



GREEN PARK HEALTHCARE TRUST



Training and Development Programme

2003 - 2004

FOREWORD



*Ms Hilary Boyd,
Chief Executive*

Welcome, I am delighted to present to you the fourteenth Training and Development programme. Over the past year there have been a number of significant developments in relation to training within the Trust.

One of the most innovative initiatives was the development of the Healthcare Assistant role through completion of an in-house NVQ Level 3 in Care. The course provides a pathway for Healthcare Assistants to undertake a Nursing qualification and helps provide support for Nursing staff.

The Regional Human Resources Strategy, as well as setting targets for NVQs, highlights the need for continued development of leadership and management skills. During the past year 108 staff completed management qualifications, 819 staff attended in-house programmes and 62 staff completed NVQ qualifications.

The preliminary work on a new Ward Manager programme has been completed and will be launched in September 2003.

The Trust's capacity to develop and use computer technology has been enhanced by the Information Technology Department gaining accreditation to allow staff to complete the European Computer Driving Licence (ECDL) programme - 42 staff successfully completed the course.

Assessors from the Northern Ireland Centre for Excellence provided positive feedback about People Management practices within the Trust and in particular Training and Development opportunities and initiatives. The Trust will seek further recognition of our high quality People Management initiatives by committing to the achievement of the Investors in People Award by 2005.

So once again, Training and Development activities within the Trust have been innovative and many staff have taken the opportunity to develop existing skills and learn new ones.

This year's programme offers many opportunities for training and development and I would encourage everyone to avail of the courses on offer.

A handwritten signature in dark ink, appearing to read 'Hilary Boyd'.

HILARY BOYD
CHIEF EXECUTIVE

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INTRODUCTION

Welcome. This is Green Park Healthcare Trust's fourteenth annual Training and Development Brochure.

This year the Training Team in Personnel is offering a range of courses covering the following areas :-

- (1) General Training and Development Courses
- (2) Human Resource Management Programmes
- (3) Management Development Programmes
- (4) National Vocational Qualifications

Although the content varies, the fundamental process is always the same: incorporating a wide variety of training techniques to ensure learning is an enjoyable and lasting experience.

There are also a wide number of courses being offered by other departments within the Trust:

- (1) Information Technology
- (2) Clinical Governance
- (3) Health Promotion
- (4) Health & Safety

THE TRAINING AND DEVELOPMENT TEAM



Left to Right, (front): Sylvia Osborne, Senior Manager, Personnel; Andrea Glenfield, Training Administration Co-ordinator; Nicola Thompson, Management Development Officer; (back) Barbara McCracken, Training & Development Officer; Alicia Mc Mullan, Clerical Officer; Edith Hughes, NVQ Co-ordinator; Linda McElroy, NVQ Assessor/Verifier

TRAINING - WHAT'S IN IT FOR ME?



Billy Earley: Occupational Therapy Assistant
Completed an NVQ Level 3 in Care

"Obtaining NVQ Level 3 gave me the confidence to apply for Nursing. It has opened up a new career path. I began my Nursing training in March 2003."



Claire Armstrong: Equality Scheme Manager
Completed the Institute of Leadership and Management Introductory Diploma in Management

"I would recommend this course to other Managers as it allows practical development of work related skills. A very enjoyable course and the best thing was that it didn't feel like work."



Geraldine Milburn: Superintendent Physiotherapist
Completed the Effective Presentation Skills Course

"Most people don't enjoy giving presentations! Attending the Effective Presentations Skills course has made me more confident when giving presentations as part of my job."



Teresa Noble: Speech and Language Therapist
Completed the Institute of Leadership and Management Certificate in Management

"Enrolling in this course has provided me with an opportunity to broaden my outlook and enabled me to work with a great group of people from a wide range of professions. The skills I developed will help me to consider my career options."

Quick Reference to Course Programme - Training and Development Planner : 2003 / 2004

COURSE TITLE	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
GENERAL TRAINING AND DEVELOPMENT COURSES										
Welcome to Green Park – Corporate Induction	2, 3		4, 5		13, 14		2, 3		11, 12	29, 30
Customer Care			18			3				
The Professional Secretary					14, 21					
Managing Pressure – Eliminating Stress			12					7		
Effective Presentation Skills						5, 12				
Complaints Handling for Staff		2				3				
Complaints Handling for New Managers				8			11			
Complaints Handling for Managers Update		22				26				
Root Cause Analysis Workshop - NEW			26		29					
AIDS Awareness Training	24		19							
Commissioning and Provision of Services						5				
Evidence Based Practice – An Update		31			15					
Critical Appraisal Skills			25			23				
Electronic Literature Searching	19		21		23		26			
Decision Making in Healthcare			7				4			
Care Pathways Consultation – A Users Guide		17				13				
Audit Design Workshop		21				24			18	
Vulnerable Adults Training			14			23				
Impact of Child Protection Legislation					23		26			
Helping Patients with Sensory and Motor Impairment	25					17				
Clinical and Social Care Governance Training					21					10
Introduction to Counselling Skills - NEW	23									
Update for HCA / AHP Assistants / Helpers			20		27		25			
Update for NEW HCA / AHP Assistants / Helpers		27								
Half Day Sessions for HCA / AHP Assistants / Helpers		Dates to Follow								
Equality and Human Rights Training – NEW			13							1
Assertiveness Training – NEW			19,20							9, 10
Creativity and Motivation using NLP Techniques – NEW				2						
HUMAN RESOURCE MANAGEMENT PROGRAMMES										
Managing Staff Performance - Appraisal Skills	10							15		
Appraisal Skills Refresher	30							28		
Recruitment and Selection Techniques		13,14					9, 10		25,26	
Recruitment Skills Refresher		22					24			
Managing People – Eliminating Performance/Capability Issues					22					
Managing People – Presenting your Disciplinary Case						18				
Skills Required for Managing Absenteeism	24	1								

Quick Reference to Course Programme - Training and Development Planner : 2003 / 2004 (Cont'd)

COURSE TITLE	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
MANAGEMENT DEVELOPMENT PROGRAMMES										
ILM Introductory Certificate in First Line Management		15,16, 28,29				10,11, 24,25			5,6, 19,20	
ILM Certificate in First Line Management	16,17, 30	1		10	27			20,21,22	13	
ILM Management Introductory Award at Diploma Level					28	25	31		5	9
NATIONAL VOCATIONAL QUALIFICATIONS										
NVQs in Care		21							4	
NVQ Customer Service – Level 2		8								
NVQs in Administration		8								
Work Based Assessor Training for NVQ A1 / A2 Award :- Nursing / AHPs Administration		28 14		9 3					18	16
Internal Verifier Training for NVQs – V1			12							
IT COURSES										
Introduction to PowerPoint	25	30		4	29		4	8	13	17
Introduction to Word	11	16	20		15	19	25	29		3
Introduction to Excel	18	23	27		22	26		1	6	10
Introduction to Access	2		6	11		5	11	15	20	24
Introduction to Computers	4	9	13		8	12	18	22		
Introduction to E-Mail, Intranet and Internet	4	9	13		8	12	18	22		
European Computer Driving Licence (ECDL)	Dates to Follow									
HEALTH AND SAFETY										
Non Patient Moving and Handling Risk Assessment										
General Risk Assessment Workshop										
COSHH Risk Assessment Workshop										
Display Screen Equipment – Risk Assessment Workshop										
Accident Reporting / Investigation Workshop										
Personal Protective Equipment Risk Assessment Workshop										
An Introduction to Health and Safety Legislation										

Dates to Follow

Dates to Follow

WELCOME TO GREEN PARK (CORPORATE INDUCTION)

Quite often induction is treated as a chore, yet new employees have high expectations of their employer and it is vital that this enthusiasm is captured and developed by both the Department and the Organisation as a whole - helping the individual to settle in and feel a valued and competent addition to Green Park Healthcare Trust.

