



The DEVELOPMENT PEOPLE

INSPIRING & ENABLING PEOPLE
TO BE THEIR BEST

*Connecting | Engaging |
Developing | Delivering*



Training Programmes & Solutions for General Practice Brochure 2023



www.thedevelopmentpeople.co.uk
info@thedevelopmentpeople.co.uk
@TheDevPeople



We have been working with general practice & healthcare teams since 2015 Building & delivering real-world training that meet the needs of your managers & staff

Our aim is for all General Practice **operational staff & managers** to be trained & supported so that they are recognised for the **professional role** they play within the patient care journey.

Who we are...

We're a small team of ILM Certified Coaches & Trainers with big experience!

This means we are able to provide you a **personal service** - taking time to understand, build relationships and trust.

Providing you with **knowledge, tools & resources** that can be put into use straight away... all with the reassurance that we are there with you at every step, to support you to provide the best patient experience you can.



Why work with us...

We support healthcare professionals to find better ways of working through developing **skills, knowledge & behaviours** that benefit both the employee and the patient - not just in their role but in their **whole life**.

Our programmes are **designed to work for you** - so if you're looking for training for a big group, small team, or personal 1:1 support then we have a solution for you.

We aim to deliver **sustainable results not tick box training**, through programmes that are designed to embed learning, creating behavioural change that lasts.



