learning Zone 	<ul style="list-style-type: none"> Leadership Academy 	<ul style="list-style-type: none"> Management Apprenticeships



Do you support Apprentice Nurse Associates in your Practice/PCN?

There is an ongoing program of Microsoft Teams meetings aimed at supporting those who are or will be supporting Apprentice Nurse Associates in Practice. It will be a safe space to ask questions, share good practice and network with other supervisors and assessors. Please bring any questions or scenarios to discuss as a group but please keep them anonymised to protect confidentiality. Click the button below to join the next session:

Thursday 28 March 2024
14:00 – 15:00

To find out more about the Apprentice Nurse Associate programme please [click here](#), and for queries please contact [Rhiannon Edwards](#), Primary Care Workforce Manager.



Many people live with chronic breathlessness and often feel helpless, believing nothing can be done to relieve the symptom. However, there are many self-management techniques that can make a difference, allowing people to feel more in control, confident and able to get on with their daily lives.

A [free online course](#) is now available that aims to help health professionals understand how chronic breathlessness can still be improved even when the underlying condition cannot. The training takes approximately 20 minutes to complete and is relevant for any health professional who looks after people with long-term conditions causing chronic breathlessness. This includes nurses, therapists, advanced practitioners, doctors and psychologists working in primary care, community care and secondary care.

Long-term conditions such as chronic obstructive pulmonary disease (COPD) and heart failure can cause breathlessness that persists even when the underlying condition is being medically managed as well as possible. Upon completion of the training, you will have learned some practical tips to manage the symptom, and you will have considered other sources of support for people living with chronic breathlessness.

The training has been developed as part of the NHS England Respiratory Long Term Plan Breathlessness Management workstream, to support colleagues with easily accessible education around non-pharmacological self-management support for people living with chronic breathlessness.

Please [click here](#) to access.



Community pharmacists can now sign up for one or more Clinical Examination Skills specialist modules following completion of the Gateway module. Clinical Examination Skills for community pharmacists training provides a focused range of clinical examination skills that will help the pharmacist assess people more confidently to manage the types of clinical cases that present to the community pharmacy on a weekly basis. With a focus on identifying red flags for referral and knowing when the person can be managed with over-the-counter medicines with self-care advice and safety netting information. The module content is delivered online using a flexible and responsive eLearning system.

- **Gateway module** – structured history-taking including vital signs, systems review and identification of serious conditions/red flags.
- **Dermatology** to be completed in two sessions, focusing on:
 - **Wound Care (live now)** – types of wounds, wound management and identifying infection.
 - **Skin Conditions and Changes** – identify the features and manage common skin conditions that present in the community pharmacy (including self-advice) and skin changes that may be cancerous.
- **Cardiology** to be completed in five sessions, focusing on:
 - Atrial Fibrillation
 - Stroke
 - Acute Coronary Syndrome
 - Hypertension
 - Heart Failure
- **Ear, Nose and Throat** – common and serious conditions, ENT examinations.
- **Paediatrics** – common acute presentations, signs of serious illness, chronic conditions, basic examinations.

Please [click here](#) to access.

Community Pharmacy Technician: Advancing Your Role Programme

The [Centre for Pharmacy Postgraduate Education](#) is offering an advancing your role programme open to community pharmacy technicians, the programme launched on Thursday 28 September 2023. This is a fully funded course that helps community pharmacy technicians develop the skills and confidence to deliver effective clinical services in community pharmacy. You can find further information [here](#) including a [video](#) where Liz Fidler, Senior Professional Advisor Pharmacy Technician Practice, outlines the reasons why this programme is needed for the profession.

- **Aims:**

This programme aims to develop the knowledge, clinical skills and behaviours of pharmacy technicians working in community pharmacy to increase patient access to clinical services by widening the skill mix in community pharmacy teams.

- **Format:**

Four-month self-directed e-course comprised of six modules

Learning needs assessment (LNA) at start of programme

Initial meeting with an CPPE Education supervisor to discuss learning needs and form an action plan

Approximately 4-6 hours of learning per week

One face-to-face workshop on clinical assessment skills (CAS)

Workplace practice of CAS – to be signed off in practice

Mandatory two-hour evening workshop for reflection in month four

Optional monthly one-hour peer support sessions

- **To apply:** [click here](#)

Self-directed learning

Early Cancer Diagnosis



Designed by GPs and education specialists in collaboration with leading clinical experts and patients, the courses are both informative and interactive to support early detection.

Discover simulations, filmed case studies, specialist interviews and other activities to help you apply learnings to challenging clinical scenarios.

All courses follow NICE NG12 guidance and are CPD accredited.

To see the full list and access please [click here](#).

This Hub will support professionals to locate key learning resources about adults. Key tips are also provided to help professionals have positive and effective eating disorder conversations with children and young people and their families.

New sessions include:

- 🌱 Adult Eating Disorder Hub
- 🌱 Tips for Children & Young People's Feeding & Eating Disorders

<https://mindedhub.org.uk/feeding-or-eating-disorders/>





[Health Education England](#) have launched a free three-month national module: 'CNO002 Discovering a Nursing Career in General Practice' which is designed to improve understanding and awareness of General Practice, the module is available to nurses and nursing associates from pre-registration through to registration working in different healthcare settings who want to start a career in general practice. It will cover skills and knowledge such as learning how the role fits within the multi-disciplinary team, developing one to one communications skills and understanding how to operate in a primary care environment.

The module is currently being rolled out across the country and will be delivered using a variety of learning techniques from face-to-face learning to virtual reality. It is being delivered through seven universities, details are listed below:

- [Birmingham City University](#)
- [Northumbria University](#)
- [Sheffield Hallam University](#)
- [Teesside University](#) – [email for general admissions related queries](#)
- [University of Cumbria](#)
- [University of Derby](#) - [email Navjot Virk for more information](#)
- [University of Salford](#)

The NHS England's National Genomics Education programme has added a new [Primary Care](#) collection to its free educational resource [GeNotes](#). This joins existing specialties paediatrics, oncology and foetal and women's health. Primary Care professionals can access Genets or Genomics Notes for clinicians, across two tiers:

- [In the Clinic](#) contains articles centred around short clinical scenarios, which provide a quick knowledge boost before or during a patient appointment.
- [The Knowledge Hub](#) acts as an encyclopaedia of learning resources, designed to develop users' understanding of a range of topics.

Working groups are developing content for other specialties including endocrinology, cardiology, pharmacogenomics and mental health. If you think your speciality should be included or you're interested in getting involved, please [get in touch](#).

Welcome to GeNotes

Quick, concise information to help healthcare professionals make the right genomic decisions at each stage of a clinical pathway

Self-directed learning and resources

Newly Qualified Pharmacist Pathway

The [NHS England Newly Qualified Pharmacist Pathway](#) aims to link the initial education and training reforms to a continuum of development into post-registration. The pathway is intended to help pharmacists make the transition to more independent learning and acts as a stepping-stone towards enhanced and advanced practice.



This optional pathway is designed for learners across all sectors of pharmacy, to help them meet their development needs as they enter newly qualified practice. This will enable pharmacists to demonstrate their capabilities and should facilitate a more flexible workforce who can move between sectors. Watch this [short video](#) to learn more, and to apply please [click here](#).

The Norfolk & Waveney Diabetes Academy is a funded programme of learning resources, workshops and courses, commissioned by the Diabetes Programme Team - Planned Care and Cancer Team.

This is an on-going project, and we will update this page regularly with any additional training resources that will be available for Primary Care teams providing care to people with diabetes, in general practice. The training is being commissioned to ensure that the whole Norfolk & Waveney system is working towards a position of excellence in diabetes care.

For more information, please see [The N&W Diabetes Academy folder](#) on SharePoint or click the links below.

Cambridge
Diabetes Education
Programme (CDEP)

Free Educational
Resources

How to deliver best
practice across PCNs

How to diagnose
and treat
hypertension in
Type 2 Diabetes

Training
Recordings

MyType1 Diabetes

Healthy Living
(Type 2 Diabetes)
resources

How to manage
high HbA1c in
people with Type 2
Diabetes

Diabetic Foot
Screening Training

Diabetes Upcoming
Training

CDEP is online diabetes competency-based training for healthcare staff. Topics are divided into bite-sized sessions.

- **Start dates:** You can start this training at any time.
- **Duration:** Once you have registered for an account, you'll have 12 months access to complete the courses. Each topic has a different number of competencies (depending on the topic and your chosen CDEP level). The length of time differs from 15 mins (Hospital Hypos) to 3½ hours (Nutrition & Physical Activity), but most topics take around 1-2 hours to complete. You can dip in-and-out of competencies and your work is automatically saved.
- **Suitable for:** Any staff within the ICS (clinical or non-clinical) who encounter people living with diabetes e.g. receptionists, students, HCAs, GPs, practice nurses, podiatrists, physiotherapists, midwives, pharmacists, dieticians (includes Primary Care, Social Care, Care Homes, Community & Secondary Care staff).
- **Course provider:** Cambridge Diabetes Education Programme (CDEP).
- **Course funding:** Fully funded by the Diabetes Programme Team - Planned Care and Cancer Team. From 1 April 2023, this initiative is being supported with funding from [Diabetes Norfolk](#), the local diabetes charity. For further details contact: Phone: [07534 740055](tel:07534740055), Email: enquiries@diabetesnorfolk.org.
- **Assessment:** You will get a certificate of competency for each topic completed.
- **How to register:**
 1. Go to CDEP's website at www.cdep.org.uk or scan your phone here: 
 2. Click on the link in the top right corner: **SIGN IN/REGISTER**.
 3. Under **NEW CANDIDATE REGISTRATION**, enter your **EMAIL** address and click **CREATE ACCOUNT**.
 4. Complete the rest of the registration form and you're all set!

For **FREE** access, enter the **registration key code***: **NORFOLKWAVENEYICS**

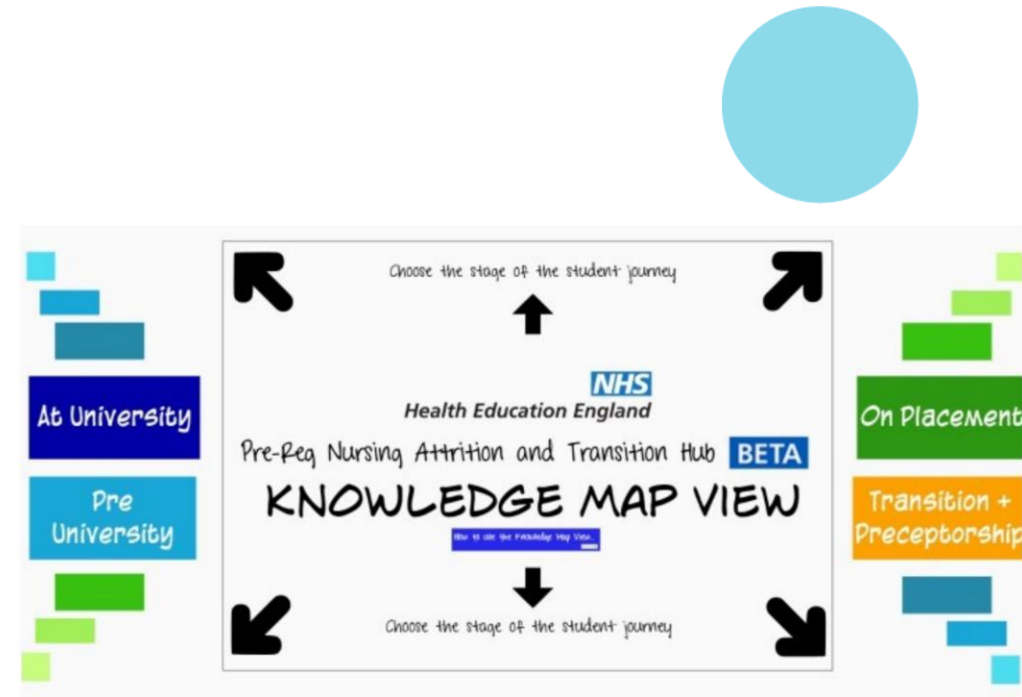
**If this code is not entered, you will not be able to access CDEP for free.*

**CDEP Lunch & Learn
Webinar – 'Structured
Education for People
Living with Diabetes'
Recording**

It is a rewarding yet challenging journey to becoming a nurse – filled with both successes and obstacles, some of which are still familiar in 2024, and some which are unprecedented even after a global pandemic. Nevertheless, every student nurse is already playing a vital role in helping some of the most vulnerable people in our country. NHS England's Workforce, Education and Training team want to help you to give your students the best possible learning experiences - supporting their personal and professional needs.

They have created a new resource for Education Institutes and Employers, addressing the issues faced with pre-registration attrition in student nursing. This Knowledge Portal features guides, frameworks, videos, and case studies from across the country, from health and care experts, employers, and universities.

[Click here](#) and request to join the workspace on NHS Futures. There is also a demo event in early October, and you can join using this [link](#). If you have any questions, please [contact them](#).