LEARNING OUTCOMES

By the end of this course participants will:

- 1) Have an understanding of Green Park Healthcare Trust and the wider setting in which it operates.
- 2) Have a clearer knowledge and understanding of their conditions of service, organisational policies and procedures.
- 3) Have an understanding of the importance of Customer Care and Complaints Handling.

CONTENT

Organisational induction provides information on a number of issues complementary to the individual's job.

A selection of Speakers cover:

- Overview of Green Park
- Health and Safety
- Personnel Issues
- Occupational Health
- Salaries and Wages
- Risk Management
- Complaints
- Clinical Governance

SUITABLE FOR

All new members of staff. Personnel automatically allocate a place to new employees. No application for this course is necessary.

VENUE

Betty Chambers Room

DATES

Part 1	2 September 2003	(9.30 am – 12.30 pm)
Part 2	3 September 2003	(9.30 am – 12.30 pm)
Part 1	4 November 2003	(9.30 am – 12.30 pm)
Part 2	5 November 2003	(9.30 am – 12.30 pm)
Part 1	13 January 2004	(9.30 am – 12.30 pm)
Part 2	14 January 2004	(9.30 am – 12.30 pm)
Part 1	2 March 2004	(9.30 am – 12.30 pm)
Part 2	3 March 2004	(9.30 am – 12.30 pm)
Part 1	11 May 2004	(9.30 am – 12.30 pm)
Part 2	12 May 2004	(9.30 am – 12.30 pm)
Part 1	29 June 2004	(9.30 am – 12.30 pm)
Part 2	30 June 2004	(9.30 am – 12.30 pm)



*Andrea Glenfield, Training Administration
Co-ordinator welcomes new staff to the corporate
induction session*

CUSTOMER CARE

This course allows individuals to review their role in providing good customer care, both internally and externally.

LEARNING OUTCOMES

By the end of this course participants will:

- 1) Examine communication skills essential to good customer care.
- 2) Develop a greater understanding of behaviour types and our response to them.
- 3) Demonstrate effective 'people handling' skills.
- 4) Have an understanding of the Disability Discrimination Legislation and its relevance to those providing a service.

CONTENT

This course will look at the impact of customer care for both the customer and the service provider. In doing so you will have the opportunity to develop techniques and skills which will help you deal with customers making your job easier whilst also enhancing the service.

- A definition of good Customer Care
- Promoting a positive approach toward customers with disabilities
- Handling difficult customers assertively
- Effective communication skills.

FACILITATOR: Barbara McCracken
Training & Development Officer

SUITABLE FOR

All individuals who wish to develop a quality service and improve relationships within the working environment.

DATE 18 November 2003
CLOSING DATE 30 September 2003
VENUE Betty Chambers Room

DATE 3 February 2004
CLOSING DATE 9 December 2003
VENUE Betty Chambers Room

THE PROFESSIONAL SECRETARY

This intensive programme has been designed following numerous requests from secretaries who would like to enhance their effectiveness as well as promote personal confidence and development.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- 1) Understand and overcome a variety of communication problems.
- 2) Practise and use some basic assertiveness techniques in dealing with particular situations.
- 3) Organise time effectively.
- 4) Develop effective writing skills.

CONTENT

Utilising group discussion and practical exercises, the two modules will concentrate on key activities vital to the role of an organised, effective secretary.

Module 1: Role of the secretary and improving interpersonal skills / Developing assertiveness skills
Module 2: Managing workload - Effective writing skills.

FACILITATOR: Nicola Thompson
Management Development Officer

SUITABLE FOR

Personal Secretaries / Clerical Officers with typing responsibilities.

DATE 14 January 2004 (1.30 pm – 4.30 pm)
21 January 2004 (1.30 pm – 4.30 pm)
CLOSING DATE 5 December 2003
VENUE Betty Chambers Room

MANAGING PRESSURE - ELIMINATING STRESS

This course is aimed at Managers/Staff who want to improve their understanding of stress in the workplace. It suggests ways of recognising when pressure is beginning to impact on your work performance and how to manage this.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- 1) State the differences between pressure and stress.
- 2) Describe the signs and symptoms of stress.
- 3) Develop strategies for managing stress.
- 4) Have the opportunity to experience some stress reduction techniques.

CONTENT

A highly participative course which includes:

- How to recognise stress in yourself and in others
- Assessing personal stressors
- Developing coping strategies
- Relaxation techniques

FACILITATOR: Nicola Thompson
Management Development Officer

SUITABLE FOR

Anyone who feels they would benefit from this programme.

DATE 12 November 2003
CLOSING DATE 30 September 2003
VENUE Betty Chambers Room

DATE 7 April 2004
CLOSING DATE 20 February 2004
VENUE Betty Chambers Room

EFFECTIVE PRESENTATION SKILLS

More and more people are realising that an effective presentation can be a rewarding and powerful means of influencing others. Yet, whether the thought of one makes you jump for joy or run for cover, this course is for you. It offers practical suggestions on preparation, structure and delivery plus advice on how to capture and hold the attention of your audience.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- 1) Design an effective presentation.
- 2) Deliver a presentation using visual aids.
- 3) Maintain audience interest by introducing techniques to stimulate learning and retention.

CONTENT

Participants will look at planning, structure, content and delivery techniques. Participants will be expected to carry out a short presentation on Day 2. Please ensure that you have thought of a topic and have some materials to work on during the two day course.

FACILITATOR: Nicola Thompson
Management Development Officer

SUITABLE FOR

Any individual making formal and informal presentations and wishing to improve their skills and confidence in this area. We are fully aware that some participants may attend with a degree of apprehension, and great care is taken to ensure that a friendly and relaxed atmosphere is maintained.

DATE 5 & 12 February 2004
CLOSING DATE 19 December 2003
VENUE Betty Chambers Room

COMPLAINTS HANDLING FOR STAFF

This workshop hopes to encourage an understanding of why people complain and in particular the worries, fears and concerns we all have when requiring hospital treatment. It encourages us to move from seeing complaints as a negative concept to an "opportunity to do better". Above all it gives participants an opportunity to explore their own attitude to complaints and discuss ways in which we can deal with them effectively.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- 1) Outline the requirements and content of Green Park Healthcare Trust's Complaints Procedure.
- 2) Demonstrate the skills required to handle complaints and queries effectively.