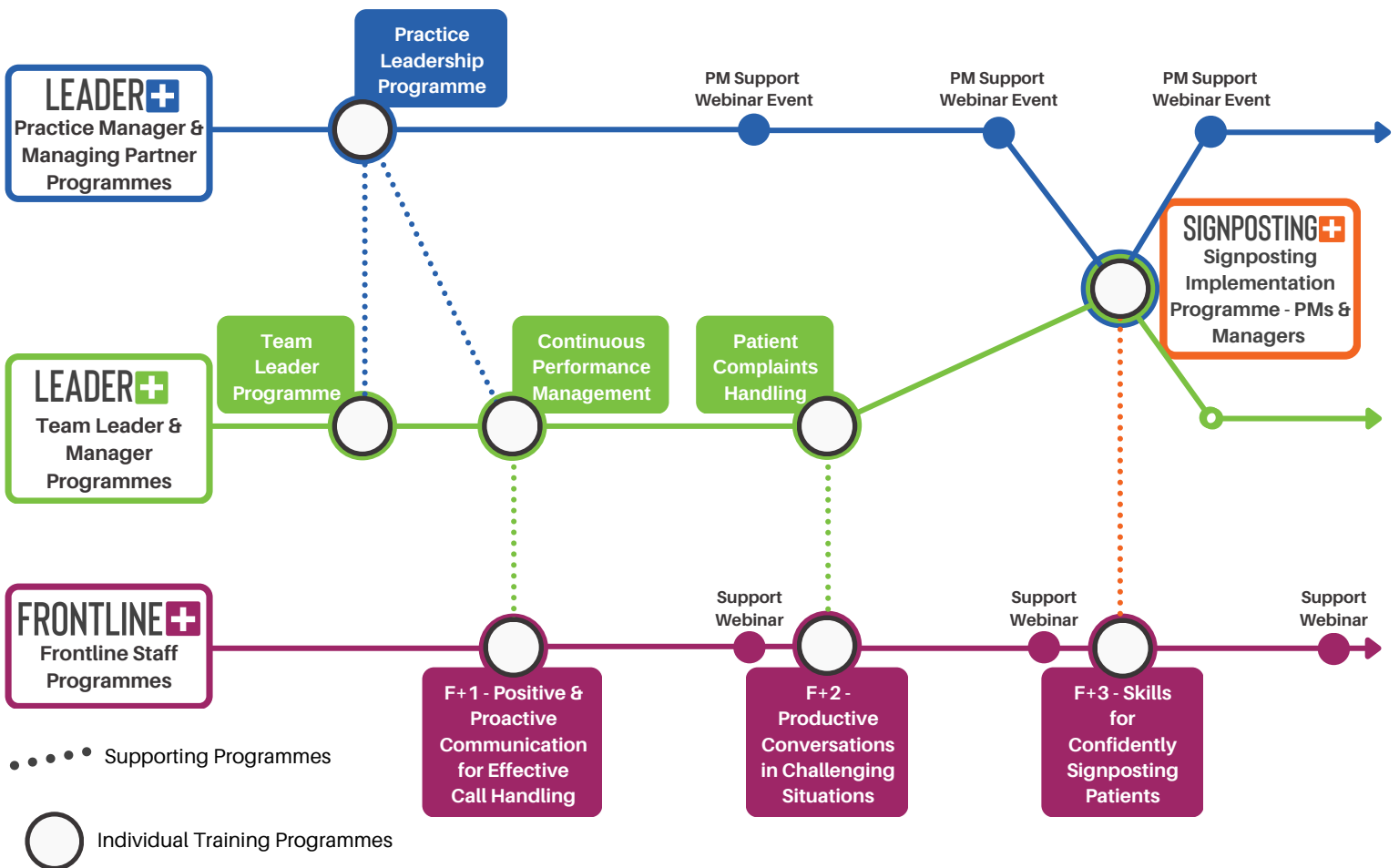


Professional Training Roadmap

For all non-clinical members of General Practice

All our **programmes are interconnected**, so you can develop each individual - from Practice Manager to patient facing roles; ensuring **consistent approaches** & messaging to support & layer learning for sustainable change.

We know it's not easy to take time away from practice to attend training sessions so we have developed all our training programmes so they can be delivered virtually or online - meaning that **learning is accessible & time efficient for everyone**.



If you are looking for something specific for your practice then let us know - we can discuss bespoke programmes to make them work for you.



LEADER+

Support & Development Programmes for Leaders in Healthcare

Our Leader+ Programmes are designed for anyone who has people management responsibilities. Our programmes focus on real-world discussions & practical application, enabling you to implement learning straight away.

This can be Practice Manager level or Team Leader level - we have split our training pathways into 2 to reflect this...

LEADER+

Practice Manager & Managing Partner Programmes

These programmes include strategic leadership, looking at how you lead a practice through people, to deliver improved performance for the practice & patients

LEADER+

Team Leader & Manager Programmes

These programmes focus on developing skills, knowledge & behaviours you need for successfully leading teams by motivating & managing performance effectively



LEADER+ Support & Development for Leaders in Healthcare

Practice Leadership Programme

Our Practice Leadership Programme is about understanding, exploring & gaining tools, techniques & frameworks to lead & develop a strategic, successful organisation



This programme is for PMs, DPMs, Ops Managers & similar roles; it runs over a period of 4-months & includes:

- ✓ 3 x 1-day online workshops
- ✓ 1:1 coaching & planning session
- ✓ Structured Action Learning Set sessions

Giving you an opportunity to work with peers to share knowledge, challenges & experiences.

Together we:

- ✓ Consider what it takes to be the leader of a successful practice
- ✓ Explore mindset & motivations that enable leaders to:
 - ✓ Define focussed strategies
 - ✓ Create an engaging culture
 - ✓ Gain buy-in & increase proactive thinking
 - ✓ Identifying strengths & gaps
 - ✓ Evaluate performance of both people & practice
 - ✓ Gain focus, control & prioritise in a continually changing environment

You will leave with:

- ✓ A bespoke plan for your own practice
- ✓ Tools & frameworks to implement, embed and sustain
- ✓ A support network for ongoing collaboration

This was an excellent course which I would thoroughly recommend. I enjoyed the discussional way this course was given, I felt motivated by the content and delivery

This was by far, the best leadership/ management course I have ever done. Very informative, expertly led and thoroughly enjoyable.



LEADER+ Support & Development for Leaders in Healthcare

Team Leader Programme



This programme links with the Practice Leadership Programme and Continuous Performance Management Workshop.

It allows new & existing Team Leads/Managers to spend time with peers, gain new tools & techniques that enable them to develop & support their team effectively. Building confidence to be able to have more proactive & challenging conversations with team members that support the PM, reducing escalation.

This programme is for new & existing managers with line management responsibilities, such as Reception, Admin & Nurse Managers or similar roles; the programme includes:

- ✓ 2 x 1-day online workshops
- ✓ 1 x Structured Action Learning Set session

Giving you an opportunity to work with peers to share knowledge, challenges & experiences.