Have you applied and paid for a [Tier 2 Visa Sponsorship License](#) for your Practice after April 2023? We have managed to obtain additional funding to reimburse you for these costs which was formerly offered by NHS England however this ceased on 31 March 2020.

We can offer £536 for small sponsors (organisations of 50 employees or less), or £1,476 for medium/large sponsors (organisations of 50 employees or more), we can also offer £199 for a Certificate of Sponsorship. We cannot reimburse for the cost of Immigration Skills Charge which you may have to pay if the sponsored employee is not exempt, there is an [online tool](#) you can use to find out whether or not you would be liable.

Once you have submitted your application to the Government Services, you will be able to claim reimbursement by completing [the blue part of the form](#) and returning this to: nwicb.primarycareworkforce@nhs.net along with proof of payment, if you have any queries, please [contact us](#).

Health Education England acts as the proxy visa sponsor for international medical graduates on the [GP Training Programme](#) that require visas to live and train in the United Kingdom. After completing their training, these GPs either need to return overseas, find employment with an employer that holds a skilled worker visa or if they have already been in the UK for five years or more apply to normalise their status as a UK resident. Since 1 June 2018, NHS England has been offering the following package of support:

Practice matching

- NHS England will support newly qualified GPs that require visa sponsorship by matching them with vacancies at practices that hold visa sponsorship licences in their preferred locations, please note that standard recruitment processes then apply for the roles within these practices.

International Medical Graduates trainees considering staying in England after qualifying are encouraged to contact england.primarycareworkforce@nhs.net as early as possible to help ensure that practices with sponsorship licences will be available in the areas where they would like to work after qualifying.

Reimbursement of visa costs

- NHS England will reimburse any health and social care worker visa costs for the GP and their dependents if they remain in England to practise after qualifying, other international GPs working in England may also request this support.

Relocation support

- NHS England may also provide funding to help with the costs of relocating international GP trainees' personal belongings or dependents from overseas once fully qualified.

To access financial support for reimbursement of visa and relocation costs, please email england.primarycareworkforce@nhs.net to request a claims form, you can also visit [NHS Futures](#) for further information.

Are you looking for a Salaried GP role within Norfolk and Waveney?

The offer:

£3k incentive upon confirmation of your CCT and employment through a Norfolk and Waveney practice. This funding could be utilised for:

- Protected learning time.
- 12-month GMC registration.
- Visa costs and practice indemnity.
- Portfolio interests and personal development.
- Up to six sessions of 1 to 1 confidential coaching and mentoring through Akeso over the year.
- New monthly Salaried GP peer support group, run by our Medical Lead who is a portfolio GP with an interest in GP career options, wellbeing, coaching and mentoring.

To qualify your practice will need to confirm in writing:

- Deliver a minimum of four clinical sessions per week.
- Commit to remain at the GP practice for one year (or pay back a portion of the loan to the practice).
- NWRS updated to reflect new GP salaried status.

To apply:

Please email: [Primary Care Workforce Team](#)

Note:

- 25 ST3s can be supported in this programme during 2023/24.
- Payment will be made to the practice as part of the recruitment offer.
- Coaching, mentoring and peer support group to be funded outside of this incentive.

Have you ever found yourself staring at a patient's blood results at 6pm on a Friday evening, thinking "what on earth...??" Ever wondered how abnormal someone's liver function can be before you need to panic? Or which out of the 15 medications they are on is most likely to have caused that high potassium result?

We have commissioned NB Medical to provide a live and fully interactive Abnormal Bloods course suitable for registered healthcare professionals (excluding Healthcare Assistants and Phlebotomists).

The NB Medical Abnormal Blood Results course is designed to help. You will look at some of the most common clinical scenarios you will encounter in primary care, and with a concise, evidence-based summary for each test, give you the answers you need. You will also be presented with a certificate of completion awarding 3 CPD points for attending this course.

For further information [click here](#), and to book click the link below:

Friday 7 June 2024

09:30 – 13:00

The Advanced Professional Practice (APP) course is a part-time programme for UK-based registered healthcare professionals working in clinical practice, who are looking to advance their overall level of practice and obtain a Master's-level academic qualification. The programme is designed to help you to meet the opportunities and challenges involved in working in a dynamic modern healthcare system and to enhance self-awareness of your own strengths and limitations as a practitioner.

- **Intake Dates:** January & September.
- **Duration:** 3 years (Part-Time, Full MSc), Top-Up option available for those with existing module credits.
- **Suitable for:** Registered healthcare professionals working in clinical practice.
- **Entry requirements:** Bachelor (Hons) Degree in a Health Subject at grade 2.2 or equivalent and completed within the past 5 years. Must be a registered healthcare professional i.e. Nurse, Paramedic, Midwife, Pharmacist, Physiotherapist working in a clinical-facing role, with a minimum of 3 years post-registration practice and 6 months experience in your current clinical environment.
- **Course provider:** UEA, Anglia Ruskin University & University of Suffolk
- **Course funding:** NHS England (previously Health Education England) fund this Master's degree and Training Hubs are allocated several commissioned funded places per year. There are no fees for participants or GP practices to pay.
- **Assessment:** A range of assessment methods are used throughout the programme which include written assignments, unseen examinations, case studies, objective structured clinical examinations (OSCEs), group/individual poster/oral presentations, practice assessment documents and portfolios.
- **Qualification:** MSc (Masters of Science Degree) in Advanced Professional Practice.
- **How to apply:** To express your interest in the next course intakes; September 2024 and January 2025 - please complete the Readiness Checklist [form](#) by **29 February 2024**. If you meet the pre-requisite criteria, you'll be prompted to complete a formal Expression of Interest for funding.

For more information, please contact [Val Gerrard](#), Advanced Practice Ambassador for Primary Care / Advanced Practice Lead for the ICB.

Also see [Advanced Practice Apprenticeship](#).

Norfolk and Waveney Integrated Care Board has funded a two-day virtual course for registered healthcare practitioners facilitated by Rosie Keaton, Adult Nursing Lecturer from the University of Suffolk to discuss the pathophysiology and associated clinical presentation of Asthma and COPD, the following learning outcomes are:

- To evaluate a patient's respiratory assessment, utilising advanced clinical skills and relevant tools.
- To explore the pharmacological and non-pharmacological treatment associated with common respiratory conditions.
- To gain an in-depth understanding of the principles of self-care management and personalisation to support the respiratory patient to manage their long-term condition.

Click the button below to register:

Monday 4 & Wednesday 6
March 2024
09:30 – 16:00

Cytologists play an active part in cervical screening programmes.

- **Starts:** May/June 2024.
- **Duration:** 1 week distance learning (self-directed study and e-learning) and 1 full-day classroom session. Plus 9-month competency sign-off period.
- **Suitable for:** Registered Nurses, Registered Nursing Associates, Registered Midwives, Physician Associates who are registered on the Physician Associate Managed Voluntary Register (PAMVR), Registered healthcare professionals working in integrated sexual health (ISH) clinics, Registered Paramedics working in Primary Care and General Medical Council (GMC) registered medical doctors.
- **Entry requirements:** Practice Managers will need to nominate a mentor for you within practice who is a qualified and practicing sample taker that is up to date with their own 3-yearly sample taker updates to support you, the trainee, through the 9 months practical sample taking learning journey. Please see the [Mentor Guidance](#) with further details on mentor criteria and note that the mentor is also required to attend a 2-3 hour Mentor Briefing via Microsoft Teams.
- **Course provider:** North of England Pathology and Screening Education Centre (NEPSEC).
- **Course funding:** Fully funded by the Primary Care Workforce Team.
- **Assessment:** 9-month practical observation/supervision and training period. Competency sign off from mentor.
- **How to apply:** To express your interest in attending, please complete this [form](#).

For those needing the annual / 3-year update this is available on the e-Learning for Healthcare [website](#), search for: 'Cervical Sample Taker Update training'.

This one-day online simulation learning course targets clinical staff in Primary Care settings for adults including Nurses, Doctors, Healthcare Assistants, Occupational Therapists and Dieticians. It covers common eating disorder presentations through simulated scenarios involving actors. The course, using an established debrief model, aims to facilitate positive and constructive learning experiences for participants. National guidance and input from practitioners with lived experience were integral in developing this course. After completing this course, we aim that those attending will:

- Develop confidence in how to interact with and support individuals living with an eating disorder
- Improve knowledge of managing the mental health and physical health complexities of patients presenting with an eating disorder
- Develop an increased understanding of legal frameworks relevant to individuals suffering from an eating disorder
- Be aware of family and support network involvement in eating disorder management and develop an understanding of potential complexities in support network dynamics
- Be aware of difficulties for individuals with eating disorders transition from Child and Young People Services to Adult Services

For more information including how to book please [click here](#).

This module equips new or inexperienced healthcare professionals with the knowledge and skills required to work effectively in a General Practice environment. It will advance your professional development by drawing on the four pillars of advanced practice: management and leadership, education, research, and advanced clinical practice. It reinforces the core principle that advanced practice is a level of practice rather than a particular role.

- **Starts:** September 2024 & January 2025 (dates TBC).
- **Duration:** Eleven study days over 12 weeks (blended learning, mixture of x4 online and x7 face-to-face lessons at Anglia Ruskin University's Chelmsford Campus) plus two additional consecutive days for the Cytology workshop.
- **Suitable for:** Registered Nurses & Registered Nursing Associates new to General Practice or who have been working in General Practice less than 1 year.
- **Entry requirements:** You will require access to an experienced general practice nurse/AHP to support and assess your learning and development in practice, including the completion of clinical competencies.
- **Course provider:** Anglia Ruskin University.
- **Course funding:** NHSE Funding for 2024-25 TBC.
- **Assessment:** Written assignment, presentation & portfolio.
- **Qualification:** Level 6 & Level 7, 30 credit module.
- **How to apply:** To register your interest in a funded place, please complete the following [form](#).

For more information contact: nwicb.primarycareworkforce@nhs.net or visit [ARU's website](#).

Have you ever thought about the potential for Group Consultations, Clinics and Support Groups in your organisation, but found the prospect of introducing them too daunting? If so, then this workshop is for you.

Demystifying the concept, this highly practical 2-hour online workshop will introduce you to the steps involved, provide all the documentation you need to support the Consultation or Clinic, and provide ongoing telephone and face to face support as you introduce Group Consultations and Clinics to your organisation.

Commissioned by Norfolk and Waveney Integrated Care Board, and delivered by DNA Insight, the leading Healthcare Training Consultancy.

[Click here](#) for further information, or to book use the links below:

**Tuesday 6 February
2024**

12:00 – 14:00

**Thursday 8
February 2024**

12:00 – 14:00

**Tuesday 12 March
2024**

15:00 – 17:00

**Friday 15 March
2024**

12:00 – 14:00

Hypertension & Cardiovascular Disease Training

Norfolk and Waveney Integrated Care Board has funded a two-day virtual course for registered healthcare practitioners facilitated by Mel Deal, Adult Nursing Senior Lecturer from the University of Suffolk to demonstrate the ability to discuss the pathophysiology and associated clinical presentation of hypertension and cardiovascular disease (Acute Coronary Syndromes and heart failure), other learning outcomes are:

- To evaluate a patient's cardiovascular assessment, utilising advanced clinical skills and appreciate the complexities of physical assessment in practice.
- To explore the pharmacological and non-pharmacological treatment associated with common cardiovascular conditions.
- To gain an in-depth understanding of the principles of self-care management and personalisation to support the cardiac patient to manage their long-term condition.
- To be able to interpret common arrhythmias and a myocardial infarction on a 12-lead ECG.

Click the buttons below to register:

**Monday 5 &
Tuesday 6 February
2024**
09:30 - 16:00

**Monday 4 &
Tuesday 5 March
2024**
09:30 - 16:00

Three Immunisation and Vaccination Courses are offered, fully funded by us and delivered by UEA. A pre-requisite to all courses is completion of the mandatory e-learning modules below:

- [National Minimum Standards](#)
- [e-Learning for Health COVID-19](#)
- [Flu Specific Core Knowledge Training](#)

Course	Suitable For	Duration	Dates available	How to book
Immunisation Update	Any practitioner who has completed training and is currently vaccinating or recently been vaccinating and needs their annual update.	Half day (3 hour) Webinar 09:00 – 12:00	16 Feb 2024 4 June 2024	<u>Book Here</u>
Immunisation Training for REGISTERED Practitioners who are new to vaccination	GPNs, RNAs.	One Day Face-to-Face	No dates currently planned - please complete the expression of interest form	<u>EOI List</u>
Immunisation Training for NON-REGISTERED Practitioners who are new to vaccination	HCA's and other non-registered workforce.	Two Day Face-to-Face 09:00 – 16:00	15 & 22 Feb 2024 21 May & 6 June 2024	<u>Book Here</u>

The ability to independently prescribe is crucial for pharmacists delivering care across the NHS. Working with partners and stakeholders, Health Education England are developing funded training offers for pharmacists aiming to become independent prescribers. Training will enable the provision of new models of care: supporting patients from diagnosis to prescribing, providing advice and follow-up, and preparing pharmacists to provide clinical care, as pharmacy services become more widespread within emerging clinical pathways. Almost 3,000 Independent prescribing training places will be available to pharmacists who meet the required eligibility criteria:

- Community pharmacists (including locum pharmacists); Pharmacists employed in General Practice (who are not eligible for, or enrolled on, the Primary Care Pharmacy Education Programme (PCPEP) and those who are working to provide primary care services (e.g., working in primary care) who are not employed in ARRS roles); and Health and Justice pharmacists.
- Pharmacists enrolled on CPPE's Primary Care Pharmacy Education Pathway (PCPEP) and meet the PCPEP criteria to enrol on an Independent Prescribing Course.
- Pharmacists working in an NHS Hospital Trust or Mental Health Trust (NHS managed sector); pharmacists working in an integrated care board, ICB (previously CCG pharmacists).