CONTENT

- Defining the term "complaint";
- Types of complaint;
- Using positive communications skills to handle complaints and queries.

FACILITATOR: Complaints and Clinical Risk Manager

SUITABLE FOR

Anyone who wishes to reflect on their skills in handling complaints and queries from patients and their relatives.

DATE 2 October 2003 (9.30 – 10.30 am)
CLOSING DATE 22 August 2003
VENUE Betty Chambers Room

DATE 3 February 2004 (9.30 – 10.30 am)
CLOSING DATE 19 December 2003
VENUE Seminar Room, McKinney House

COMPLAINTS HANDLING FOR NEW MANAGERS

This workshop is aimed at new Managers and looks at the background to and content of Green Park Healthcare Trust's Complaints Procedure. It allows time for discussion on practical steps new Managers can take to ensure complaints are handled effectively at Ward / Department level.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- 1) Outline the background to and content of Green Park Healthcare Trust's Complaints Procedure.
- 2) Demonstrate an understanding of managerial approaches to ensure effective handling of complaints.

CONTENT

- The mandatory requirements for a complaints procedure;
- The number and types of complaints received by the Trust;
- Case studies - what went wrong;
- What Managers need to ensure complaints are handled effectively.

FACILITATOR: Complaints and Clinical Risk Manager

SUITABLE FOR

Anyone who has responsibility for managing a Ward/Department, eg. Heads of Department, Ward Managers, Senior AHP staff etc.

DATE 8 December 2003 (9.30 – 11.00 am)
CLOSING DATE 24 October 2003
VENUE Betty Chambers Room

DATE 11 March 2004 (9.30 – 11.00 am)
CLOSING DATE 30 January 2004
VENUE Betty Chambers Room

COMPLAINTS HANDLING FOR MANAGERS UPDATE

This Workshop is aimed at updating Managers on how to handle complaints effectively.

LEARNING OUTCOMES

By the end of the course participants will:

- 1) Refresh skills and update knowledge of the Complaints Procedure.

CONTENT

- The number and types of complaints received by the Trust;
- What Managers need to ensure complaints are handled effectively.

FACILITATOR: Complaints and Clinical Risk Manager

SUITABLE FOR

Anyone who has responsibility for managing a Ward/Department, eg. Heads of Department, Ward Managers, Senior AHP staff etc.

DATE 22 October 2003 (9.30 – 10.30 am)
CLOSING DATE 12 September 2003
VENUE Betty Chambers Room

DATE 26 February 2004 (9.30 – 10.30 am)
CLOSING DATE 16 January 2004
VENUE Betty Chambers Room

ROOT CAUSE ANALYSIS (RCA) WORKSHOP



NEW

This Workshop is aimed at Senior / Department or Directorate Managers from across the Trust who may be involved in Accident / Incident / Near Miss Investigations. The workshop will focus on increasing individuals' understanding of good investigation practice and specific root cause analysis tools and techniques.

LEARNING OUTCOMES

By the end of the course participants will be able to:

- 1) Decide what incidents might benefit from an RCA investigation.
- 2) Understand the concept of risk assessment and how to do it.
- 3) Gain practical experience in using validated RCA tools and techniques.

CONTENT

- Introduction to Human Error Theory;
- The fundamentals of good RCA investigation;
- Easy to use RCA tools and techniques;
- Making improvement strategies a reality.

FACILITATOR: Complaints and Clinical Risk Manager

SUITABLE FOR

Senior / Department or Directorate Managers.

DATE 26 November 2003 (1.30 – 4.30 pm)
CLOSING DATE 10 October 2003
VENUE Betty Chambers Room

DATE 29 January 2004 (9.30 am – 12.30 pm)
CLOSING DATE 12 December 2003
VENUE Betty Chambers Room

AIDS AWARENESS TRAINING

Multi-disciplinary training in AIDS Awareness is co-ordinated by the Health Promotion Department and has been successfully ongoing in Green Park for the last eleven years. It is designed to give participants fundamental information on HIV and AIDS. The training is highly interactive, it allows reinforcement of theory and exploration of personal attitudes and beliefs. Training in AIDS Awareness is a 'once only' requirement for all Trust staff. However, after a gap of five years staff may re-attend to refresh their knowledge.

LEARNING OUTCOMES

By the end of this course participants will:

- 1) Be fully informed and able to ensure that the quality of care given to people with HIV infections and AIDS is of the highest professional standard.
- 2) Be personally aware about the risk of transmission of HIV.
- 3) Be able to reduce to a minimum any occupational risk of transmission of HIV.

FACILITATOR: Health Promotion Co-ordinator

SUITABLE FOR

All Trust staff.

DATE 24 September 2003
(9.30 am – 12 noon) OR
(1.30 – 4.00 pm)
CLOSING DATE 5 September 2003
VENUE Multi-Purpose Room
Forster Green Hospital

DATE 19 November 2003
(9.30 am – 12 noon) OR
(1.30 – 4.00 pm)
CLOSING DATE 7 November 2003
VENUE Communication Advice
Centre
Musgrave Park Hospital

Further dates may be advertised throughout the year

NOTE : Application forms for this course must be returned to Health Promotion Co-ordinator, Communication Advice Centre, Musgrave Park Hospital.

SMOKING CESSATION BRIEF INTERVENTIONS TRAINING

To help Health Professionals increase their effectiveness in providing brief opportunistic support to patients / clients in their care who want to stop smoking.

NEW

CONTENT

- To gain an awareness of the current prevalence of smoking in Northern Ireland and the UK;
- To explore the wide ranging effects of smoking on the body;
- To have an informed understanding of the complex nature of tobacco use;
- To explore the reasons why people start to smoke and why they want to stop;
- To examine 'The Stages of Change' model by Prochaska and DiClemente and apply it for use in changing smoking behaviour;
- To understand the 4A's and 2R's approach to assess patients and provide appropriate guidance and support for their stage of smoking cessation;
- To gain an awareness of the current aids to smoking cessation, their mechanisms of action, dosage and availability;
- To have information about support available on referral, to help patients outside their care.

FACILITATOR: Health Promotion Co-ordinator

SUITABLE FOR

All Trust staff.

Information on dates and venues will be posted around all Heads of Departments. Participants are required to register one week prior to training date.

On request training sessions can be arranged to suit individual Departments.

For further information contact :

Health Promotion Co-ordinator, Communication Advice Centre, Musgrave Park Hospital.

COMMISSIONING AND PROVISION OF SERVICES

This session aims to examine the relationship between commissioners and providers of services.

LEARNING OUTCOMES

By the end of this workshop participants will be able to:

- 1) Gain an overview of commissioning and provision of services in the Health and Personal Services in Northern Ireland.
- 2) Develop a clear understanding of how this process works within the context of Green Park Healthcare Trust.
- 3) Examine the nature of Service & Budget Agreements (SBAs).
- 4) Define who is the commissioner and provider of services.
- 5) Examine how Service & Budget Agreements are monitored.
- 6) Gain an overview of proposals for the future.