Together we:

- ✓ Define the role of Team Leadership within a successful practice through a whole team approach
- ✓ Explore what leadership is...
 - ✓ The impact it can have on teams, patients & the wider practice
 - ✓ Managing change & communication
 - ✓ Supporting people & creating accountability
 - ✓ Getting the best out of your team
 - ✓ Mindset & motivation
 - ✓ Consider how the Team Lead/Manager role can support the Practice Manager for efficiency & effectiveness

You will leave with:

- ✓ A bespoke plan for you & your team
- ✓ Tools & frameworks to implement, embed and sustain
- ✓ A support network for ongoing collaboration

It has made me think differently about managing my team & reminded me to view my colleagues as individual people. The days on the course provided a valuable time for reflection, peer support & the recharging of my "Actually I do like my job" battery!

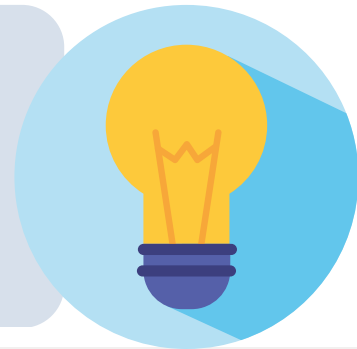


LEADER+ Support & Development for Leaders in Healthcare

Continuous Performance Management Programme

Our Continuous Performance Management Programme is about getting the best out of your team through effectively managing performance

This programme supports both the Practice Leadership Programme & Team Leadership Programme. It allows new & existing Team Leads/Managers to spend time with peers, gain new tools & techniques that enable them to develop & support their team through regular 1:1's & managing performance effectively.



1-day online workshop for managers of General Practice Staff:

- ✓ Team Leaders
- ✓ Reception Managers
- ✓ Nurse Managers
- ✓ Deputy Practice Managers

Together we explore & leave with:

- ✓ An understanding of how to engage teams in self-development
- ✓ A clear & simple approach/process for monitoring, measuring & evaluating development across the team
- ✓ An understanding of 'setting the bar' – the WHAT & HOW expectations – providing transparency & consistency across the team
- ✓ Skills & tools for effective 1:1's – motivating staff, developing skills, providing effective feedback
- ✓ Confidence to tackle difficult situations/under-performance within the HR framework
- ✓ An implementable plan for the team
- ✓ Resources to implement & use

Fantastic session from subject matter experts. Looking forward to introducing a new strategy for future staff appraisals. This session has given me the tools to implement this.



LEADER Support & Development for Leaders in Healthcare

Patient Complaints Handling Programme

The Patient Complaint Handling Programme is designed to enable practice leads to effectively deal with queries & complaints first time, reducing the need for escalation.

Our programme consists of 2 x 0.5 day virtual workshops with pre & post exercises. It focuses on working with individuals who:

- ✓ are in a lead role as a supervisor or manager
- ✓ are developing into a patient complaints champion role to create an expert point of contact for patients
- ✓ as part of a practice or PCN initiative, want to create a champion or a PALS type role

The aim of this role is to increase the practice capability & capacity to receive & act on patient feedback



Together we will explore:

- ✓ The role & importance of Patient Complaints handling
- ✓ Conflict definitions & types
- ✓ Causes & triggers of complaints
- ✓ The impact of emotions
- ✓ Effective communication tools
- ✓ Building resilience
- ✓ Tools and tips to de-escalate & mitigate complaints
- ✓ Providing excellent patient experience
- ✓ A framework for handling conversations

Resources that can be taken away to use in practice:

- ✓ Patient Complaint/Service Job Role Template
- ✓ Communication Tools & Frameworks
- ✓ Evaluation Considerations



SIGNPOSTING+

Signposting Implementation for General Practice

Practical Signposting Implementation Programme

The Practical Signposting Implementation Programme is designed to enable practices to deliver fast implementation of a practice-led signposting framework, to reduce patient demand on GP appointments & secondary care.

Our programme focuses on working with **2-key decision makers** from each practice over a 6-8 week period.

The programme consists of 4 x 0.5-day workshops that are designed to provide you with **all you need to develop & implement an effective signposting strategy**. Each programme will have a maximum of 6 practices attending.

We provide project implementation plans, guidance, tools & support; it is important the practice has its own project team to develop the processes and plans and action the implementation.