Courses are available with start date from April 2023 to March 2024, with several universities offering multiple dates for cohort intakes, to check your eligibility as well as apply please [click here](#).

A First Contact Practitioner (FCP) is a diagnostic clinician working in primary care, able to assess and manage undifferentiated and undiagnosed presentations.

Start date: April 2024

Duration: Part-time 1 year

Delivery Style: Online

Course provider: University of Cumbria

Institute: [Institute of Health](#)

Award: PGCert Paramedic First Contact Practitioner: Practice Development

Funding: Fully funded by NHS England for April 2024.

More Information: [Programme Specification Prospectus](#)

[Click here](#) for open days, and for more information including how to apply please [click here](#).

Practice Assessor and Supervisor Training

If a General Practice Nurse/ Advanced Nurse Practitioner (NMC Registered) has completed formal mentorship training in the past, the ICB Clinical Education Team can deliver an update session face to face or via Teams, this takes approximately 2 hours. It is considered that these staff members are suited in the role of Practice Assessor.

Any registered staff members (including Nursing Associates) who have **not** completed formal mentorship training in the past, need to complete an e-Learning course before being able to support students on placement. These are offered as linked below, take approx. 12 hours to complete and can be done at own pace. It is considered that these staff members are suited in the role of Practice Supervisor.

- [Practice Educator and Assessor Preparation \(PEAP\) - e-lfh.org.uk](https://www.e-lfh.org.uk/courses/practice-educator-and-assessor-preparation-peap)
- [Online Practice Supervisor/Practice Assessor course - Nursing - ARU](https://www.aru.ac.uk/courses/online-practice-supervisor-practice-assessor-course-nursing)
- [Online Practice Supervisor/Practice Assessor course - Nursing - UEA](https://www.uea.ac.uk/courses/online-practice-supervisor-practice-assessor-course-nursing)
- [Practice Supervision and Assessment in Nursing - Open University](https://www.open.ac.uk/courses/practice-supervision-and-assessment-in-nursing)

Norfolk and Waveney Integrated Care System Workforce Team are pleased to announce their Preceptorship Programme for 2024, with all sessions 2:00pm to 3:00pm. Preceptorship is a structured start for newly qualified practitioners. The main aim is to welcome and integrate newly registered practitioners into their new team and place of work. Preceptorship helps professionals to translate and embed their knowledge into everyday practice, grow in confidence and have the best possible start to their careers. Preceptorship isn't designed to replace appraisals or be a substitute for a formal induction and mandatory training. Click the links below to access the session of your choice:

Tuesday 20 February 2024
Human Factors – learning from incidents

Tuesday 19 March 2024
Multi-Organisational Facilitated Forum

You can access recorded previous learning sessions [here](#).

Phlebotomy is the process of making a puncture in a vein, usually in the arm, with a cannula for the purpose of drawing blood. The procedure itself is known as a venepuncture.

- **Dates:** 08/03/24, 20/05/24, 13/06/24, 24/06/24, 12/07/24 & 05/08/24
- **Duration:** 2-hour online e-Learning dependant on your learning style and 2.5-hour practical skills classroom workshop.
- **Suitable for:** those needing an update course can complete the e-Learning by itself, those new to Venepuncture and those wishing to perform Phlebotomy on patients 16 or over must complete both e-Learning and in person workshop.
- **Course provider:** Norfolk & Norwich University Hospitals NHS Foundation Trust (NNUH) Clinical Skills Team.
- **Course funding:** Fully funded by the Primary Care Workforce Team.
- **Assessment:** Post-training clinical competency in the workplace. Practices will need to ensure appropriate clinical supervision is undertaken by learners in the practice environment post training including clinical competency sign off and annual review. A certificate will be provided by us once the learner has been signed off.
- **How to book:** Please complete the e-Learning by [clicking here](#) and inputting the code: **IDS-UK-NNUHprimarycare** to register. Once finished you must send a screenshot of completion to: nwicb.primarycareworkforce@nhs.net and then we will confirm the next available session.

Would you like to help your patients plan their preferences for care in an emergency?

Norfolk and Waveney Integrated Care Board (ICB) have commissioned Norfolk Community Health & Care NHS Trust (NCH&C) to deliver a series of face-to-face courses relating to ReSPECT conversations and documentation.

- **Course dates:** Dates available from 9 February 2024 – 28 March 2024. Please see [poster](#) for more information.
- **Duration:** Pre-course learning + 1 day course.
- **Suitable for:** Registered Nurses, Paramedics or Physician Associates working in Primary, Acute, Community or Social Care settings within the Norfolk & Waveney Integrated Care System (ICS).
- **Entry requirements:** You must complete the [online pre-course learning](#) to book a place on the face-to-face practical session.
- **Course provider:** Norfolk Community Health & Care NHS Trust.
- **Course funding:** Fully funded by the Norfolk and Waveney Integrated Care Board (ICB).
- **How to book:** You must complete the [online pre-course learning](#) to book a place on the face-to-face practical session. Please see [poster](#) for more information, available dates & booking form.

Supporting Primary Care Clinicians

Online clinical updates, CPD and confidential support for GPs and clinical staff who have been absent from role, or feel they need additional support. Click the link below to register for an upcoming session:

14 March 2024

*Mental health
updates and sick
child assessment*

- **Duration:** 3 hours (1 hour of mandatory CPD and 2 hours of clinical update and reflection).
- **Suitable for:** Any Primary Care clinician in need of additional support, including those currently absent from role.
- **Course funding:** Fully funded by the Primary Care Workforce Team.
- Norfolk and Waveney GPs are welcome to also attend online BB Seminar CPD events in other areas, which can be found on the [BB Seminar Website](#).

[See poster for more information](#) or contact [Richard Hinds](#), Workforce Transformation Project Officer.

(Sessions provided in partnership with BringBaby).

Spirometry is a simple test used to help diagnose and monitor certain lung conditions by measuring how much air you can breathe out in one forced breath.

Spirometry courses are fully funded by the Primary Care Workforce Team and delivered online by Rotherham Respiratory. These courses are suitable for registered practitioners including all GPNs and Allied Health Professionals. Click the links below to register for the next available course:

[Spirometry Update
\(7.5 hours\)](#)

[Spirometry
Interpretation – 7
Steps \(7.5 hours\)](#)

[Spirometry
Performing Only* \(15
hours\)](#)

[Spirometry
Performing &
Interpreting \(15 hours\)](#)

**This course is suitable for non-registered practitioners and HCAs; the Update is suitable for HCAs once they are confident and competent with Spirometry.*

These courses (excluding Spirometry Update) will prepare delegates for assessment with the Association for Respiratory Technology & Physiology (ARTP). Please [click here](#) to find out more about assessment / certification.

If you require any support with your Spirometry training, please contact the [Primary Care Workforce Team](#).

If you are an experienced spirometry practitioner or have received training within the last three years, you are eligible to apply to undertake the ARTP certificate of competence which leads to being on the National Register.

The assessment is fully funded by the Primary Care Workforce Team and registration is included for the first 12 months. Staff can however [renew their registration](#) after 12 months for £40 per year.

There are 4 types of ARTP Spirometry Certificates, each with the following assessments:

- **Full Certificate** (Performing & Reporting Spirometry)
Assessment - Portfolio of Evidence, Multiple Choice Question Exam and OSCE Practical Exam.

Performing Certificate (Performing Spirometry)
Assessment - Portfolio of Evidence and an OSCE Practical Exam.

Reporting Certificate (Reporting Spirometry) - *Previously referred to as Interpreting*
Assessment - Portfolio of Evidence and a Multiple-Choice Question Exam.

Top Up Certificate (Top Up a current Adult certificate to include Paediatric)
Assessment - Portfolio of Evidence and a Multiple-Choice Question Exam.

Each candidate will receive 9 months from the date of enrolment, to complete all of their assessment elements. Learners who fail any assessment are eligible for up to two free re-sits. If more than two re-sits are required, the learner will be liable for the £50 re-sit fee for each assessment.

Enrolment dates are subject to meeting minimum numbers to put forward a group booking. The ARTP enrol candidates on/around the 1st working day of the month with a link to access the portfolio plus links to book their MCQ and/or OSCE assessments. Please complete this [form](#) to be added to the waiting list and you will be enrolled as soon as possible.

For more information, visit [Spirometry Assessment Information \(artp.org.uk\)](https://artp.org.uk).

Join Claire Beard, Norfolk and Norwich University Hospital Virtual Ward Manager and Andrew Karrouze, Norfolk Community Health and Care Lead Advanced Clinical Practitioner in this series of 90-minute webinars and one 5-hour in person event where they will be presenting on a range of topics including; patient benefits and experiences. There will also be an interactive 'Myth Busting' session where delegates will be able to ask questions directly.

To register please click the buttons below:

Tuesday 6 February 2024

12:00 – 13:30

Virtual

Tuesday 13 February 2024

09:00 – 14:00

Face to Face

Join Lisa Sutherland, Norfolk and Norwich University Hospital Tissue Viability Nurse Consultant and fellow colleagues in this series of all-day in-person Wound Care workshops covering specialised topics open to all Norfolk and Waveney healthcare staff, lunch along with teas and coffees are provided and all will take place at The Space in Norwich. To register please click the buttons below:

Wed 14 February 2024
09:30 – 16:00
Fundamentals of Wound Care

Thurs 16 February 2024,
9:30 – 16:00
Managing infection vs colonisations in Wound Care

Wed 28 February 2024
09:30 – 16:00
All things leg ulcer

Mon 4 March 2024
9:30am - 16:00
All things surgical

Mon 11 March 2024
09:30 – 16:00
Complex wounds – tumours, burns and self-harm

Thurs 14 March 2024
09:30 – 16:00
Diabetic and vasculitis wound care

Mon 18 March 2024
09:30 – 16:00
All things leg ulcer

Tues 19 March 2024
09:30 – 16:00
All things surgical

- [Dispensing Assistant](#)
- [Pre-registration Trainee Pharmacy Technician](#)
- [Trainee Nurse Associate](#)
- [Nursing Degree 3-year Apprenticeship](#)
- [Nursing Degree \(Top-Up\) Apprenticeship](#)
- [Advanced Clinical Practitioner Apprenticeship](#)

Please note the Apprenticeships above are current Apprenticeships being delivered within Norfolk and Waveney Integrated Care Board. New Apprenticeships are being developed and introduced to the organisation on a regular basis, please visit [this website](#) for information on all Apprenticeships or contact [Primary Care Workforce Team](#) for more information.

There are several ways Apprenticeships can be funded, either through Apprenticeship Levy, Levy-transfer, Co-Investment payment or HEE funding. Please see the [Apprenticeship Funding Rules](#) page of this document or [contact us](#) for confirmation on how each is funded.

Co-Investment

Where apprenticeship training is not funded from the employer's account (for non-levy payers and levy payers with insufficient funds – including those funded through transfers that subsequently have insufficient funds), employers must coinvest 5% of the agreed total price up to the funding band maximum. A Reservation must take place on the Apprenticeship Service Account for Co-Investment to take place.

For example: Level 2 Customer Service Practitioner Standard is £3,500, for which the employer would agree to accept an invoice of 5% of this cost from the Training Provider, equating to £175.00+VAT.

Levy Transfer

A Levy Transfer takes place between a large Levy-Paying organisation and a smaller non-levy paying organisation. The Levy equates to 100% of the apprenticeship standard. This transfer takes place on the Apprenticeship Service Portal.

[Click here for more information from the ESFA.](#)

- **Duration:** 12 – 15 month paid Apprenticeship paid Apprenticeship Wage.
- **Suitable for:** those looking to commence a career in Primary Care Pharmacies.
- **Entry requirements:** Maths & English Functional Skills Level 2, or GCSE English & Maths grade 4-9 (desirable), applicants without these qualifications can also be supported to undertake their Functional Skills in Maths and English alongside the Apprenticeship.
- **Course provider:** West Suffolk College & Buttercups Training.
- **Course funding:** Apprenticeship Funding available, please see [Apprenticeship Funding](#) page.
- **Qualification:** Level 2 Pharmacy Services Assistant diploma.
- **How to apply:** Practices and candidates who may be interested should contact [Rhiannon Edwards](#) for more information on how to apply, put forward an existing employee or externally recruit apprentices.

This course is an opportunity to up-skill your workforce, including dispensers, giving them a L3 qualification and increasing the skill mix and effectiveness of your team.