FACILITATOR: Brian McGarry
Planning and Performance Manager

SUITABLE FOR

Managers who wish to update themselves.

DATE 5 February 2004 (1.00 – 2.00 pm)
CLOSING DATE 19 December 2003
VENUE Committee Room,
Ground Floor, McKinney House

EVIDENCE BASED HEALTHCARE

Evidence based practice is becoming the standard that is being sought across all clinical groupings yet not everyone fully understands its origins and some of its implications. This short course is designed to provide an overview of evidence based practice, its benefits and applications into daily practice. It explores some of the potential barriers to its use and looks at strategies for successful implementation into practice.

LEARNING OUTCOMES

- 1) Define evidence based practice.
- 2) Identify relevance to current work.
- 3) Examine methodologies involved in establishing evidence based healthcare.
- 4) Outline sources for obtaining evidence.

FACILITATOR: Patrick Keenan
Practice Development Officer

SUITABLE FOR

Clinical Staff from all backgrounds, (all those who are interested in becoming familiar with the concepts, methodology and rationale behind evidence based practice) and relevant administrative/managerial staff.

DATE 31 October 2003 (9.30 am – 12.30 pm)
CLOSING DATE 12 September 2003
VENUE Betty Chambers Room

DATE 15 January 2004 (9.30 am – 12.30 pm)
CLOSING DATE 5 December 2003
VENUE Betty Chambers Room

CRITICAL APPRAISAL SKILLS

The ability to search the available literature, quantify the significance or quality of that information and make best use of that information in a practical manner, is becoming an increasingly more frequent skill for the modern clinician.

LEARNING OUTCOMES

- 1) The importance of critical appraisal.
- 2) An introduction to the structured approach to appraisal.
- 3) Grading methodologies for literature and relevant sources.

FACILITATOR: Patrick Keenan
Practice Development Officer

SUITABLE FOR

Clinical Staff from all backgrounds and relevant administrative/managerial staff.

DATE 25 November 2003 (9.30 am – 12.30 pm)
CLOSING DATE 10 October 2003
VENUE Betty Chambers Room

DATE 23 February 2004 (9.30 am – 12.30 pm)
CLOSING DATE 9 January 2004
VENUE Seminar Room, McKinney House

ELECTRONIC LITERATURE SEARCHING

The use of the Internet and database searching to acquire relevant information is increasing proportionate with the demand for more up-to-date information. The skill to readily access this information accurately can help the practitioner make the best use of their research time and gain the best results.

LEARNING OUTCOMES

- 1) To be familiar with available databases.
- 2) Methodologies for searching.

FACILITATOR: Patrick Keenan
Practice Development Officer

SUITABLE FOR

All clinical staff involved in electronic literature/database searching, relevant administrative/managerial staff.

DATE 19 September 2003 (9.30 am – 12.30 pm)
CLOSING DATE 8 August 2003
VENUE IT Suite, 3rd Floor, McKinney House

DATE 21 November 2003 (9.30 am – 12.30 pm)
CLOSING DATE 10 October 2003
VENUE IT Suite, 3rd Floor, McKinney House

DATE 23 January 2004 (9.30 am – 12.30 pm)
CLOSING DATE 5 December 2003
VENUE IT Suite, 3rd Floor, McKinney House

DATE 26 March 2004 (9.30 am – 12.30 pm)
CLOSING DATE 6 February 2004
VENUE IT Suite, 3rd Floor, McKinney House

DECISION MAKING IN HEALTHCARE

This course is designed to assist Clinical staff and Managers to make decisions in the Healthcare setting.

LEARNING OUTCOMES

- 1) How to consider the views of different stakeholders in the decision making process.
- 2) How the choice of outcome measure can change decisions and can influence decisions.
- 3) Basic concepts and terms in economic analysis.

FACILITATOR: Patrick Keenan
Practice Development Officer

SUITABLE FOR

Clinical staff and Managers who are involved in evaluating new practice and responsible for the implementation of new intervention in clinical care.

DATE 7 November 2003 (9.30 am – 12.30 pm)
CLOSING DATE 26 September 2003
VENUE Betty Chambers Room

DATE 4 March 2004 (9.30 am – 12.30 pm)
CLOSING DATE 16 January 2004
VENUE Betty Chambers Room

CARE PATHWAY CONSTRUCTION: USERS GUIDE

This half day course will look at the essential components that are necessary to design a Care Pathway.

LEARNING OUTCOMES

- 1) Background to pathways and their uses.
- 2) The applicability for pathways in practice.

SUITABLE FOR

All Clinical / Managerial staff who are considering using / introducing pathways into current practice.

FACILITATOR: Patrick Keenan
Practice Development Officer

DATES 17 October 2003 (9.30 am – 12.30 pm)
CLOSING DATE 5 September 2003
VENUE Seminar Room, 3rd Floor,
McKinney House

DATES 13 February 2004 (9.30 am – 12.30 pm)
CLOSING DATE 2 January 2004
VENUE Betty Chambers Room

AUDIT DESIGN WORKSHOP

The workshop will be split into two sessions, the first half session is designed to introduce you to the concepts of auditing – why, what, how and who. The second session of the workshop will take participants through all stages involved in audit design from choosing a topic to the action planning and re-audit process.

LEARNING OUTCOMES

By the end of this one day course participants will be able to:

- 1) Define Audit and who should be involved.
- 2) Gain knowledge of why Audit is so important in today's Health Service.
- 3) Have an understanding of the steps involved in Audit Design and the Audit Cycle.
- 4) Be able to design an audit project from writing objectives to completing an action plan and re-audit.

SUITABLE FOR

Any member of staff who wishes to know about audit or who is involved in auditing activities from a clinical and administrative/managerial environment.

FACILITATOR: Clinical Governance Officer

DATE 21 October 2003 (9.30 am – 12.30 pm)
CLOSING DATE 29 August 2003
VENUE Betty Chambers Room

DATE 24 February 2004 (9.30 am – 12.30 pm)
CLOSING DATE 9 January 2004
VENUE Betty Chambers Room

DATE 18 May 2004 (9.30 am – 12.30 pm)
CLOSING DATE 26 March 2004
VENUE Betty Chambers Room

VULNERABLE ADULTS TRAINING

LEARNING OUTCOMES

By the end of this course participants will be able to:

- 1) Recognise indicators of abuse.
- 2) Participate in investigations relating to abuse situations.
- 3) Be able to identify Best Practice in their professional area.
- 4) Be aware of EHSSB standards in relation to this topic.

CONTENT

- Policy and Procedure Refresher
- Case Studies
- Communication skills relating to Case Conferences

FACILITATOR: Jacqueline McGarry,
Senior Social Worker

SUITABLE FOR

All medical, nursing and AHP staff.

