

General Practice Training Programme 2013 & 2014



The Essential Management of General Practice

- Are you a Practice Manager or provide support to the Practice Manager role?
- Are you confused as to what the NHS Reforms means for your practice?
- Do you want to know which services you have to deliver and which services you can choose to deliver?
- Have you ever wondered how your MPIG is calculated and what is happening to it now?
- Do you really know if the Enhanced services you provide are generating a profit for your practice?

COURSE OUTLINE:

- OVERVIEW OF GMS, PMS AND APMS CONTRACTS
- FINANCE AND BUDGETS
- QUALITY AND OUTCOMES FRAMEWORK (QOF)
- ENHANCED SERVICES
- CARE QUALITY COMMISSION (CQC)

What previous delegates say:

“This is essential for every new Practice Manager.”

“5/5 – and more!”

“A thoroughly enjoyable and informative experience!”

“I’ve had so many light-bulb moments on this course.”

“This is the best, most relevant training I have ever had.”

TRAINING DATES AND VENUES:

- Tuesday 14th January 2014, 9.30am-4.30pm, Bristol (TBC)
- Thursday 30th January 2014, 9.00am – 4.30pm, Chudleigh Town Hall (TQ13 0HL)
- Tuesday 10th June 2014, 9.00am-4.30pm, Bridgwater, Somerset (TA6 4GP)
- Tuesday 17th June 2014, 9.00am – 4.30pm, Castle Place Practice, Tiverton (EX16 6NP)

COST:

£135 per delegate to include:

- A full days training with Yvonne Vigar and Sian Brammer who have over 30 years combined experience of General Practice
- Lunch and refreshments
- Informative and easy reference workbook
- Training materials
- Certificate of attendance

Contact Yvonne Vigar at Yvonne@astara-coaching.co.uk or Tel: 07738 051500 to book your place now!

An Introduction to General Practice

Designed for new or existing Practice staff who would like some background to the essentials of General Practice. Ensure that your practice team understand:

- What services you have to provide
- The importance of confidentiality and the responsibility of staff in maintaining confidentiality
- What the Quality and Outcomes Framework (QOF) is, plus the importance of prevalence and exception reporting
- What Enhanced Services are provided and why accurate coding is essential
- What the Care Quality Commission (CQC) is and their potential role in a CQC visit

COURSE OUTLINE:

- **OVERVIEW OF CORE SERVICES FOR REGISTERED PATIENTS AND TEMPORARY RESIDENTS**
- **INTRODUCTION TO CONFIDENTIALITY**
- **OVERVIEW OF QUALITY AND OUTCOMES FRAMEWORK (QOF), PREVALENCE & EXCEPTION REPORTING**
- **ENHANCED SERVICES AND THE IMPORTANCE OF CODING**
- **INTRODUCTION TO THE CARE QUALITY COMMISSION (CQC)**

TRAINING DATES AND VENUES:

- **9th January 2014, 9.00am-12.30pm, Castle Place Practice, Tiverton (EX16 6NP)**
- **11th February 2014, 9.00am-12.30pm, Bristol (Venue TBC)**
- **13th February 2014, 9.00am-12.30pm, Chudleigh Town Hall (TQ13 0HL)**
- **6th March 2014, 9.00am-12.30pm, Castle Place Practice, Tiverton (EX16 6NP)**
- **2nd May 2014, 9.00am-12.30pm, Bristol (TBC)**

COST:

£75 per delegate

To join us for this informative event contact Yvonne Vigar at Yvonne@astara-coaching.co.uk or Tel: 07738 051500 to book your place now!

Unlock Your Leadership Power

This half-day course is suitable for Managers and people in senior positions who want to increase their visibility and credibility as a leader.

The course will provide you with the opportunity to reflect on your own leadership style, to focus on your leadership branding and learn how to unlock your personal leadership power.

Course Outline:

- What is leadership?
- The successful leader
- Embedding leadership qualities
- Powerful body language
- Leadership branding
- Leading with confidence



TRAINING DATES AND VENUES:

- 2nd December 2014, 9.00am-12.30pm, Long Sutton Golf Club, Somerset (TA10 9JU)
- 25th February 2014, 9.00am-12.30pm, Castle Place Practice, Tiverton (EX16 6NP)
- 24th April 2014, 9.00am-12.30pm, Chudleigh Town Hall (TQ13 0HL)

COST:

£85 per delegate.

To join us on this inspiring course and to find your true leadership power, book now by contacting Yvonne@astara-coaching.co.uk

Dealing with Overwhelm: reducing stress and increasing resilience in the workplace

This half-day course is designed to support individuals who are feeling overwhelmed at work and are looking to find solutions to get 'back on track'.

The course will help you to recognise symptoms of stress and overwhelm, identify your triggers and take action to maintain resilience in the workplace.

Course Outline:

- How to recognise stress and overwhelm
- Understanding your personal triggers
- Taking positive action to reduce or avoid stressors
- How to increase resilience
- Understanding the role of employer and employee in managing stress



TRAINING DATES AND VENUES:

- 26th November 2013, 9.00am-12.30pm, Long Sutton Golf Club, Somerset (TA10 9JU)
- 21st January 2014, 9.00am-12.30pm, Castle Place Practice (EX16 6NP)
- 18th March 2014, 9.00am-12.30pm, Chudleigh Town Hall (TQ13 0HL)

COST:

£49 per delegate

To join us on this informative course and to get back on top of your game, book now by contacting info@astara-coaching.co.uk

Confident Presentation Skills

This one day course is designed for individuals who have to deliver presentations either now or in the future.

At the end of the course you will be delivering presentations confidently, engaging your audience and getting buy-in.

Course Outline:

- Understanding good and bad presentation styles
- Using body language to project confidence
- Confidence building
- Influencing skills – getting buy-in from your audience
- The 4-MAT for success



TRAINING DATES AND VENUES:

- **Tuesday 20th May 2014, 9.30am-4.30pm, The Cleve Hotel, Wellington (TA21 8SN)**

COST:

£135 per delegate

To include:

A full days training with Yvonne Vigar, Leadership Coach and Trainer

Refreshments and two-course lunch

Certificate of attendance

To join us on this informative and confidence building course, book now by contacting info@astara-coaching.co.uk

About the Trainers:

Sian Brammer

Sian has 20 years experience of General Practice at Practice Manager and Director levels and has represented South Somerset at the County Practice Manager Group in Somerset, ensuring she is at the forefront of addressing issues which affect Practice Management. Sian has experience of setting up new practices as well as procurement, project management, trouble-shooting and training in Practice Management and the GP contract. Sian is also owner of Top 10 Consultancy, providing management consultancy support to General Practice.

As a member of the Chartered Management Institute and holding a Management Diploma at NVQ Level 5, Sian brings a wealth of skills and experience in delivering her training programmes.

Yvonne Vigar

Yvonne has 14 years experience of working in the NHS of which the last 10 were spent working for the Primary Care Trust firstly, implementing the GMS contract years and then managing the GMS and PMS contracts in Somerset. Yvonne's role as an Associate Director meant operating at strategic level but also often meant delving into the detail of the contract when dealing with practice issues.

More recently, Yvonne has set up her own coaching and training business, Astara Coaching. As a qualified Executive Coach and NLP Practitioner, Yvonne has supported NHS organisations with their leadership development programmes, coaching a range of managers and Clinicians with their personal development.

Yvonne's expert knowledge of the GP contract and leadership skills is a welcome addition to the training programme.