- **Starts:** Annually February and September.
- **Duration:** 2-year funded Apprenticeship.
- **Suitable for:** those looking to commence a career in Primary Care or community Pharmacies.
- **Entry requirements:** Minimum of four GCSEs at grade 4-9, and these must include English, Maths & Science. Level 2 Functional Skills in English and Maths is also accepted. The UEA requires Science GCSE to be held prior to application, however, Buttercups supports students to undertake this alongside their apprenticeship.
- **Course provider:** University of East Anglia (UEA) or Buttercups Training.
- **Course funding:** Limited Regional or National funding available. Please also see [Apprenticeship Funding](#) page.
- **Qualification:** L3 Pharmacy Technician Diploma (Buttercups), L4 Certificate of Higher Education (UEA)
- **How to apply:** General Practices and Community Pharmacies are required to put forward candidates. Contact NWICB.PTPT@nhs.net for more information and to apply.

Apprenticeship programme for those looking to commence a career in nursing, by studying to become a Nursing & Midwifery Council (NMC) Registered Nursing Associate.

- **Start dates:** January, February, September and October annually.
- **Duration:** 24 - 28 months including End Point Assessment (EPA).
- **Suitable for:** anyone looking to progress or commence their nursing career in Primary Care who has not already achieved a level 5 qualification in Health and Social Care.
- **Entry requirements:** Maths & English Functional Skills Level 2, or GCSE English & Maths grade 4/C and above, some universities also require completion of the Care Certificate. You must also be employed on a minimum of a 30 hour contract.
- **Course provider:** University of East Anglia / Anglia Ruskin University / Open University.
- **Course funding:** See [Apprenticeship Funding](#) page. There is also funding available from Health Education England and through the ARRS. Please contact us for more information.
- **Qualification:** Level 5 Foundation Degree FdSc in Health Studies & Nursing and Midwifery Council (NMC) registration.
- **Assessment:** A broad range of theory and practice assessments, depending on the university chosen.
- **How to apply:** There are several cohort intakes per year, applications are taken through an [Expression of Interest form](#).

For more information: see our pre-recorded [webinars](#) or contact [Rhiannon Edwards](#), Primary Care Workforce Manager.

- **Start dates:** May and October (Anglia Ruskin University), January and October (Open University).
- **Duration:** 3–4-year paid Apprenticeship.
- **Suitable for:** Healthcare Assistants.
- **Entry requirements:** Maths & English Functional Skills Level 2, or GCSE English & Maths grade 4-9 or C and above or O Level grade C or above **and** some universities also require completion of the Care Certificate.
- **Course provider:** Anglia Ruskin University / Open University.
- **Course funding:** See [Apprenticeship Funding](#) page.
- **Qualification:** Level 6 BSc (Hons) in Adult Nursing and Nursing and Midwifery Council (NMC) registration.
- **Assessment:** A broad range of theory and practice assessments, depending on the university chosen.
- **How to apply:** Please contact [Rhannon Edwards](#), Primary Care Workforce Manager .

- **Start dates:** May and October (ARU), Jan and Oct (OU) and October (UEA).
- **Duration:** 2-year paid Apprenticeship.
- **Suitable for:** Nurse Associates, Assistant Practitioners, those who hold level 5 Health and Social Care qualification.
- **Entry requirements:** Level 5 Foundation Degree in Health-related subject i.e Trainee Nurse Associate, (Health Studies), Maths & English Functional Skills Level 2, or GCSE English & Maths grade 4-9 or C and above or O Level grade C or above **and** some universities also require completion of the Care Certificate.
- **Course provider:** Anglia Ruskin University / Open University / UEA.
- **Course funding:** See [Apprenticeship Funding](#) page. There is also funding available from Health Education England for those who . Please contact us for more information.
- **Qualification:** Level 6 BSc (Hons) in Adult Nursing and Nursing and Midwifery Council (NMC) registration.
- **Assessment:** A broad range of theory and practice assessments, depending on the university chosen.
- **How to apply:** Please contact [Rhannon Edwards](#), Primary Care Workforce Manager.

Level 7 Advanced Clinical Practitioner (ACP) Degree Apprenticeship

This programme is designed to help you meet the ever-changing needs and challenges of modern advanced clinical practice, for improved ways of working and a positive impact on patient care. For more information, see the UEA's [website](#).

- **Starts:** September.
- **Duration:** 3 years.
- **Suitable for:** Staff working or aspiring to work at a level of advanced practice, across a range of health and care roles.
- **Entry requirements:** Required to hold current registration with one of the statutory regulators of health care.
- **Course provider:** UEA.
- **Mode of delivery:** Blended approach incorporates online modules, a flipped classroom & face-to-face learning.
- **Course funding:** Please contact the [Primary Care Workforce Team](#)
- **Assessment:** You'll be required to complete formative and summative assessment strategies such as written assignments, unseen examinations, case studies, practical examinations, group presentations and portfolio. As part of the Apprenticeship Standard you'll also complete an End Point Assessment to demonstrate your occupational competency as a qualified Advanced Clinical Practitioner.
- **Qualification:** Level 7 MSc Advanced Clinical Practitioner.
- **How to apply:** Please contact the [Primary Care Workforce Team](#). For more information, please contact [Val Gerrard](#), AP Ambassador for Primary Care.

Also see [Advanced Practice Professional \(APP\) course](#).

General Practitioner Fellowships

The Fellowship Programme is a two-year programme of support, available to **all** newly-qualified GPs working substantively in general practice, with an explicit focus on working within and across a PCN.

This is a programme of support, PCN portfolio working, learning and development post-registration, supporting GPs to take up substantive roles, understand the context they are working in, become embedded in the PCN, and increase and maintain high levels of participation in the primary care workforce.

- **Duration:** 24 months.
- **Suitable for:** Newly Qualified GPs.
- **Entry requirements:** CCT within 12 months of applying.
- **Funding Available:** Pro-rata reimbursement for one session per week to enable GP Fellows to be released from the Practice to participate in Fellowship activities, calculated based on the GP's actual salary cost. In support of this, an additional 30% is contributed to the Practices for on-costs of tax, NI and pension. Fellows are eligible for up to £3,000 towards CPD.
- **How to apply:** Please apply using the following [form](#), or contact [Rhi Edwards](#), Primary Care Workforce Manager, for more information.

Are you interested in becoming a first-time partner or looking to return as a partner? The Primary Care Workforce Team is offering a local incentive upon confirmation of a signed partnership agreement, with a Norfolk and Waveney GP practice, from 1 April 2023 to 31 January 2024.

What's the offer:

- One off £5k financial incentive payment which can be used for: [GP Partnership Training](#), training backfill and independent mentoring support

To be eligible to participate in the scheme, the applicant must:

A Health Care Professional working in general practice who are registered with their respective professional body and delivering clinical care to patients in general practice through a GMS/ PMS/ APMS contract.

- Commit to remaining a partner in a GP practice for two years (or pay back a portion of the loan).
- Deliver a minimum of four clinical sessions per week in their partnership practice throughout the two-year period.
- Confirmed signed partnership agreement with a Norfolk & Waveney GP practice.
- Confirmation that the National Workforce Reporting Service has been updated to reflect a new partner is in place for the practice.

To apply:

- Please email: [Primary Care Workforce Team](#)

Please note:

- We can only accept 1 application per practice within this period.
- 10 GP partnerships will be supported within this programme.

Calling all newly-qualified Nurses & Advanced Nurse Practitioners working within general practice!

As part of the [NHS Long Term Plan](#) commitment, the ICB are offering all newly qualified Nurses & ANPs the opportunity to undertake a two-year Fellowship. The Fellowship programme supports Nurses and ANPs to transition and become an embedded part of the Primary Care team in the PCN.

Benefits:

- Programme of support, PCN portfolio working and learning and development, post-registration.
- NHS England (NHSE) nationally funded programme.
- £3,000 per participant (pro-rata) to be used on CPD provision.
- Pro-rata reimbursement to the Practice, for up to one session per week, so learner can participate in Fellowship activities.
- Coaching included for participant.

Eligibility:

- Nurses & Advanced Nurse Practitioners who are within their first 12 months since qualifying **or** new to General Practice.
- Must work substantively within General Practice in Norfolk and Waveney.

How to apply: please complete the following [application form](#) – a member of the Primary Care Workforce Team will invite you to an informal meeting to discuss your Fellowship.

For more information: See [2023/24 Guidance](#) and for any queries, contact [Charlotte Mercer-Hughes](#), Primary Care Workforce Manager.



NHS Integrated Care Board's Cancer Team has commissioned a cancer education package that is fully funded to access for non-clinical staff until February 2025.

[Click here](#) and register with your work email address and select the **East of England Cancer Alliance**, the code to input for access is: **EECA4123**.

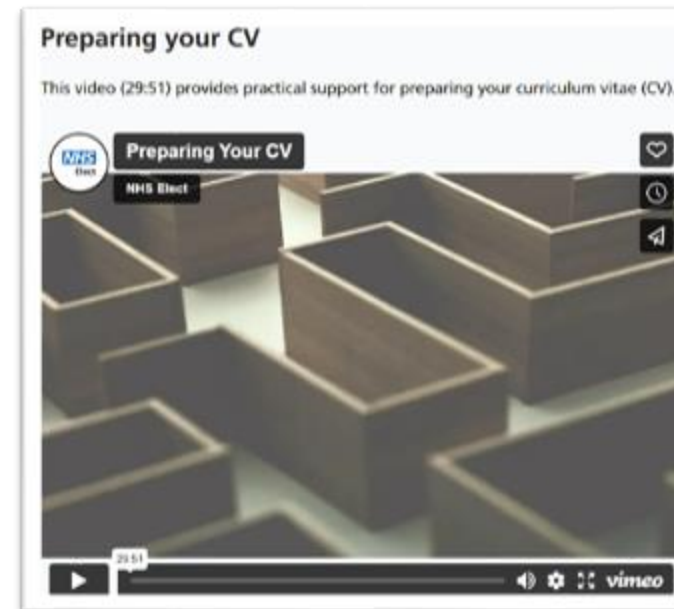
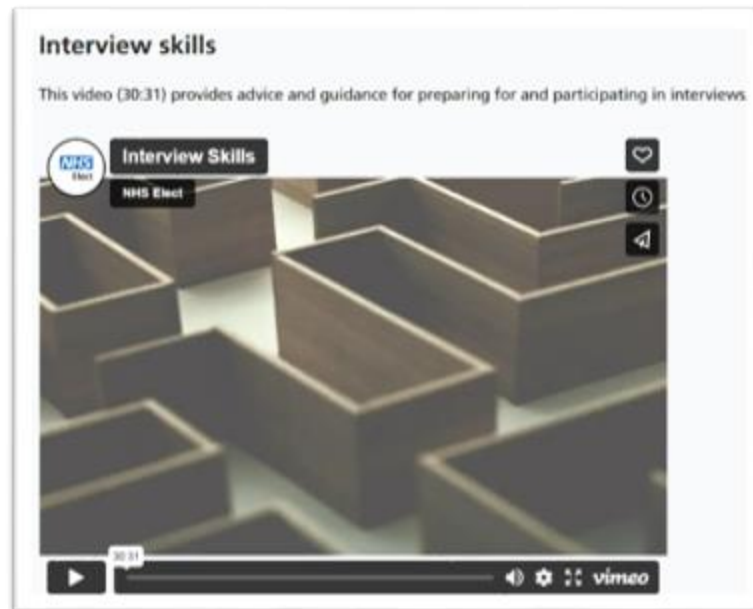
If you have any queries, please email [Marika Pieri](#).

Self-directed resources

Career Development

The East of England NHS Leadership Academy have put together a variety of career development resources, including a [Career Development Workbook](#) with exercises for you to consider what steps you need to take to further your career. This is a useful tool for you to bring to your 1:1 meetings and appraisals with your line manager so you can discuss your development and career goals.

For bite-size videos on interview skills, CV preparation and managing your career, see: [NHS Elect - Fundamentals of career management](#).





People with a learning disability can often be reliant on health and care staff, including social prescribers and non-clinical colleagues, to help them manage their needs and support them to access services. They also experience greater health inequalities compared to the general population.

Healthcare staff including those in non-clinical roles can now access the Caring for People with Learning Disabilities e-Learning via eLearning for Healthcare – a free online training programme that aims to reduce preventable causes of ill health, as well as the health inequalities that people with learning disabilities face.

Developed by the West Yorkshire Health and Care Partnership in collaboration with NHS England, this training comprises four sessions which have been selected as important areas of learning:

1. Constipation
2. ReSTORE
3. Annual Health Check
4. Reasonable Adjustments

To access please [click here](#).

This e-learning course should take approximately forty minutes to complete and covers the basic awareness and understanding of the various forms of exploitation, covering both adults and children. It is suitable for anyone who has interactions with children and/or adults.