DATE 14 November 2003 (10.00 am – 12.30 pm)
CLOSING DATE 26 September 2003
VENUE Betty Chambers Room

DATE 23 February 2004 (10.00 am – 12.30 pm)
CLOSING DATE 9 January 2004
VENUE Betty Chambers Room

THE IMPACT OF CHILD PROTECTION LEGISLATION AND POLICY IN A HOSPITAL SETTING

This half day workshop looks at the issue of abuse and common indicators. The session should provide staff with a basic awareness of Child Protection issues, and the implication of Green Park policy guidelines on the work environment.

LEARNING OUTCOMES

By the end of this course participants will:

- 1) Have a basic awareness of child protection issues.
- 2) Be aware of the implications of Green Park Policy Guidelines on the work environment.

FACILITATOR: Jacqueline McGarry,
Senior Social Worker

SUITABLE FOR

All grades of multi-disciplinary staff whose work brings them into contact with children and young adults.

DATE 23 January 2004 (9.30 am – 12.30 pm)
CLOSING DATE 28 November 2003
VENUE Betty Chambers Room

DATE 26 March 2004 (9.30 am – 12.30 pm)
CLOSING DATE 6 February 2004
VENUE Betty Chambers Room

HELPING PATIENTS WITH SENSORY AND MOTOR IMPAIRMENT – A PRACTICAL APPROACH

This programme provides participants with the opportunity to experience the problems encountered by people with sensory and motor impairment. The programme is highly participative and involves simulating visual, auditory, speech and motor impairment.

LEARNING OUTCOMES

By the end of this short course participants will be able to:

- 1) Outline the content of the Disability Discrimination Act.
- 2) Experience the problems encountered by people with sensory and motor impairment.
- 3) Agree and provide guidelines which will ensure people with sensory and motor problems have equitable treatment as customers of the Trust.

FACILITATORS: Mrs Hilary Robinson,
Speech & Language Department

SUITABLE FOR

Anyone who feels they would benefit from the workshop.

DATE 25 September 2003 (9.30 am – 12.30 pm)
CLOSING DATE 15 August 2003
VENUE Communications Advice Centre

DATE 17 February 2004 (1.30 – 4.30 pm)
CLOSING DATE 9 January 2004
VENUE Musgrave Park Hospital



Hilary Robinson (left), Course Facilitator, helps a staff member experience visual impairment

The Trust encourages all staff to participate in this course, particularly Health Records staff. We wish to ensure patients and visitors with sensory and motor impairment are welcomed and understood by our staff when they arrive, treated equitably and with respect.

CLINICAL AND SOCIAL CARE GOVERNANCE TRAINING

This course is designed to introduce all new staff to the origins of Clinical Governance and how it has evolved within the National Health Service agenda. The training will include a national and local overview of Clinical and Social Care Governance activity as well as providing information on the implementation of Clinical Governance within Green Park Healthcare Trust.

LEARNING OUTCOMES

By the end of the course participants will be able to:

- 1) Identify the origins of Clinical and Social Care Governance.
- 2) Identify the key components of Clinical Governance.
- 3) Understand the Northern Ireland developments in Clinical Governance.
- 4) Identify Green Park Healthcare Trust's Clinical Governance strategy.
- 5) Gain insight into the monitoring of Clinical Governance activity.

FACILITATOR: Mrs Louise Dunlop
Clinical Governance Manager

SUITABLE FOR

All staff within the Trust.

DATE 21 January 2004 (9.30 am – 12.30 pm)
CLOSING DATE 28 November 2003
VENUE Betty Chambers Room

DATE 10 June 2004 (2.00 pm – 4.30 pm)
CLOSING DATE 23 April 2004
VENUE Betty Chambers Room

INTRODUCTION TO COUNSELLING SKILLS

The programme aims to assist those with management responsibility to increase their awareness of the range and depth of skills involved in the process of two way listening.

NEW

LEARNING OUTCOMES

By the end of the course participants will be able to:

- 1) Describe the key components of Egan's 3-stage model of counselling.
- 2) Use a range of listening techniques including attending, active listening, information sharing.
- 3) Recognise blocks to effective listening.
- 4) Use effective responding techniques.
- 5) Recognise the appropriate techniques for dealing with individuals in crisis.
- 6) Design a personal action plan to enable the development of effective listening skills.

CONTENT

- The programme is designed to help Managers and those with Line Management responsibility improve their communication and listening techniques;
- The programme will draw on the work of Gerald Egan who developed the three-stage model of counselling and will look specifically at attending, active listening, information sharing as well as listening techniques;
- The programme will identify key ways of responding following listening such as the use of exploration and clarification, reflecting, focusing, challenging and paraphrasing;
- The programme will also examine blocks to listening and will provide listening skills practice through role-play sessions.

FACILITATOR: An experienced counsellor from Relate NI.

SUITABLE FOR

Grade 5's / Grade F's / Senior I's and above.
(according to demand, a similar course(s) for all Grades may be run later in the training calendar.
If so, date(s) will be advertised across the Trust).

DATE 23 September 2003
CLOSING DATE 15 August 2003
VENUE Betty Chambers Room

UPDATE FOR HEALTHCARE ASSISTANTS / ALLIED HEALTH PROFESSIONAL ASSISTANTS / HELPERS ONE-DAY COURSE

This course is designed to introduce ALL Healthcare Assistants and Allied Health Professional Assistants / Helpers to the underpinning knowledge required for their role as a member of the care team.

The knowledge obtained from this course will also be helpful to those Assistants / Helpers planning to start or already involved in NVQ Assessment.

LEARNING OUTCOMES

By the end of the course all Assistants / Helpers will be able to:

- 1) Describe the care of the confused patient.
- 2) List the methods of post-operative pain relief.
- 3) Describe the management of patients who wear an Ilizarov frame.

FACILITATOR: Mrs Edith Hughes, NVQ Co-ordinator
A selection of Speakers will cover the topics

SUITABLE FOR

All Healthcare Assistants and Allied Health Professional Assistants / Helpers

DATE 20 November 2003
CLOSING DATE 10 October 2003
VENUE Betty Chambers Room

DATE 27 January 2004
CLOSING DATE 5 December 2003
VENUE Betty Chambers Room

DATE 25 March 2004
CLOSING DATE 6 February 2004
VENUE Betty Chambers Room

UPDATE FOR NEW HEALTHCARE ASSISTANTS / ALLIED HEALTH PROFESSIONAL ASSISTANTS / HELPERS ONE-DAY COURSE

This course is designed to introduce NEW Healthcare Assistants and Allied Health Professional Assistants / Helpers to the underpinning knowledge required for their role as a member of the care team in Green Park Healthcare Trust.

NEW

LEARNING OUTCOMES

By the end of the course all Assistants / Helpers will be able to:

- 1) Understand the needs and problems patients experience while in hospital;
- 2) Demonstrate effective communication skills.
- 3) Summarise the patients' charter.
- 4) Describe effective team working.
- 5) Outline how to maintain their personal development.