Together we explore:

- ✓ Potential improvement opportunities - e.g. to reduce demand on GP appointments by up to an average of 25-30% (pre-covid) or readdress the balance of triage vs services available post covid
- ✓ How to implement & embed signposting processes across the practice
- ✓ Identifying potential barriers to implementation & solutions to overcome through following a change framework
- ✓ How to focus priorities & communications that bring the practice together through shared project delivery
- ✓ Benefits of encouraging a whole team approach, driving consistency & buy-in
- ✓ The tools, resources & frameworks to implement Signposting within practice quickly, simply & effectively
- ✓ Importance of training & communication to Reception/Patient Coordinators to recognise why signposting is beneficial & the part their role plays
- ✓ Ideas for communication with patients & helping them to understand
- ✓ Share learnings & best practice from projects delivered to over 130 practices



Continued over page...



SIGNPOSTING Signposting Implementation for General Practice

Practical Signposting Implementation Programme

There is no one-size fits all approach to Signposting, we know each practice is unique and will also have varying start points with their projects; therefore our programme reflects this, all our frameworks, tools & processes are easily adapted to the individual needs of each practice

Part 1 (Week 1):

In this session we explore & understand the importance & benefits of Signposting in the patient care journey. We give you access to the Resource Portal & the project plan, then discuss potential opportunities for your practice. By the end of the session you will have a project plan, access to Resources & actions to take back to your practice.

Part 2 (Week 2):

The second session starts with progress updates, sharing of challenges & findings. We then look at measurement, evaluation & feedback mechanisms. Followed by a look at the 'people' elements of the project - embedding & sustaining change. Again you will leave with further information, insight & the actions for next steps.

Part 3 (Week 4):

Part three starts again with updates, challenges & findings. This session focuses in on processes & signposting guides, communication & change plans. Finally finishing on success criteria linked to confirmed measures & evaluation. You will leave this session with all you need to get your project going or moving - it's over to you for a few weeks to implement plans & actions.

Part 4 (Week 6-8):

The final session is between 6-8 weeks later, giving practices time to start to implement plans. The session focusses on progress, successes to date & allows time for any questions/hurdles or challenges that may arise. We discuss overcoming challenges, keeping the project moving & revisiting any areas the group requires.

As part of the programme you get access to a **Signposting Online Resource Portal** that contains:

- ✓ Project Planning Tools
- ✓ Survey Templates
- ✓ Communication Ideas & Resources
- ✓ Various Signposting Guides & Processes
- ✓ Buy-in Presentations
- ✓ Measurement Ideas & Resources

All our frameworks, tools & processes are easily adapted to the individual needs of each practice.





The
DEVELOPMENT PEOPLE

INSPIRING & ENABLING PEOPLE
TO BE THEIR BEST

*Connecting | Engaging |
Developing | Delivering*

FRONTLINE

Training Programmes for GP & Healthcare Operational Staff

Our Frontline+ Programmes are designed for operational staff that deal directly with patients, for example - Reception / Patient Co-ordinators / Care Navigators / Admin