Areas covered:

- Grooming
- Forms of exploitation
- County lines
- Modern day slavery
- Vulnerabilities

Learning outcomes:

- Raised awareness of the different forms of exploitation
- Recognise the potential signs of exploitation
- Practical advice of how to respond when identifying potential exploitation

[Exploitation Training - Norfolk Safeguarding Children Partnership \(norfolkscb.org\)](https://www.norfolkscb.org)

Further safeguarding training opportunities can be accessed through the [Norfolk & Waveney ICB Safeguarding Team, Teams Channel](#).

The following is a selection of training that available free for the professional and volunteer workforce in Norfolk and Waveney.

[Register for TALK](#) to book your place on these or to locate other free training:

- Children's Workforce Mental Health Training
- Eating Disorder Clinical Network Webinars
- Elearning for Healthcare
- iThrive Foundation Training
- New National Care, Education and Treatment Review (CETR) and Dynamic Support Registers (DSR) policy and training
- Norfolk Multi-agency Training Week
- NSFT Clinical Research Training Programme
- Training for people working or volunteering in mental health
- Working with young people who self-harm and/or feel suicidal

You can also access past trainings through 'videos and slide downloads'.

Self-directed learning

Crisis Prevention (Conflict Resolution)



The Norfolk and Waveney ICB Workforce Team have commissioned Crisis Prevention Institute to provide their online [Prevention First](#) course. The course will give staff an awareness of identifying early signs of challenging behaviours and aggression.

- **Duration:** 1 hour approx. depending on learning-style
- **Suitable for:** anyone who works in Primary Care and needs a basic awareness of crisis prevention.
- **Course provider:** Crisis Prevention Institute
- **Course funding:** Fully funded by the N&W ICB Workforce Team
- **Qualification:** This course meets NHS requirements for 'Conflict Resolution' training.
- **How to apply:** To enrol onto the course, [please complete the following form](#). Once enrolled you will have until 6 April 2024 to access and complete the training.

For any further queries, please contact the [Primary Care Workforce Team](#).

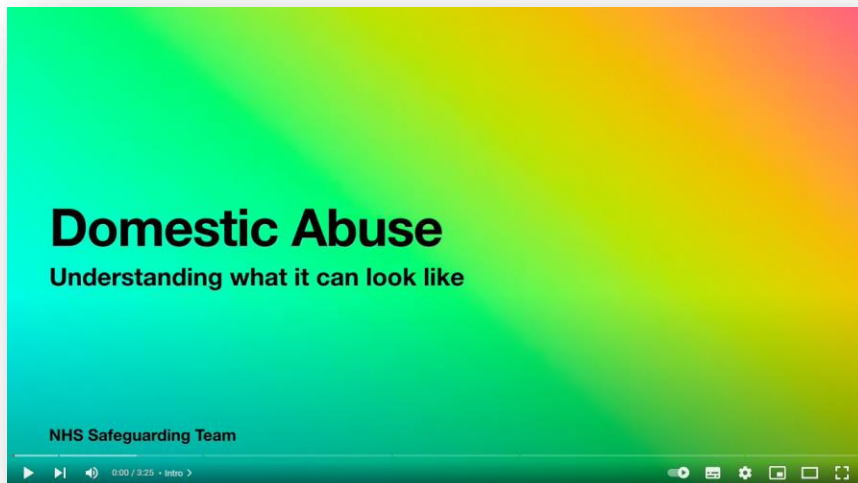
Self-directed learning and resources

Domestic Abuse Training

- E-Learning for Healthcare offer training on this subject which can be accessed [here](#).



- NHS England Safeguarding Team has created a short [video](#) on how to understand what Domestic Abuse could look like and where to find support.



- For any staff requiring Eclipse training, please contact [Samantha Weston](#), Programme Manager, who can offer an overview training session.
- Additionally, [Paul Taylor](#), Training Lead at Eclipse, can provide Teams training, or an in-practice bespoke training session depending on your needs.

Please contact Samantha or Paul to discuss your training requirements.

Self-directed learning

e-Learning for Healthcare

- e-Learning for Healthcare is a Health Education England (HEE) programme.
- A wide range of free e-Learning modules are available at e-lfh.org.uk, you can see a selection of these pictured below.
- [View available programmes here.](#)

Administrative triage using digital tools in General Practice
Supporting administrative staff in sorting, signposting and delivering administrative triage

Management and Leadership Skills
An e-learning toolkit to support the development of multi-professional health and social care leaders and managers

Doctors in training induction
Supporting doctors in training through induction

Immunisation
An interactive e-learning programme to support the training of healthcare practitioners involved in advising on and/or delivering immunisations across the life course

Top up Training Video for GP Educational Supervisors
Supporting the educational pathway for first contact practitioners and advanced practitioners

Wound Care Education for the Health and Care Workforce
Interactive elearning resources to support the development of wound care knowledge and skills in the health and care workforce

To access self-directed training on EMIS on the following topics, please click [here](#):

- Help for New Starters
- Upcoming Events
- Recorded Webinars
- New protocols

EMIS Support:

- To assist you further, please refer to the training materials available in [EMIS now](#).
- The opening hours for the [Service Desk](#) are as follows:
 - **Phone 0330 024 1270** - 06:30 to 20:30, Monday to Friday. 08:00 to 16:00, Saturday, Sunday, and Bank Holidays.
 - **Live Chat** - 07:00 to 18:00, Monday to Friday.
 - **Email** - Cases can be raised 24/7.
 - **EMIS Now** - Cases can be raised 24/7.

Self-directed learning

Equality, Diversity & Inclusion

Norfolk Community Health and Care NHS Trust have created an Equality, Diversity & Inclusion training page which can be used as mandatory training using the [Introduction slides](#) document, there are notes attached to these slides which also explain how to use the activity slides. It can be used as a stand-alone inclusion session without these slides, using the [EDI activity online version](#) or in a face-to-face setting using [EDI in person version](#).

The training is discussion based with questions designed to encourage conversations around inclusive behaviours in a psychologically safe space, linked to organisations values. As such it is important to build psychological safety before launching into the activity. We suggest introducing [Nancy Klein's 10 components of a thinking environment](#) to support this.

There is also a [facilitators guide](#) and [photo example](#) of the in-person activity set up, to help with any questions you might have.

Self-directed resources

Health & Wellbeing in Primary Care

This programme will support you and your colleagues to make the most of your work and homelife. We have put in place the help you need, when you need it, in a way that suits you, using resources colleagues have said really work.

Free to access for everyone in Primary Care in Norfolk and Waveney, whether in a clinical role or another vital role supporting Primary Care services.

[Your Virtual Front Door](#)

- The #WeCareTogether website provides instant access to online resources tailored to you.
- Over 150 resources covering over 14 different categories, as well as individual and team-specific options.
- An innovative search function to help you find what you need quickly & easily.
- Create a profile to save time & get updates on new offerings throughout the year

➤ [Menu](#)



[Scan for our
HWB Resource
Pack!](#)



[The Resilient Team Academy](#)

- Discover the training, tools and resources to create a resilient and healthy team, without burning out yourself.
- Helps you retain your staff by building successful teams that are happier, in control of their workload, and thrive at work.
- Delivered in bite-sized videos, monthly webinars & workshops. Open to all leaders in Primary Care across Norfolk & Waveney.



RESILIENT
TEAM ACADEMY

The Higher Development Award (HDA) is a fully funded Level 2 and 3 blended learning development programme that provides the opportunity to grow knowledge and skills to enable professional development within your current role to meet the ever-growing needs within Primary Care. This is aimed at clinical and non-clinical support workers and is in partnership with City College Norwich, West Suffolk College and North Hertfordshire College.

Level 2 Offer – ILM Level 2 Certificate in Team Leading, led by local and qualified tutors, award of 17 credits upon completion, provision of Maths and English functional skills Level 2, six study days spread over six months, successful delegates can transition to the Level 3 programme.

Level 3 Offer – ILM Level 3 Certificate in Leadership and Management, led by dedicated tutors, award of 37 credits, for learners who already hold Maths and English functional skills Level 2 or equivalent, nine study days spread over nine months, opportunities for those who complete Level 3 to apply for Level 4 courses.

For more information including how to access please [click here](#).

Digital Learning Solutions - The Primary Care Workforce Team has linked up with NHS Digital Learning Solutions (DLS) to offer digital and IT training for the Primary Care workforce. NHS DLS is a free online learning platform and can be accessed by staff on demand, meaning you can work at your own pace.

To access training:

1. Register with the Learning Portal on DLS via this [link](#).
2. We will check your eligibility and approve your account.
3. You will receive your user ID.
4. Choose the courses you wish to complete including Digital Literacy and Skills for the Workplace, Microsoft 365 Applications and more...

Digital Champions Toolkit - Digital Champions Programmes are initiatives that are designed to encourage confidence, understanding and motivation by empowering staff to use digital tools more effectively themselves and, in some cases, encouraging staff to pass that knowledge onto colleagues. This [toolkit](#) will shine a light on the different models of Digital Champions Programmes that are already out there and help you to embed the elements of good practice that will work for your own programme.

Digital Literacy Self-Assessment Diagnostic Tool - Developed for the wider workforce as a tool to support understanding of personal levels of digital literacy and signposting to useful training and support resources.

Individual Coaching - is available for all staff working in the delivery of Primary Care services, this is with a skilled and experienced coach who will work with you to discuss any area of your wellbeing that you would like to address. They will listen, ask questions and support you to develop practical strategies to cope with your situation and stay well. It might be that by having a one-off conversation you will have all the strategies you need, or you might find a few sessions helpful. It is all led by you. Coaching sessions are available Mondays to Fridays between 8:00am and 10:00pm, and on Saturdays and Sundays between 10:00am to 6:00pm, they can be carried out via Zoom, WhatsApp, Face Time, Skype or Telephone. Please [click here](#) for more information and to book on a session.

Peer Wellbeing Sessions - are also available for groups of 6-8 people on set dates and times and consist of four one-hour virtual sessions in a safe environment. Please [click here](#) for more information and to select a date and time.



MECC is an evidence-based approach to improving people's health and wellbeing through behaviour change. It is aimed at helping staff to have high quality and personalised conversations with individuals, enabling delivery of consistent and concise health and wellbeing information which encourages individuals to engage in shared conversations and decision making about their health.

MECC uses brief and very brief interventions, delivered whenever the opportunity arises in routine appointments and contacts. Very brief interventions take from 30 seconds to a couple of minutes.

The person is encouraged to think about change and offered help such as a referral or further information. A brief intervention involves a conversation, with negotiation and encouragement, and may lead to referral for other interventions, or more intensive support.

Training on MECC is available via:

- [e-Learning for health](#)
- [Personalised Care Institute](#)

Three in five people experiencing menopause believe their symptoms have a negative impact on them at work, and nearly one in three said their symptoms left them unable to attend work. Here are some of the resources already available to support colleagues to stay and thrive through the menopause:

- [National menopause guidance](#) aimed at line managers and colleagues. This guidance was developed alongside line managers, key internal stakeholder groups and key external partners including the Royal College of GPs, the British Menopause Society and the Chartered Institute of Personnel and Development. It can be used alongside any existing policies or guidance and covers advice on how to record menopause-related absence, as well as practical tips for line managers on the benefits of having regular health and wellbeing conversations with their teams. It also supports the consideration of any reasonable adjustments that could be implemented.
- An [e-learning for health module](#) developed in conjunction with Health Education England. This module is specifically for NHS staff, and covers common symptoms of the menopause, how it can impact people at work and how colleagues can support those impacted. It takes approximately 20 minutes to complete.
- A [menopause self-care factsheet](#) for colleagues and line managers to help understand and support those affected by menopause symptoms.

This free online mental health first aid course equips you with the confidence, skills, and qualification to support others with mental ill health. You will explore mentally healthy environments, develop wellness action plans and discover how to protect your own mental health. A tutor is allocated to you and will support you throughout your studies by providing feedback.

- **Starts:** This course is on-demand, meaning you can sign up 365 days a year and access the content online 24/7.
- **Duration:** This course takes on average 6 weeks to complete. This is based on 4-5 hours study per week.
- **Suitable for:** This qualification is suitable for all staff.
- **Course provider:** NCFE CACHE
- **Entry Requirements:**
 - You must be aged 19 or over
 - Living in England
 - Have lived in the UK/EU/EEA for at least 3 years
 - Not completed any of the course before.
- **Course funding:** This course is fully funded by HM Government providing you meet the above criteria.
- **Assessment:** There are no exams, all courses require you to complete assessment questions based on the knowledge you have just gained from the units.
- **Qualification:** Level 2 qualification accredited by NCFE CACHE and regulated by Ofqual. A certificate will be provided on completion of the course.
- **How to apply:** Apply [online](#).

Self-directed learning

Oliver McGowan Training

The [Oliver McGowan Mandatory Training on Learning Disability and Autism](#) is named after Oliver McGowan, whose death shone a light on the need for health and social care staff to have better training.

The Health and Care Act 2022 introduced a statutory requirement that regulated service providers must ensure their staff receive learning disability and autism training appropriate to their role. The Oliver McGowan Mandatory Training is the standardised training that was developed for this purpose and is the government's preferred and recommended training for health and social care staff. Oliver's Training also supports the NHS Long Term Workforce Plan ambition by upskilling the wider health and care workforce to provide appropriately adjusted care for people with a learning disability and autistic people to reduce health inequality. Together we can prevent the many avoidable deaths like Oliver's from happening again.