FACILITATOR: Mrs Edith Hughes, NVQ Co-ordinator
A selection of Speakers will cover the topics

SUITABLE FOR

All NEW Healthcare Assistants and Allied Health Professional Assistants / Helpers

DATE 27 October 2003
CLOSING DATE 27 August 2002
VENUE Betty Chambers Room



HCA Training - Venepuncture

UPDATE FOR HEALTHCARE ASSISTANTS / ALLIED HEALTH PROFESSIONAL ASSISTANTS / HELPERS

HALF-DAY COURSES

These half day sessions are designed to provide training for ALL Assistants / Helpers who work in all Directorates within Green Park Healthcare Trust.

NEW

The sessions will cover a selection of topics related to Orthopaedics, Rheumatology, Neurology, Care of the Elderly and the Care of Children.

Assistants / Helpers can choose topics directly related to their role.

Sessions will run bi-monthly. Information on topics and application information will be sent to Wards and Departments four weeks prior to date of session.

Sessions will be delivered by a selection of Speakers and will include the following topics:

- Care of the patient following spinal surgery;
- Anatomy of the spine;
- Enabling patients to maintain their interests while in hospital;
- Communication skills;
- Care of the patient with COPD;
- COSHH regulations.

FACILITATOR: Mrs Edith Hughes, NVQ Co-ordinator

SUITABLE FOR

All Healthcare Assistants and Allied Health Professional Assistants / Helpers

Dates to be confirmed at a later stage.

EQUALITY AND HUMAN RIGHTS

Major new legislation requirements have been introduced in Health and Social Services over the last few years. All staff should be aware of the impact of Equality and Human Rights legislation on their service. This course gives an overview of the legislation, a chance for discussion and reflection on how it relates to your work.

NEW

LEARNING OUTCOMES

By the end of the course participants will be able to:

- 1) Understand the requirements of Section 75 Equality Legislation.
- 2) Understand the impact of the Human Rights Act (1998) on Health and Social Services.
- 3) Describe how Equality and Human Rights impact upon their own role at work.

CONTENT

- Legislative background case studies;
- Examples of good practice;
- Review of own work area;

FACILITATOR: Dr Claire Armstrong,
Equality Scheme Manager

SUITABLE FOR

All staff within the Trust.

DATE 13 November 2003 (9.30 am – 12.30 pm)
CLOSING DATE 26 September 2003
VENUE Betty Chambers Room

DATE 1 June 2004 (9.30 am – 12.30 pm)
CLOSING DATE 16 April 2004
VENUE Betty Chambers Room

ASSERTIVENESS TRAINING

This two-day programme is designed to help you feel more naturally confident, enjoy the respect of others and more easily establish productive working relationships, even with 'awkward' people or situations.

NEW

LEARNING OUTCOMES

By the end of the programme participants should be able to:

- 1) Accurately identify what assertive behaviour really is, and not what some others may have us believe.
- 2) Identify the differences between certain types of behaviour and the pros and cons of their use.
- 3) Better understand why they and others act and react in certain ways.
- 4) Prevent others bullying, flattering or manipulating them against their will.
- 5) Apply easy to learn techniques that can be used immediately within and beyond the workplace.

CONTENT

- Definitions and characteristics of assertive, aggressive and passive behaviours;
- The subtle, manipulative differences of a fourth style, passive / aggressive behaviour;
- Is assertive behaviour always the answer? Choosing your approach;
- Rights and responsibilities associated with the use of assertive behaviour;
- Self talk;
- Linkages between assertiveness, confidence, self-esteem and stress;
- A practical toolbox of assertive behaviour techniques.

FACILITATOR: Nicola Thompson,
Management Development Officer

SUITABLE FOR

Any member of staff who feels the use of assertiveness techniques would improve their workplace performance.

DATE 19 & 20 November 2003
CLOSING DATE 3 October 2003
VENUE Seminar Room, McKinney House

DATE 9 & 10 June 2004
CLOSING DATE 23 April 2004
VENUE Seminar Room, McKinney House

CREATIVITY AND MOTIVATION USING NLP TECHNIQUES

Neuro Linguistic Programming (NLP) has been developing since the 1970's when researchers began to investigate why only an elite few achieve true excellence or sustained peak performance in their working lives. Through the modelling of peak performers, NLP ties together all their strategies of excellence into a new Science of Personal Achievement.

NEW

NLP has become a valued training tool due to its ability to develop people, bring out their potential for excellence and enhance their career prospects.

In plain English, we can sum up NLP by saying : If you always do what you've always done, you will always get what you've always got. So... If what you're doing isn't getting you what you want, DO SOMETHING DIFFERENT!

LEARNING OUTCOMES

By the end of the programme participants should be able to:

- 1) Elicit 'excellence strategies' from others.
- 2) Think the 'Walt Disney' way and tap into their natural intuitive abilities to assist with problem solving.
- 3) Create and trigger their own 'anchors' to enable them to perform at their best when they feel their abilities are being challenged.
- 4) Change beliefs based on negative past experiences.
- 5) Apply a valuable planning tool, which will give them flexibility and increased motivation to work towards achieving their goals.
- 6) Identify their core values and see themselves in a more positive light.

CONTENT

- Modelling;
- Creative thinking;
- Beliefs and values;
- Reframing;
- Achieving your goals;
- Personal motivation;
- Realising your potential.

FACILITATOR: Nicola Thompson,
Management Development Officer

SUITABLE FOR

Any Manager who feels they have reached a plateau in their development and would benefit from some tools to help them strive for excellence. Although the programme involves management theory, it is designed to be highly practical with an action planning approach.

DATE 2 December 2003
CLOSING DATE 17 October 2003
VENUE Betty Chambers Room

MANAGING STAFF PERFORMANCE APPRAISAL SKILLS

This course introduces Managers to the concept of the "Management Performance" cycle, the end step of which is appraising or reviewing performance.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- 1) Outline the steps required to manage staff performance.
- 2) Recognise the benefits of staff appraisal for staff, managers and organisations.
- 3) Describe and demonstrate the skills required to complete an effective review meeting.

CONTENT

This intensive one day course promotes the use of a good appraisal system as fundamental to an organisation's success. With an emphasis on skill development, it covers:

- Defining staff performance
- The performance management cycle
- The components of appraisal systems
- The key steps to a successful review meeting
- Communicating effectively
- Verbal behaviour categories
- Giving and receiving constructive feedback
- Objective setting
- Writing objectives
- Meeting training and development needs.

FACILITATOR: Nicola Thompson,
Management Development Officer

SUITABLE FOR

Line Managers who will be conducting appraisal review meetings.

DATE 10 September 2003
CLOSING DATE 1 August 2003
VENUE Betty Chambers Room

DATE 15 April 2004
CLOSING DATE 20 February 2004
VENUE Betty Chambers Room

APPRAISAL SKILLS REFRESHER

This refresher course for Appraisers offers an opportunity to revisit the skills required for successful performance review. It also allows time to revisit how the system is working in your area and clarify any issues that have arisen during its implementation.

DATE 30 September 2003 (10.00 am – 12 noon)
CLOSING DATE 15 August 2003
VENUE Betty Chambers Room

DATE 28 April 2004 (10.00 am – 12 noon)
CLOSING DATE 12 March 2004
VENUE Betty Chambers Room

It is essential that staff conducting appraisals attend an update every two years.

