BFG News – Additional information

(November 2021)

**Opportunity for GPs interested in working in the BFG EAS service**



**Salaried GP**



**EAS Appointments Booking Updated Process**

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**TRAINING INFORMATION & OPPORTUNITIES**

**Patient Safety Training Materials Launched**

New patient safety training materials have been published by Health Education England, NHS England and NHS Improvement, The Academy of Medical Royal Colleges and eLearning for healthcare, elements of which are expected to be completed by NHS employees, even those in roles which are not patient facing. Completion of the training will help to ensure health and care services are as safe as possible for patients and service users. The training has been devised following the publication of the [NHS Patient Safety Strategy](https://www.england.nhs.uk/patient-safety/the-nhs-patient-safety-strategy/) which contains a [patient safety syllabus](https://www.hee.nhs.uk/our-work/patient-safety).

The training materials can be found on [**the eLearning for healthcare hub**](https://www.e-lfh.org.uk/programmes/patient-safety-syllabus-training/).

Community sector to deliver new mental health support services

A consortium of four not-for-profit organisations has been commissioned to deliver new mental health support services for adults in Barnet as part of the local community transformation programme.

The Wellbeing Together consortium - Community Barnet, Inclusion Barnet, Meridian Wellbeing and Mind in Barnet – will employ people in 14 full-time roles to provide a range of support services. These include one-on-one coaching, community outreach and practical help with social factors that can impact mental health like housing, employment and managing debt.

They will work alongside staff from existing locality teams in new core community mental health teams offering holistic care and support.

The new support services will be available initially once staff are on board to practices in Barnet 3 primary care network and extended to other areas over the next two years.

Find more details on the Trust website: [**https://www.beh-mht.nhs.uk/news/nine-not-for-profits-to-deliver-new-mental-health-support-services/2839**](https://www.beh-mht.nhs.uk/news/nine-not-for-profits-to-deliver-new-mental-health-support-services/2839)

If you have any queries, please contact Angela Sobers, Clinical Project Lead, Barnet Community Mental Health Transformation on: [angela.sobers@nhs.net](mailto:angela.sobers@nhs.net)

Customer & Conflict Management – Dealing with Difficult Conversations

This web based half day workshop has been developed to support front line staff and other health care professionals in General Practice to develop their skills and confidence to provide excellence in customer service and to better manage disputes and to help manage challenging conflict situations experienced in practice. We will consider how and why conflict may arise between staff members and the patients or their carers around access to services, treatments and other aspects of practices life and will consider and reflect on ways to manage this.

The workshop will be interactive – delegates will be encouraged to share challenges and conflict

1st Dec: 9:30-13:00

3rd Dec: 9.30am – 13.00pm

7th Dec: 13:00pm – 16:30pm

For further details, please email: [Barnet.cepnadmin@nhs.net](mailto:Barnet.cepnadmin@nhs.net)

**Personalised Care Training: Free online learning**

With a challenging winter ahead and services working flat out to increase the number of diagnostic tests and elective treatments, as part of our effort to support the priorities of your ICS and clinical teams, the personalised care institute have several short free training programmes available.

These short training modules are designed to support your Personalised Care approach that underpins our response to the increasing demand for services.

* Everyone working in a patient facing role is eligible.
* 45-60 minute duration
* CPD points and PCI Accredited

This training is designed to support your efforts to provide the best possible care to all those who need it.

**The link to Courses available is here:**[**Your learning options (personalisedcareinstitute.org.uk)**](https://www.personalisedcareinstitute.org.uk/your-learning-options/)

If you have any questions, please contact Sharon Ralph via: [Sharon.ralph1@nhs.net](mailto:Sharon.ralph1@nhs.net) or 07956 549 252

Winter Pressures - Systems solutions for GPs - 8 December 1-2pm

Please join us for a varied and interactive webinar presenting a range of emergency care services available for direct GP referral this winter.

The session will focus on:

* Types of conditions supported by UCLH and RFH Same Day Emergency Care (SDEC) & Acute Frailty Units
* Types of conditions supported by NCL Rapid Response services
* Top tips for utilising LAS, Covid oximetry pathways, and GP Patient Access Support plans

Presenters include:

* Dr Tara Sood, Emergency Medicine Consultant, RFH
* Dr Khai Lee Cheah, Consultant Geriatrician, RFH
* Dr Christine Gregson & Anne Schlattl, SDEC leads, UCLH
* Gareth Turner, Therapy Lead, Camden Rapid Response
* Dr Katie Coleman, Clinical Lead, NCL CCG

Please click on the link to book your place: [**https://www.eventbrite.co.uk/e/winter-pressures-systems-solutions-for-gps-tickets-211091228547**](https://www.eventbrite.co.uk/e/winter-pressures-systems-solutions-for-gps-tickets-211091228547)

For more information, please contact Kate Lawrence on: 07969 531031 or [kate.lawrence6@nhs.net](mailto:kate.lawrence6@nhs.net)

New NCL Librarians