The animation below aims to help staff and employers across health and social care to understand Oliver's Training and why it is so vitally important:



[Click here](#) to access the training.

Self-directed resources

NHS Knowledge & Library Hub

The [NHS Knowledge and Library Hub](#) connects NHS staff and learners to high quality knowledge and evidence resources in one place.

Funded by Health Education England, it includes:

- Journals, books and databases.
- Clinical decision support resources including NICE Guidelines and [BMJ Best Practice](#).
- Policy and management information and research literature.
- [Resources purchased nationally and locally](#).
- One-click links to full-text, request a copy or contact an NHS library.

Full access is free to all NHS staff and learners using your NHS OpenAthens account.

Don't yet have an account? [Register for NHS OpenAthens](#).

The screenshot shows the NHS Knowledge and Library Hub interface with several callouts explaining key features:

- Search journal articles, e-books, guidelines and clinical decision tools, all in one place.** (Callout pointing to the search bar)
- Go directly to full text, as an immediate download or on request from an NHS library.** (Callout pointing to the search results area)
- Avoid the less-reliable sources you might find in a general web search.** (Callout pointing to the search bar)
- Click the text on the yellow bar to log in with your NHS OpenAthens account.** (Callout pointing to the top navigation bar)
- Type your search words in the box and click Search.** (Callout pointing to the search input field)
- You will see results which contain all your search words.** (Callout pointing to the search options below the search bar)
- Go directly to other resources when you know what you need.** (Callout pointing to the 'Clinical decision making' section)

The interface includes a top navigation bar with 'Welcome, Guest, Sign in to your institution to get access to your library's resources', a search bar with 'New Search', 'Advanced A-Z', 'Register for NHS OpenAthens', and 'Library info link'. Below the search bar, there are sections for 'Clinical decision making' (with links to NICE Guidelines, NICE Evidence, and BMJ Best Practice), 'In-depth searching' (with links to AMO, British Nurses Index, URM, Current Contents, EMBASE, ENCLISE, and Medline), 'Other resources' (with links to NHS Learning Hub, Directory of Health Libraries, Patient Experience Library, and NHS Library and eLearning), and 'NHS OpenAthens' (with links to OpenAthens Registration, OpenAthens Password Reset, and Having Problems with OpenAthens?).

The Personalised Care Institute offer several free courses suitable for all health and care professionals, regardless of profession or seniority.

There are short 30-minute modules designed to introduce you to a range of personalised care curriculum topics and some deeper-dive courses containing several modules.

All courses will be certificated.

[Click here](#) to browse the range of courses available.

Self-directed Learning

Smoking Cessation Training



NCSCT

Practitioner training and assessment programme produced for the Office for Health Improvement and Disparities which is part of the Department of Health and Social Care.

The training programme is founded upon evidence-based behaviour change techniques and includes practical interventions that will make a significant difference to the chances of your clients becoming permanent ex-smokers. The training programme has been shown to increase practitioners' knowledge, develop their skills and lead to improved practice. The training programme includes all the information that you need to pass the online assessment.

Upon successful completion of the assessment, you will become an NCSCT Certified Stop Smoking Practitioner.

For more information including how to access please [click here](#).



Practitioner Training:
Core competences in helping people stop smoking

SystemOne is a clinical system which supports the vision of a 'one patient, one record' model of healthcare. Using SystemOne, clinicians can access a single source of information detailing a patient's contact with health services across their lifetime.

This record should be accessible regardless of care setting and available for any healthcare professional to enter necessary information. It should document every allergy, appointment, medication, and contact the patient has ever had.

To access self-directed training on SystemOne on the following topics, please click [here](#):

- Messaging – managing tasks and notification prompts
- Appointment bookings
- Airmid
- Automate tasks in SystemOne

Arden's SystemOne - Ardens for SystemOne is a clinical decision support and workflow optimisation solution. It includes clinical templates, data-quality alerts, clinical safety alerts, advanced reporting, solutions to manage Locally Commissioned Services, and integrated referral forms. [Click here to view previous training webinar recordings.](#)

You can also find resources and guidance for both SystemOne and Ardens on the clinical systems [Training Portal](#).

Working in the healthcare environment can be highly challenging and staff are more likely to have exposure to events which may be traumatic compared to some other working environments. Sometimes traumatic incidents happen with little or no warning and can be difficult to process. Many people exposed to a potentially traumatic incident will have a temporary reaction and will find that talking things through with people they trust is all the help they need. However, some people can experience negative and prolonged effects of trauma, which can affect their work and home lives. Sometimes we find it easier to be more understanding of others than ourselves. Seeking support is a sign of strength, you are not alone.

Many people fear that talking about what has happened will cause them to 'break down' or 'lose control'. We know that seeking support takes strength and sometimes avoiding/suppressing what is coming up for you can lead to more intense or prolonged effects of trauma. TRiM practitioners are able to support you to share your experience in a safe space.

Your practice manager may refer to TRiM following an incident however you can also self-refer via [emailing](#) or via the QR code:



Your TRiM manager is: [Kayleigh Darling](#), 07876 387949.

To view the flyer please [click here](#).

[Click here](#) if you are interested in becoming a TRiM Champion.

Your TRiM manager/practitioner can support you with a confidential space to check in, have a conversation and support active monitoring of recovery after a traumatic event.

TRiM is a FREE and CONFIDENTIAL service, your details are not shared with anyone else without your consent.

After an incident
TRiM video





Have you ever been in a situation where you want to challenge someone's behaviour - but you didn't know how to do it or what to say? As part of NHS England's Primary Care School Anti-racism strategy, they have commissioned twelve x 90-minute Active Bystander Training workshops, facilitated by the ['Active Bystander Training Company'](#).

The sessions aim to help Primary Care Colleagues across the region to challenge poor behaviours which may have become normalised over time. The session includes self-coaching techniques to help you keep a cool head when you're faced with a challenging situation - and assertive language devices which you can use to make sure your voice is heard if you want to raise a concern.

To view available dates and book please [click here](#), for queries you can [send an email](#).

National Care Navigation Training

Effective care navigation could direct over 15% of patients to teams that could better help them and to the most appropriate practice staff member for assessment and response, without the need to see a GP. As detailed in the recently published [delivery plan for recovering access to primary care](#), NHS England will provide all practices with the digital tools and care navigation training for Modern General Practice Access and fund transition cover for those that commit to adopt this approach before March 2025. Two care navigation training offers to upskill and support practice and PCN staff are available - a foundation level for those new to care navigation, and an advanced level for those with experience who can support and embed it into practices and networks.

Practices and PCNs are asked to support by nominating one member of staff from reception and care navigator roles who are involved triaging requests. Training will be delivered virtually in two 2.5 hour sessions from July 2023 - March 2024. To register your named staff member please [click here](#). For more information about these courses, please [click here](#) or if you have any questions, you can [contact the team at NHSE directly](#).

Effective care navigation could direct over 15% of patients to teams that could better help them and to the most appropriate practice staff member for assessment and response, without the need to see a GP. The Norfolk & Waveney Integrated Care Board (ICB) have commissioned Practice Managers Association (PMA) to deliver a series of fully-funded half day online and face-to-face workshops, across the region.

- **Course Dates:** Dates available from 9 January 2024 – 19 March 2024
- **Duration:** 3 – 3.5 hour workshop.
- **Suitable for:** All staff working in health and social care across Norfolk & Waveney, specifically aimed at Nurses, Midwives, AHPs, non-clinical staff and others who would benefit from support with care navigation.
- **Course provider:** Practice Managers Association (PMA)
- **Course funding:** Fully funded by the Norfolk & Waveney ICB
- **How to book:** To book your place, please click [here](#).

Queen Elizabeth Hospital in King's Lynn are offering a two-day in person and virtual programme focusing on the kindness, compassion and empathy in care. Patient experience and involvement is at the forefront of this programme with patient stories presented from patients, carers and staff who have also been a patient. To book click the buttons below:

Day 1 – 16 Feb, 09:00 – 15:00
Day 2 – 23 Feb, 09:00 – 17:00
Birch Room (QEH) or Via Teams

Day 1 – 22 March, 09:00 – 17:00
Day 2 – 28 March, 09:00 – 17:00
Small Board Room 2 (QEH) or Via Teams

For queries please contact: education.faculty@gehkl.nhs.uk

The [Norfolk and Waveney Integrated Care System](#) are offering a series of 1-hour virtual reflective CPD accredited leadership lunchtime sessions for aspiring and established leaders across the landscape facilitated by John Sutherland, a respected leader, author and academic who will share his take on aspects of leadership and culture.

The sessions will be held from 12:00 to 13:00, they are free and provide a space for thoughts on leadership as well as connection making between leaders of all backgrounds, each session will have two 10-minute presentations followed by a period of question and answers, discussion and sense-making. They will be recorded for those unable to attend live, please click the buttons below to book:

Wednesday 7
February 2024 –
Culture Driver 1
Trust

Friday 8 March 2024
– Culture Driver 2
Decision Making

Tuesday 9 April
2024 – Culture
Driver 3/4
Communication &
Incentives

Tuesday 7 May 2024
– Reflective
Leadership &
Command

You can also use this QR code to sign up:



Coaching and Mentoring Support for All Primary Care Staff

Provided by Akeso and funded by Primary Care Workforce Team – sessions are available until March 2025. All sessions are confidential and non-judgemental.

[Akeso Application and Agreement Form](#)

You don't have to be in a crisis to receive coaching; coaching supports you in:

- improving your work-life balance
- review your career
- plan for your retirement
- increase your resilience
- build confidence
- adapt to change and transition
- manage relationships and conflicts
- develop and achieve personal goals
- increase your motivation and fulfilment

Akeso provides a holistic model of coaching that offers a confidential, safe, creative space where you can reflect on both your life and career and be supported to entertain possibilities, explore opportunities and enable choice, in order to move towards your desired future.

In a coaching session you will be encouraged to recognise and explore your goals or desires to work out where you want to be and how you can get there, including an understanding of what is getting in your way and how you can overcome that.

Your coach is there to both support and challenge you to develop your own understanding and ideas and recognise and develop your own potential and ability. At the heart of coaching is a dialogue or 'thinking partnership' that enables empowerment, personal growth, facilitated reflection and self-directed learning. All of this is achieved by you the 'coachee' with support from experts in the field. You can also contact office@akeso.org.uk

If you are clinical or non-clinical and work within the primary care setting in Norfolk and Waveney Primary Care Workforce Team will support your resilience and fund your sessions.

External courses

Continuing Professional Development Modules

The Primary Care Workforce Team holds a budget for Registered Nursing Associates, Registered Nurses, Midwives & Allied Health Professionals to access for Continuing Professional Development (CPD) funding provided by NHS England.

The University of East Anglia (UEA) is our preferred provider for [CPD modules](#) or [short courses](#), however if you have found training with an alternative training provider, we can consider this too.

How to apply for funding:

To request CPD funding, please complete the following [form](#). Your request will be reviewed by a Primary Care Workforce Manager, and we will confirm via email if we are able to provide any funding.

If successful, you will be advised to apply directly with UEA (or relevant provider).

Please note: this funding is an investment solely for CPD and cannot be used to fund mandatory training, backfill, travel, subsistence, or to purchase learning equipment (i.e. laptops/tablets).

Advanced Clinical Assessment	Long Term Conditions
Diabetes Care Management	Minor Illness
Enhanced Clinical Assessment	Minor Injuries
Managing Yourself and Leading Others	Clinical Decision Making
Mental Health Across the Lifespan	Foundations of End of Life Care
Independent Prescribing	Paediatric Examination and Assessment Skills
Working with Older People: Biopsychosocial Approaches	

[Click here](#) to view the UEA course module guide for the full list of modules available.

Queen Elizabeth Hospital in King's Lynn are offering a 5-hour virtual or in person training session regarding frailty, indicators and patient centred care. To book on please click the links below:

Wednesday 21 February 2024
09:00 – 15:00

Thursday 22 March 2024
09:00 – 15:00

For queries please contact: education.faculty@qehkl.nhs.uk

Handling Difficult Situations with Compassion

The final cohort of the NHS England 'Handling difficult situations – Caring for yourself and others with compassion' half day virtual training is now live. This is aimed at frontline clinical and non-clinical Primary Care patient facing colleagues including receptionists, call handlers, healthcare support workers, social prescribing link workers, nursing and pharmacy teams, estates and facilities staff. The training introduces attendees to the skills and techniques that can be used to handle difficult situations whilst maintaining a focus on keeping yourself safe and well if you feel affected by a situation.

The skills learnt in the training are considered transferable and can be used in a wide range of difficult situations, for example where patients may present in a challenging or distressed manner, during instances of uncivil behaviour or when speaking about difficult topics of conversation. The training also offers insight into models of self-awareness, self-compassion and emotional intelligence – all of which are important in looking after our own wellbeing, as well as that of others.

Please note that the communication techniques and skills taught are foundation level – this is not an advanced level course.