Professional Training Roadmap

For all non-clinical operational staff of General Practice

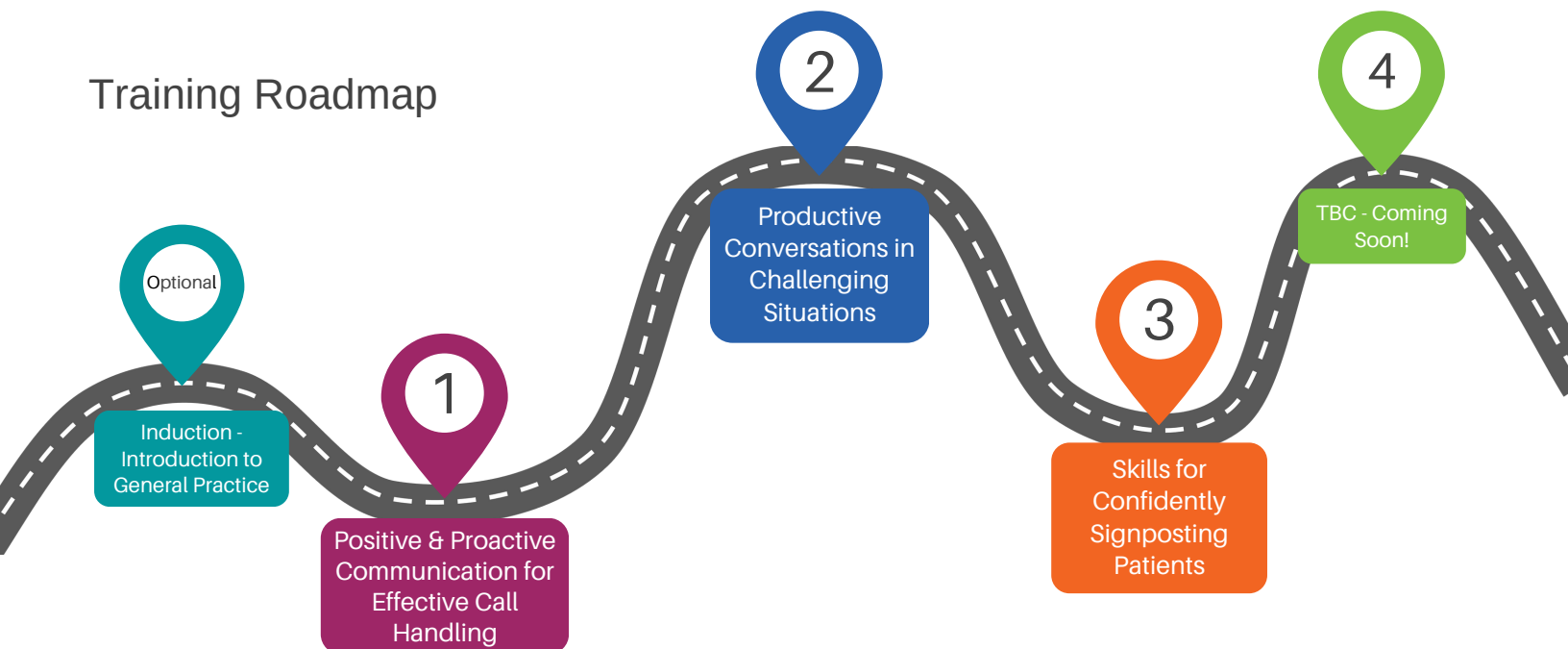
We created a professional training map specifically for Frontline staff that is made up of flexible & engaging online training programmes.

Each programme is made up of a series of mini-learning modules that are accessed online & can be completed at the learners own pace over 6-8 weeks.

The programmes also come with downloadable resources, support packs & optional webinars for the learner & the manager to help embed learning.

Programmes work best when whole teams are involved, including the manager; this enables shared learning, consistency of approach & a common language for the whole team.

Training Roadmap



When developing our Frontline+ training programmes we kept 3 things in mind...

1. Easy to access
2. Time efficient
3. The important one...fun & useful!

Each online training programme is made up of:

- ✓ 10-12 Mini-learning modules - Completed at own pace
- ✓ 10-20 mins of learning per module - Mixed mediums
- ✓ Reflective learning & action plans
- ✓ Evaluation & certificate
- ✓ Manager support pack
- ✓ Optional, bespoke webinars
- ✓ Downloadable resources



1

FRONTLINE+ Online Training Programmes for GP & Healthcare Operational Staff

Positive & Proactive Communications for Effective Call Handling

This is the first of the Frontline+ training programmes & covers the fundamental communication skills required for effective call handling. It is designed for both new & established staff in patient facing operational roles such as reception & admin.

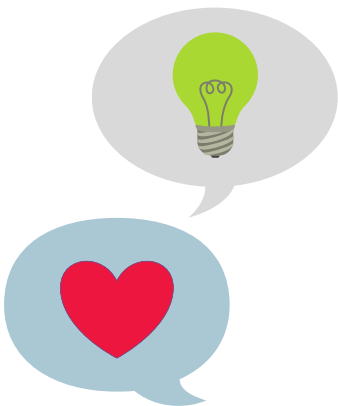
This training module is for operational staff who are:

- ✓ Undertaking more call handling & phone triaging than ever before
- ✓ Having to adjust their approaches quickly in an ever changing environment
- ✓ Needing to increase confidence & skills for handling patients effectively
- ✓ Looking for additional support & motivation
- ✓ Ready to benefit from skills development



Delegates will cover:

- ✓ The Value & Importance of the Role - The Heart Of The Surgery
- ✓ Making Changes & Choices
- ✓ Creating a Positive Patient Experience
- ✓ Skills for Effective Communication
- ✓ Managing Other's Emotions & Challenging Patients
- ✓ Importance of Signposting
- ✓ Keeping Motivated
- ✓ Creating New Habits



I have seen a noticeable difference in how my team are turning up each morning - much more positive!