RECRUITMENT AND SELECTION TECHNIQUES

Appointing the 'right people' is a fundamental ingredient for the future success of this Trust. Through a combination of practical sessions and trainer input, this course offers an invaluable opportunity to ensure "good practice" and demonstrate effective techniques within a relaxed environment.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- 1) Prepare systematically for selection interviews.
- 2) Conduct interviews in line with all relevant legislation and Trust procedures.

CONTENT

A practical and participative course covering:

- The roles and responsibilities of the Panel Members and the Chairperson
- Job Descriptions and Personnel Specifications
- Employment law and recent tribunal findings
- Questioning techniques
- Systems of Assessment

FACILITATOR: Barbara McCracken,
Training & Development Officer

SUITABLE FOR

Anyone who is or will be involved in the selection of employees. **Under present Trust guidelines no one should sit on an interview panel without having first received appropriate training.**

DATE 13 & 14 October 2003
CLOSING DATE 22 August 2003
VENUE Betty Chambers Room

DATE 9 & 10 March 2004
CLOSING DATE 16 January 2004
VENUE Betty Chambers Room

DATE 25 & 26 May 2004
CLOSING DATE 9 April 2004
VENUE Betty Chambers Room

RECRUITMENT SKILLS REFRESHER

This refresher session is aimed at topping up your recruitment practical skills and knowledge. The key areas discussed include Equal Opportunities Legislation, interview preparation, practical questioning and scoring systems.

DATE 22 October 2003 (1.30 – 4.30 pm)
CLOSING DATE 5 September 2003
VENUE Betty Chambers Room

DATE 24 March 2004 (9.30 am – 12.30 pm)
CLOSING DATE 6 February 2004
VENUE Betty Chambers Room

It is essential that staff involved in the recruitment process attend a Recruitment Refresher at least every two years.



Staff take part in interview practice

MANAGING PEOPLE – ELIMINATING PERFORMANCE / CAPABILITY ISSUES

This programme is designed to help Managers to establish and implement practice in managing people. Quite often performance/disciplinary issues arise from poor management techniques.

LEARNING OUTCOMES

By the end of the programme participants should be able to:

- 1) Identify the principles of good people management.
- 2) Develop the skills necessary for dealing with performance problems.
- 3) Recognise strategies for dealing with individual behaviours.

CONTENT

- Staff induction
- Probationary period
- Giving constructive feedback
- Enhanced communication skills
- Capability Procedure
- Case study

FACILITATOR: Senior Personnel Officer

SUITABLE FOR

Line Managers with responsibility for people management.

DATE 22 January 2004
CLOSING DATE 5 December 2003
VENUE Betty Chambers Room

MANAGING PEOPLE – PRESENTING YOUR DISCIPLINARY CASE

You must have attended either the Disciplinary Dilemma or Managing People – Eliminating Disciplinary / Capability Issues course before attending this course.

This course is designed to highlight the key elements essential in putting forward a case at a Disciplinary Hearing. It aims to identify and develop the particular skills necessary for an effective investigation, preparation and presentation of the facts.

LEARNING OUTCOMES

By the end of the course participants will be able to:

- 1) Conduct a preliminary investigation.
- 2) Explain the format of a Disciplinary Hearing.
- 3) Structure the selection and preparation of witnesses.
- 4) Draw up and present a statement of case.

CONTENT

- Overview of the Trust's Disciplinary Procedure;
- Conducting an Investigation;
- Producing witness statements;
- The format of Disciplinary Hearings;
- Presenting your case at a Disciplinary Hearing;
- Practical skills exercise.

FACILITATOR: Senior Personnel Officer

SUITABLE FOR

Line Managers with responsibility for people management, who may be required to investigate potential disciplinary issues and present a case at a disciplinary hearing.

DATES 18 February 2004
CLOSING DATE 2 January 2004
VENUE Betty Chambers Room

THE SKILLS REQUIRED FOR MANAGING ABSENTEEISM

This modular course introduces Managers to the overall concept of "Managing Absenteeism" in the Trust and provides practical assistance and case studies.

MODULE 1: Overview of the Trust's Absenteeism Policy and structure.
Roles and Responsibilities.
Return to work interviews.

MODULE 2: Role of Occupational Health in controlling absenteeism.
Capability Procedure related to absenteeism.

FACILITATOR: Senior Personnel Officer

SUITABLE FOR

Line Managers with responsibility for people management.

Module 1

DATE 24 September 2003 (9.30 am – 12.30 pm)
VENUE Betty Chambers Room

Module 2

DATES 1 October 2003 (9.30 am – 12.30 pm)
VENUE Committee Room

CLOSING DATE 15 August 2003



Staff participate in a team building exercise during an ILM Management course module.

INSTITUTE OF LEADERSHIP AND MANAGEMENT (ILM) INTRODUCTORY CERTIFICATE IN FIRST LINE MANAGEMENT (formerly NEBS Management)

Are you looking for your first course in Management? This four day modular course aims to give practising and potential team leaders basic knowledge and skills to help them develop as First Line Managers. This programme gives a practical introduction to management topics and techniques and the opportunity to gain a recognised qualification in Management.

LEARNING OUTCOMES

- 1) Create an awareness of the responsibilities and skills of an effective team leader.
- 2) Identify and develop the skills required to be an effective team leader.
- 3) Have an understanding of the structure and functions of key parts of the Health and Social Services.
- 4) To have an understanding of external issues that impact on Green Park Healthcare Trust.

CONTENT

- Organisational Context: the role and responsibilities of today's Health Service team leaders;
- Organisational culture;
- Planning change and delegating;
- Communicating effectively;
- Leadership and motivation;
- Problem solving skills;
- Using information for decisions.

ACCREDITATION

This programme is accredited through the Institute of Leadership and Management. You can complete the programme with or without pursuing the qualification. If you wish to gain the Introductory Award you will need to complete the following:

- Full attendance at both modules;
- Develop a portfolio of work/learning carried out at the workshop;
- Complete a work related assignment, eg. Designing an Orientation Programme for New Staff.

Registration Costs: £46.00 to individual and/or Departments. There is no cost for individuals not pursuing the qualification.

SUITABLE FOR

First Line Managers or any individual who has never undergone a Management Development Programme, eg. Allied Health Professional – Senior II and below; Staff Nurses – Grades D and E; Admin and Clerical staff – Grades 3 and 4.

FACILITATOR: Nicola Thompson, Management Development Officer

DATE	CLOSING	DATE VENUE
Programme 1		
Module 1: 15 & 16 October 2003	29 August 2003	Betty Chambers Room
Module 2: 28 & 29 October 2003		Betty Chambers Room
Programme 2		
Module 1: 10 & 11 February 2004	2 January 2004	Betty Chambers Room
Module 2: 24 & 25 February 2004		Betty Chambers Room
Programme 3		
Module 1: 5 & 6 May 2004	19 March 2004	Betty Chambers Room
Module 2: 19 & 20 May 2004		Betty Chambers Room

INSTITUTE OF LEADERSHIP AND MANAGEMENT (ILM) CERTIFICATE IN FIRST LINE MANAGEMENT (formerly NEBS: 10 Days to Effective Management)

This programme is designed to equip First/Middle Line Managers with the essential skills to manage in today's ever changing Health Service. The content is based on National Standards for Management.