For more information including how to access please [click here](#).

The Norfolk & Waveney Integrated Care Board (ICB) have commissioned Practice Managers Association (PMA) to deliver a series of fully-funded and accredited online and face-to-face workshops, across the region.

- **Course Dates:** Dates available from **13 February 2024 – 19 March 2024**
- **Duration:** Full day (7 hour) workshop.
- **Suitable for:** All staff working in health and social care across Norfolk & Waveney, specifically aimed at Nurses, Midwives, AHPs, non-clinical staff and others who would benefit from a health coaching approach.
- **Course provider:** Practice Managers Association (PMA)
- **Course funding:** Fully funded by the Norfolk & Waveney ICB
- **How to book:** To book your place, please click [here](#).

BBO Training are providing a fully funded Introduction to Diabetes 2-day virtual course which is specifically designed for registered and non-registered healthcare professionals working in Primary Care within Norfolk and Waveney.

The course will provide an essential foundation for those who have recently started consulting or are planning to consult with patients diagnosed with diabetes. While the primary focus is on adults with Type 2 diabetes, the course will also provide valuable insights and recommendations for caring for patients with Type 1 diabetes.

The interactive sessions over the two days will encompass various learning methodologies including case studies, to enhance understanding and skills in Diabetes care. Click the buttons below for more information including how to book:

**Monday 19 & 26
February 2024
09:15 – 16:00**

**Wednesday 20 & 27
March 2024
09:15 – 16:00**

**Monday 15 & 22 April
2024
09:15 – 16:00**

Locally Commissioned Services

NHS Norfolk and Waveney Integrated Care Board (ICB) commissions a significant number of Locally Commissioned Services (LCS) from its 105 General Practices. These LCS include services often provided in general practice, but which are not part of the General Medical Services contract, such as phlebotomy, minor injuries and treatment room services.

An LCS review has taken place to make sure that services offered to patients via practices are consistent, equitable, sustainable and, most importantly, help achieve good health outcomes for the people of Norfolk and Waveney. The review has helped to streamline services to make them operate more effectively, as well as ensuring services are equitably available to people, regardless of where they live in Norfolk and Waveney.

For more information about the LCS, please contact the Delegated Commissioning Team:
norfolkandwaveney.delegatedcommissioning@nhs.net

Please [click here](#) to find out more about the training available for the LCS's in place in Norfolk and Waveney.

Internal/external courses

Locally Commissioned Services

Diabetes

Monitoring of patients with diabetes and identify patients at risk of diabetes.

PSA

Blood test for prostate cancer screening.

Phlebotomy Blood tests.

Spirometry

Testing patients lung capacity
i.e. Asthma patients,
Bronchitis.

Eating Disorders

Monitoring patients with eating disorders.

SMI

Delivering health checks to patients with severe mental illness.
Training available.

Proactive Healthcare
Re-investment of PMS monies back into Primary Care

Treatment Room
Wound dressings, minor injury, ring pessaries, injections, ECG's

Inclusion Health

Ensuring care pathways are in place for vulnerable adults.

Care Home Enhancement
Part of the PCN DES.

Shared Care
Monitoring high risk drugs.

Warfarin
INR testing and monitoring of patients taking Warfarin.

The LINK Team offer free Mental Health Champion training to help professionals feel confident, knowledgeable and empowered to support children and young people's emotional wellbeing. The training is delivered online in the morning, over three consecutive sessions, or two full days face-to-face. It is suitable for any universal professional working with Children and Young People.

The training looks at:

- What is mental health?
- Building confidence in talking about mental health with young people.
- Knowledge of early signs and symptoms of mental ill health and simple strategies to respond.
- Awareness of services available across Norfolk & Waveney and how to refer.
- The importance of looking after yourself.

Once the training is completed, Mental Health Champions get access to:

- Free specialist training workshops, as requested by MHCs.
- Personalised advice and guidance via our Consultation Service.
- Invitations to networking events with other MHCs.
- Access to our Link website and regular Link newsletter, with research, local events and training.

This training is offered twice a year on a rolling basis, to find out more and to find out when the next dates are available, please [email the LINK team](#). The team can also provide bespoke sessions if you have 10+ people in your organisation that would benefit from the training.

As part of a collaborative project with the ICB (Integrated Care Board), Norfolk and Waveney Mind are expanding our provision of training for NHS staff, Social Care staff and Volunteers working in Norfolk and Waveney.

We will be offering several different online and in person workshops to support the learning and development of public sector workers and volunteers who work with individuals with mental health conditions, click the buttons below to find out more including available training dates:

[Mental Health Awareness Training](#)

[Suicide Prevention Training](#)

[Eating Disorders Training](#)

To find out more and if you're eligible to book onto a course please:

Visit: www.norfolkandwaveneymind.org.uk/ics-training

Email: training@norfolkandwaveneymind.org.uk

Call: **0300 330 5488**

Following the success of the 2022/23 programme and feedback from the recent Training Needs Analysis Survey, we are delighted that the Practice Managers Association (PMA) will be once again running a series of non-clinical training workshops for staff working across all four sectors of Primary Care beginning January 2024. Workshop topics include:

- Advanced Medical Terminology
- Customer & Conflict Management
- Complaints Handling
- Introduction to Clinical Coding
- Introduction to Medical Terminology
- Introduction to Practice Management
- Leadership
- Patient Engagement
- Resilience and Staff Wellbeing
- Succession Planning & Workforce Retention

To ensure maximum attendance, additional workshop dates will be released on a quarterly basis.

These courses are fully funded by the [Primary Care Workforce Team](#) and can be booked by clicking the links in this [document](#), for more information on each course please [click here](#).



Norfolk and Waveney Integrated Care Board's Clinical Education Team offer a range of virtual learning sessions for all Norfolk and Waveney Health and Social Care staff, which can be used for Continuing Professional Development and Revalidation. All sessions take place 14:00 – 15:00 and do not require a prior booking.

Please click the buttons below for more information including how to book:

Wednesday 7 February 2024
Recognition of the sick child

Wednesday 21 February 2024
Safeguarding Children





Following attendance/view of recording online please complete the [feedback form](#) and a certificate of attendance will be issued, all recordings are uploaded [here](#).



Norfolk & Waveney Primary Care Schwartz Rounds

A safe and confidential group reflective practice forum for all staff of all disciplines of Primary Care, to reflect on the social and emotional impact of their work

- Confidential, bimonthly, CPD accredited virtual Rounds
- Grows personal resilience and confidence
- Enhances wellbeing helping to reduce staff burnout
- Increases knowledge of different roles and modalities
- Increased empathy towards patients and colleagues
- Reconnects with values and reaffirms motivation to work in healthcare
- Stories shared in Schwartz Rounds has the ability to empower staff



Communication & It's Challenges

Thursday 16 May 2024

13:00 – 14:00

Via Microsoft Teams

Abuse & Safeguarding

Wednesday 14 August

2024

13:00 – 14:00

Via Microsoft Teams

Death & Dying

Wednesday 19 June

2024

13:00 – 14:00

Face to Face, venue

TBC

Work/Life Balance

Tuesday 15 October

2024

13:00 – 14:00

Via Microsoft Teams

More information about Schwartz Rounds can be found [here](#).

We have places available on Schwartz Round Facilitator Training, to find out more please [click here](#).

If you are interested in our development opportunities such as storytelling and/or facilitating, please contact [Megan Edwards](#), Project Lead.

Bespoke reflective practice forum

Face To Face Schwartz Rounds

Could you be a host practice? We can offer a bespoke group reflective practice forum at your workplace, with refreshments on us, the benefits of this include:

- Supporting creating a compassionate and inclusive culture under the Quality Improvement workforce and wellbeing indicators
- Improved communications and reduced hierarchies between staff thus encouraging teamwork and collaboration
- Increased empathy and compassion towards patients and colleagues
- Reduced feelings of stress and isolation and enhanced wellbeing helping to reduce the risk of staff burnout
- Increased confidence in managing non-clinical aspects of care
- Reductions in sickness and absence thus increasing staff retention
- Reconnect with values and reaffirm motivation to work in healthcare
- Stories shared in Schwartz Rounds have the ability to empower staff and organisations

For more information, please contact [Megan Edwards](#), Project Lead.

The Point of Care Foundation

NHS
Norfolk and Waveney
Integrated Care Board

Fakenham
Medical
Practice

0-0-0
Calendar icon

Thursday 27th
April 2023

12:30pm -
2:00pm

North Locality
Schwartz Round

"Managing The
Demand of Frequent
Patients"

A Schwartz Round is a one hour confidential reflection session for all staff to come together and discuss the social and emotional challenges of working in General Practice, light refreshments will be provided.

This Round will focus on local cases where those involved will act as storytellers to set the scene and share their version of events. The facilitators will then open up the discussion around the room, the aim is not to problem solve but for others to share their thoughts and feelings on the stories that they have just heard.

Schwartz Rounds have been proven to decrease feelings of stress and isolation, improve staff wellbeing and multidisciplinary communication which can help increase confidences when dealing with issues relating to patients. It can lead to reductions in stress related absences thus increasing staff retention, we hope to see you there.





Further details regarding the role can be found [here](#).

If you would like to discuss this CPD accredited development opportunity further, please contact [Megan Edwards](#), Primary Care Schwartz Round lead for an informal discussion.

The Schwartz Facilitator undertakes a very skilled role that is key to the Schwartz Rounds that are organised for Norfolk and Waveney Integrated Care System, they are responsible for preparing the storytellers beforehand, leading the Rounds and managing the discussion, this role requires approximately 3-4 hours bimonthly.

We have fully funded facilitator training places available that must be utilised by July 2024, as part of this training, you will be required to complete e-Learning modules and attend two in-person training sessions, locations include Cambridge, London, Leeds, Birmingham and Manchester, the in-person days usually run from 10:00am to 4:00pm (lunch included).

Facilitators will also be expected to provide facilitator cover of at least two 1-hour Schwartz Rounds per year but this can be agreed in advance via a rota with enough notice to manage diaries. Trainee facilitators will be accompanied by a trained facilitator and are offered support before, after and during Rounds as required, you will also have access to a network of other facilitators as part of a community of practice.

Trauma Risk Management (TRiM) is a model which supports staff after potentially traumatic events, this has been piloted in Primary Care since September 2022 and we are looking to grow the model through training 17 TRiM Champions across the Primary Care Networks. TRiM Champions will attend 1 day face-to-face bespoke training in both the TRiM model and REACT Mental Health, which focuses on evidence-based active listening skills to increase confidence in identifying, speaking and supporting colleagues who might have psychological health difficulties, including type 2 trauma and Moral Injury. The training is 'train the trainer' level and will enable the champion to cascade this to other colleagues.

TRiM Champions will have access to monthly supervision via Microsoft Teams with a TRiM Manager which offers a space to share ideas, plans of how best to cascade the training to support increased trauma awareness within the workforce, if they are unable to attend the supervision session the Manager will follow up with the Champion to ensure monthly support is offered, this role is voluntary and is undertaken in addition to your existing role.

The dates of the training are as follows, please click for further information:

[Tuesday 6 February 2024,](#)
[9:30 – 16:30](#)
[Dereham Football Club](#)

[Wednesday 27 March 2024](#)
[9:30 – 16:30](#)
[Norwich Showground](#)



You must have authorisation from your line manager before applying via our [Expressions of Interest form](#), if you have any queries, please contact kayleigh.darling@nsft.nhs.uk, Trauma Risk Manager.

The Royal Society for Public Health (RSPH) and Liverpool John Moores University have been commissioned by NHS England (NHSE) to develop a comprehensive accredited educational pathway, to build on the work of the NHSE Violence Prevention and Reduction Programme and the publication of the NHS Violence Prevention and Reduction Standard.

This pathway consists of accredited qualifications at Levels 3 & 4 (RSPH), and Level 7 CPD (LJMU) which has been co-developed with partners from across the NHS to meet the training needs of Violence Prevention and Reduction leads employed by Trusts, as well as other members of the NHS workforce who are working in 'at risk' environments.

The pathway takes a public health approach to understand and prevent the root causes of violence and abuse, and equips individuals to support and/or lead on the design and implementation of appropriate principles of practice in responding to incidents involving violence and abuse with a focus on:

- individual-specific factors such as trauma and distress, and
- structural, environmental, and societal factors, such as the impact of health inequalities and the behaviour of others.

All places have been fully funded by NHS England and applications are now open. For both Level 3 and Level 4 RSPH qualifications and you can [Apply Here](#). For the Level 7 [CPD Violence Prevention, Reduction and Public Health course](#) you can apply [here](#).

If you would like to find out more about the Level 3 and Level 4 qualifications, please contact the team on VPRPathway@rsph.org.uk.

If you have any queries about the Level 7 CPD course, you can contact the programme leader, Conan Leavey on C.Leavey@ljmu.ac.uk.

In partnership with [Shapes Toolkit](#), we have funded a series of [monthly wellbeing webinars](#) to all Norfolk and Waveney Primary Care staff. Are you fed up with waiting for “things to calm down” before you can feel calm and confident at work again? Would you like to know how to enjoy work, let go of guilt and handle stress - even though things are busy and there’s never enough time?