I've been in my job 15 years - This online training was probably the best I have done!



Overall Programme Rating:



4.5 Average Overall Rating
Frontline+ Online Programme 2022-23
Delivered to over 3000 learners



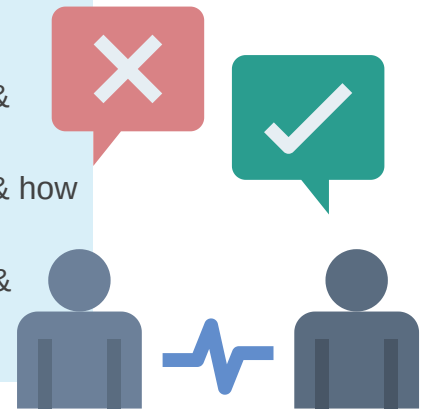
FRONTLINE+ Online Training Programmes for GP & Healthcare Operational Staff

Productive Conversations in Challenging Situations

Our second Frontline+ training programme focusses on handling conflict & challenging situations through building understanding & skills; giving patient facing operational staff confidence & tools to handle these conversations, reducing escalation.

This training programme is for staff who are:

- ✓ Experiencing increasingly more demanding patients
- ✓ Looking to increase their confidence in dealing with conflict & challenging situations
- ✓ Looking to gain a more structured understanding of conflict & how this impacts us & others
- ✓ Wanting to develop their skills through learning new, useful & impactful tools



Delegates will cover:

- ✓ Understanding & defining conflict
- ✓ Why conflict happens
- ✓ Identifying & recognising different conflict types
- ✓ How to have more productive conversations
- ✓ Tools to help respond effectively & have problem-solving conversations
- ✓ Keeping yourself 'safe', triggers & escalation
- ✓ Review, Reflect, Reset - Identifying learnings for delegates & teams



Fantastic on-line course for myself as reception manager and for my team.



The programme was relevant to my role:



I have taken something away that I can use in my role &/or life:



3

FRONTLINE+ Online Training Programmes for GP & Healthcare Operational Staff

Skills for Confidently Signposting Patients

The third Frontline+ training programme is specifically for GP staff, where the Practice/PCN is actively using or implementing Signposting processes & procedures, to signpost patients to relevant & available services (e.g. ARR's roles).

This training programme is for General Practice staff where:

- ✓ The practice or PCN is introducing Signposting to the practice & role
- ✓ The practice has active signposting in place & wants to increase the confidence & skills of staff to signpost more effectively
- ✓ There is a need for staff to increase their confidence in signposting patients to relevant & available services (e.g. ARR's, self-care)
- ✓ Staff & managers are wanting to develop their skills through learning new, useful & impactful tools



Delegates will cover:

- ✓ The Evolution of the Reception Role
- ✓ Benefits & Impact of Signposting
- ✓ Building knowledge & confidence in using Signposting guides, processes & procedures
- ✓ The Signposting process; exploring how to use techniques for ...
 - ✓ Framing the conversation
 - ✓ Gaining information
 - ✓ Asking Signposting questions
 - ✓ Presenting solutions
 - ✓ Handling push back
- ✓ Identifying learnings for delegates & teams



Want to talk to a human...

If you would like to talk to us about any of our programmes, find out about our open course dates, book places or if you are looking for something specific for your practice then please get in touch...

Call Lucy on: 07800 842322
Email our team at: info@thedevelopmentpeople.co.uk
Visit our website: www.thedevelopmentpeople.co.uk

Connect with us:

 The Development People
  @TheDevPeople





The DEVELOPMENT PEOPLE

INSPIRING & ENABLING PEOPLE
TO BE THEIR BEST

*Connecting | Engaging |
Developing | Delivering*



www.thedevelopmentpeople.co.uk
info@thedevelopmentpeople.co.uk
@TheDevPeople

©2023 All rights reserved by The Development People Ltd.