At these free sessions you’ll discover practical strategies on how to beat burnout, handle stress, set boundaries and support your colleagues more effectively. These sessions take place in the evenings, so you can watch from home live (or catch up with the recording whenever you like), for more information [click here](#). When staff sign up to the Work Well Webinars, they will automatically be given access to the Wellbeing QI Toolkit Resource Centre, which offers support and resources to meet the QoF Wellbeing QI targets for 2023-24, you can access this by signing into the [Learning Resources Centre](#).



I'm Dr Rachel Morris, GP, Coach, host of the You Are Not A Frog podcast, and creator of the Shapes Toolkit.

I am a former GP and team coach with a background in Medical Education and I specialise in resilience at work.

I designed the Work Well Webinars for doctors and other busy healthcare professionals to make a deliberate choice about how they will live and work, so they can thrive not just survive, even through challenging times.

Listen to the latest podcast @ youarenotafrog.com

YOU ARE NOT A FROG
with Dr Rachel Morris

www.shapestoolkit.com | admin@shapestoolkit.com

There is a new funded part-time upskilling course available for General Practice Assistants or clinical and non-clinical NHS workers created by Writtle University College in partnership with NHS England. Focusing on professional development, improving patient experience to create more holistic, efficient and welcoming medical practices.

- **Duration:** 36 weeks, with one hour of flexible learning per week and access to one, live weekly tutorial with a tutor.
- **Suitable for:** GP assistants or clinical/non-clinical NHS workers.
- **Mentoring:** Practices will provide a 'mentor' (usually the Practice Manager supported by clinical staff) who will provide feedback and sign off portfolios. Mentors time commitment will be minimal, and they will be fully supported through the programme with a handbook, Q&A and access to experienced tutors.
- **How to apply:** [Click here](#) or contact [Writtle College](#) and copy in [Becca Winchester](#), NHS England.

- Customer Service Practitioner
- Business Administration
- Team Leader / Supervisor
- Operations / Departmental Manager

Please note the Apprenticeships above are current Apprenticeships being delivered within the N&W ICB. New Apprenticeships are being developed and introduced to the organisation on a regular basis, please visit instituteforapprenticeships.org/apprenticeship-standards/ for info on all Apprenticeships or contact the Primary Care Workforce Team for more information nwicb.primarycareworkforce@nhs.net.

There are several ways Apprenticeships can be funded, either through Apprenticeship Levy, Levy-transfer, Co-Investment payment or HEE funding. Please see the [Apprenticeship Funding Rules](#) page of this document or contact nwicb.primarycareworkforce@nhs.net for confirmation on how each is funded.

The Level 2 Customer Service Practitioner Apprenticeship is an excellent entry route into an administration and clerical role within Primary Care.

- **Start dates:** Ad-hoc sign-ups are available.
- **Duration:** 13 months.
- **Suitable for:** those looking to commence a non-clinical career within Primary Care.
- **Entry requirements:** Maths & English Functional Skills Level 1, or GCSE English & Maths grade 4-9 (desirable), however if the learner has not achieved these already, the learner will study English and/or Maths Functional Skills these alongside the Apprenticeship qualification.
- **Course provider:** Poultec.
- **Course funding:** See [Apprenticeship Funding](#) page.
- **Qualification:** Level 2 Customer Service Practitioner Diploma.
- **How to apply:** Practices should complete a Vacancy Template form and return to [Rhiannon Edwards](#), Primary Care Workforce Manager, if they wish to hire a new Apprentice. For existing staff, who would like to study this Apprenticeship alongside your current role, please complete an Application Form.

The Level 3 Business Administration Apprenticeship is an excellent entry route into an administration and clerical role within Primary Care or to further develop existing employees within your Practice.

- **Start dates:** Ad-hoc sign-ups are available.
- **Duration:** 14 - 18 months.
- **Suitable for:** those looking to commence a non-clinical career within Primary Care.
- **Entry requirements:** Maths & English Functional Skills Level 2, or GCSE English & Maths grade 4-9 (desirable), however if the learner has not achieved these already, the learner will study English and/or Maths Functional Skills these alongside the Apprenticeship qualification.
- **Course provider:** Poultec.
- **Course funding:** See [Apprenticeship Funding](#) page.
- **Qualification:** Level 3 Business Administration Diploma.
- **How to apply:** Practices should complete a Vacancy Template form and return to [Rhiannon Edwards](#), Primary Care Workforce Manager, if they wish to hire a new Apprentice. For existing staff, who would like to study this Apprenticeship alongside your current role, please complete an Application Form.

Coaching support

Looking After Your Team

If you lead, manage, or organise teams, groups or services in Primary Care you can access coaching with a highly skilled and experienced coach through the NHS Leadership Academy.

Your coach will help you think about and plan how you work with the people you lead and manage, using approaches centred in compassionate and collaborative team leadership.

The aim is to encourage resilience in teams while supporting them to continue to deliver projects, services and high-quality care to patients. Your coach can help you to develop practical tools and methods to work with your team in whatever way is important to you.

To register and book a free coaching session please [click here](#).

Coaching sessions can be carried out via Zoom, WhatsApp, Face Time, Skype or Telephone.

The Leadership Learning Zone has been developed as a tool to enable learning, enhance understanding and embed vital skills and knowledge that will contribute to the physical and psychological well-being of our people. This can be accessed at no cost and features:

- A suite of 20+ Leadership learning modules including An Introduction to leadership, Coaching, Talent Management, Equality and Diversity, System Leadership, Resilience, Unconscious Bias and more.
- Systems and Relational Leadership modules for leaders in health and care looking to learn more about leading and working collaboratively across boundaries. The modules include links to practical tools and approaches, as well as opportunities for more in depth study and learning.
- A Leading Transformation for Integrated Care development series which explores what partnership working looks like across teams and organisations and what this means for leaders? The aim is to enhance participants' capability to think and act as leaders within systems. The series of modules is for anyone involved in organisation development, change and transformation work in health and care systems across England.
- The Zone's e-learning mode of delivery contributes to enabling the attainment of training and enables the organisation to make learning available that is flexible and contemporary, at the same time releasing staff time to care.

To access please [click here](#).

The [NHS Leadership Academy](#) provides a curriculum of programmes, resources and activities to help develop your career, connect with peers and grow as a leader. The programmes are designed to help everyone in the NHS to discover their full leadership potential and achieve the highest standards in health and care.

- [Edward Jenner](#) – *anyone interested in healthcare leadership.*
- [Mary Seacole](#) – *those in first leadership role (clinical or non-clinical).*
- [Rosalind Franklin](#) – *middle leaders aspiring to lead large and complex programmes / departments / services.*
- [Elizabeth Garrett Anderson*](#) – *mid - senior leaders aspiring to take on a more senior role.*
- [Nye Bevan*](#) – *aimed at those aspiring to move to Board level within the next 2 years, or already in first two years of a Board role.*


*The [NHS Leadership Academy](#) has a bursary scheme that supports talented individuals from under-represented groups across leadership levels who, without financial help, would miss out on the opportunity to access to the leadership development programmes. For information on eligibility, and whether a bursary is available for each programme, please check the 'Key information' section on the specific programme page on the NHS Leadership website.

EDWARD JENNER	Duration	Approx. 6 weeks
	Weekly Study	Recommended 5 hours of self-led work per week
	Cost	Free
	Aimed at	Anyone who is interested in healthcare leadership. The programme supports individuals to develop essential leadership skills. Completion of the programme leads to an NHS Leadership Academy award in Leadership Foundations
	Further details	https://www.leadershipacademy.nhs.uk/programmes/the-edward-jenner-programme/

MARY SEACOLE	Duration	6 months
	Weekly Study	The programme is delivered in 12 units, each taking between five and ten hours of online study time in addition to 3 full day workshops
	Cost	£995
	Aimed at	Those in their first clinical or non-clinical leadership role. Completion of the programme leads to an NHS Leadership Academy Award in Healthcare Leadership
	Topics	The modules cover leadership fundamentals, fundamentals of finance, recruitment and selection, fundamentals of HR, appraisals, and annual review. There is a single written assignment at the end, asking participants to reflect on their leadership impact. There are no formal academic requirements
	Further Details	https://www.leadershipacademy.nhs.uk/programmes/mary-seacole-programme/

ROSALIND FRANKLIN	Duration	9 months and it incorporates blended learning with mandatory and comprehensive online learning, virtual workshops, and small group work
	Weekly Study	4-5 hours per week
	Cost	£1,200
	Aimed at	For clinical and non-clinical middle leaders aspiring to lead large and complex programmes, departments, services, or systems of care. It aims to help shape individuals' knowledge, skills, attitudes, and behaviours to help them become outstanding, compassionate, and inclusive leaders, working at all levels across the health and care system.
	Further Details	https://www.leadershipacademy.nhs.uk/programmes/rosalind-franklin-programme/

ELIZABETH GARRETT ANDERSON	Duration	The programme is available via a 24-month programme of part-time study
	Weekly Study	15 hours/week
	Cost	£6,000* for staff working in health and care
	Standard Eligibility	To be eligible for the programme, applicants need a minimum of: <ul style="list-style-type: none"> • A UK Honours degree in any subject with a minimum result of 2:2 or above, or an equivalent qualification* AND • A minimum of three years of relevant experience in leading teams or services* <p><i>* If you don't hold a degree or equivalent professional qualification, further evidence will need to be provided with your application.</i></p>
	Aimed at	This programme is aimed at mid to senior-level leader, aspiring to take on a more senior role while, at the same time, looking to have a wider impact by leading a culture of compassion. The aim is to equip individuals with the confidence to challenge the status quo and drive real and lasting change to improve the patient experience. The programme is fully accredited, leading to an NHS Leadership Academy Award in Senior Healthcare Leadership and a Masters in Healthcare Leadership
Further Details	Elizabeth Garrett Anderson programme – Leadership Academy	

	Duration	The programme is available via a 12-month programme of part-time study; workshops, learning sets and online via a virtual campus, it includes 12 study days (in 4 'residential' blocks)
	Weekly Study	15 hours/week
	Cost	£4,500*
	Standard Eligibility	If you are: <ul style="list-style-type: none">• Aspiring to move into a board role within the next two years, or already in the first two years of your board role• Ready and committed to further developing your skills, knowledge, attitudes, and behaviours through a demanding leadership development programme with peer assessment• Motivated by the opportunity to apply your new executive leadership approach directly to your organisations
	Aimed at	This programme is aimed at senior clinical or non-clinical leaders aspiring to executive director (or equivalent) roles across the NHS, including providers, commissioning organisations, arm's length bodies, national organisations, and wider health and care.
	Further Details	Nye Bevan programme – Leadership Academy

- [Level 3 Team Leader & Supervisor](#)
- [Level 5 Operational / Departmental Manager](#)

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The Level 3 Team Leader and Supervisor Apprenticeship is an excellent entry route into a managerial career within Primary Care or to further develop existing employees within your Practice.

- **Start dates:** Start dates are dependant on meeting minimum numbers to run a cohort. There are several start-dates advertised throughout the year, please contact: [Primary Care Workforce Team](#) to be added to the waiting list.
- **Duration:** 14 - 18 months.
- **Suitable for:** those looking to step into a management role within General Practice.
- **Entry requirements:** Maths & English Functional Skills Level 2, or GCSE English & Maths grade 4-9 (desirable), however if the learner has not achieved these already, the learner will study English and/or Maths Functional Skills these alongside the Apprenticeship qualification.
- **Course provider:** Poultec.
- **Course funding:** See [Apprenticeship Funding](#) page.
- **How to apply:** Practices should complete a Vacancy Template form and return to [Rhiannon Edwards](#), Primary Care Workforce Manager, if they wish to hire a new Apprentice. For existing staff, who would like to study this Apprenticeship alongside your current role, please complete an Application Form.

The Level 5 Operational/Departmental Manager Apprenticeship is an excellent entry route into a managerial career within Primary Care or to further develop existing employees within your Practice.

- **Start dates:** Start dates are dependent on meeting minimum numbers to run a cohort. There are several start-dates advertised throughout the year, please contact: [Primary Care Workforce Team](#) to be added to the waiting list.
- **Duration:** 24 – 30 months.
- **Suitable for:** those looking to step into a management role within General Practice.
- **Entry requirements:** Maths & English Functional Skills Level 2, or GCSE English & Maths grade 4-9 (desirable), however if the learner has not achieved these already, the learner will study English and/or Maths Functional Skills these alongside the Apprenticeship qualification.
- **Course provider:** Poultec.
- **Course funding:** See [Apprenticeship Funding](#) page.
- **How to apply:** Practices should complete a Vacancy Template form and return to [Rhiannon Edwards](#), Primary Care Workforce Manager, if they wish to hire a new Apprentice. For existing staff, who would like to study this Apprenticeship alongside your current role, please complete an Application Form.

Thank you

For more information about any of the resources within this booklet,
please contact the Norfolk & Waveney Primary Care Workforce Team:
nwicb.primarycareworkforce@nhs.net