LEARNING OUTCOMES

By the end of this programme participants will have:

- 1) Acquired general knowledge and understanding of the key elements to manage successfully.
- 2) Identified their own personal strengths, areas for development and learning styles.
- 3) Identified how their own management positions are linked to the achievement of the Trust's goals.

CONTENT

The programme is designed on a modular basis and you will be required to complete ALL of the modules to gain the maximum benefits from the programme.

MODULE 1: MANAGING YOURSELF AND YOUR SERVICES

- | | | |
|--|---|--------------------------|
| - Managers: What do they do? What is Management Development? | - | Personal learning styles |
| - Time and Stress management | - | Report writing |
| - Effectiveness and efficiency | - | Understanding quality |
| - Structure and role of the HPSS | - | |

MODULE 2: MANAGING INFORMATION AND CHANGE

- | | | |
|---------------------------------------|---|--------------------------------------|
| - Obtaining and storing information | - | Analysing and presenting information |
| - Decision making and problem solving | - | Meetings |
| - Enhanced communication | - | Planning and promoting change |
| - Managing the consequences of change | - | |

MODULE 3: MANAGING RESOURCES AND FINANCE

- | | | |
|--------------------------|---|---------------------------|
| - Performance indicators | - | Budgets |
| - Working out costs | - | Reading budget statements |

MODULE 4: MANAGING PEOPLE

- | | | |
|--|---|---|
| - Leadership and motivation | - | Building teams |
| - Coaching and training | - | Maintaining discipline and resolving conflict |
| - Supporting individuals and assessing performance | - | |

Registration Costs: £90.00 to individual and/or Departments. There is no cost for individuals not pursuing the qualification.

SUITABLE FOR

Any Middle Manager who has:

- 1) Not previously attended a Management Development Programme; OR
- 2) Attended a Management Development Programme some time ago (eg. 12 months) and wishes to update their management skills; OR
- 3) First Line Managers who have already attended The Introductory Award in Supervisory Management.

FACILITATOR: Nicola Thompson, Management Development Officer, a selection of other speakers

	DATE	CLOSING DATE	VENUE
Module 1	16, 17, 30 September & 1 October 2003	15 August 2003	All Modules
Module 2	10 December 2003 & 27 January 2004		McKinney House
Module 3	20 April 2004		
Module 4	21, 22 April & 13 May 2004		

INSTITUTE OF LEADERSHIP AND MANAGEMENT (ILM) MANAGEMENT INTRODUCTORY AWARD AT DIPLOMA LEVEL

This programme aims to improve the management performance of the participants to the benefit of both the individual and organisation.

LEARNING OUTCOMES

By the end of this programme participants will have:

- 1) Completed a Personal Development portfolio.
- 2) Identified management training needs.
- 3) Completed 60 hours of personalised study.
- 4) Completed two assignments demonstrating knowledge of management application to the workplace and an awareness of Strategic Management issues.

CONTENT

Workshop 1: Introduction to the Introductory Award at Diploma Level

- underpinning principles of the programme design;
- completing your Personal Development Portfolio;
- Learning activities which can be used;
- Key management areas: managing human resources, financial management, organisational activities and change, management skills.

Workshops 2, 3 and 4 will be dependent on collective training needs which have been identified.

Workshop 5 : Review of Progress

- Feedback on Assignments;
- Agreeing and finalising Personal Development Portfolios.

Registration Costs: £76.00 to individual and/or Departments. There is no cost for individuals not pursuing the qualification.

SUITABLE FOR

- 1) Managers who have completed the NEBS/ILM Management Certificate or an equivalent qualification and have two years experience in a management position.
OR
- 2) Managers with no formal qualifications, provided they can demonstrate having undertaken some management study and have two years experience in a management position.

FACILITATOR: Sylvia Osborne, Senior Manager, Personnel

	DATE	CLOSING DATE	VENUE
Workshop 1	28 January 2004 (9.30 am – 12.30 pm)	12 December 2003	Betty Chambers Room
Workshop 2	25 February 2004 (9.30 am – 12.30 pm)		Betty Chambers Room
Workshop 3	31 March 2004 (9.30 am – 12.30 pm)		Betty Chambers Room
Workshop 4	5 May 2004 (9.30 am – 12.30 pm)		Betty Chambers Room
Workshop 5	9 June 2004 (9.30 am – 12.30 pm)		Betty Chambers Room



Sylvia Osborne, Course Facilitator takes staff through their paces

NVQs IN CARE

The Trust supports NVQs for all Healthcare Assistants / Allied Health Professional Assistants / Helpers.

NVQs in Care aim to develop the skills and knowledge of Assistants and provides a system to prove competencies in their role.

NVQs allow Assistants / Helpers to hold a nationally recognised qualification at Level 2 or 3 according to their grade.

LEARNING OUTCOMES

By the end of the assessment, candidates will:

- 1) Have studied the underpinning knowledge and understanding required for assessment of NVQ Level 2/3 in Care, ODS Level 2, Diagnostic and Therapeutic Support Level 3.
- 2) Undergo the NVQ assessment process demonstrating skills and knowledge required to meet their job description.

Topics Include:

A candidate must achieve all four mandatory units plus five optional units.

- Fostering people's equality, diversity and rights
- Promoting effective communication and relationships
- Promoting, monitoring and maintaining health, safety and security in the workplace
- Contributing to the protection of individuals from abuse.

Methods of Learning

- Open learning
- Work-based instruction
- Attendance at education/training sessions

Methods of Assessment

- Work-based assessment;
- Portfolio building.

SUITABLE FOR

Healthcare Assistants, Physiotherapy Assistants, Occupational Therapy Assistants, Radiography Helpers.

This Programme needs to be agreed with your Line Manager.

Completion Time: one year

Please contact Edith Hughes, NVQ Co-ordinator or Linda McElroy, NVQ Assessor / Verifier at Musgrave Park Hospital, extension 2840 or by calling in to the Personnel Department, 4th Floor, McKinney House, Musgrave Park Hospital.

DATE 21 October 2003 (9.30 am – 4.30 pm)
CLOSING DATE 29 August 2003

DATE 4 May 2004 (9.30 am – 4.30 pm)
CLOSING DATE 19 March 2004

VENUE Committee Room,
Ground Floor, McKinney House

NVQ CUSTOMER SERVICE LEVEL TWO

NVQs in Customer Service aim to improve the competencies of staff who work in a Reception or Out-Patients setting.

Applicants will be assessed on the skills and knowledge related to their role and on completion will receive a nationally recognised qualification.

Candidates will achieve assessment of five units.

TOPICS include:

- Giving customers a positive impression of yourself and your organisation;
- Delivering reliable customer service;
- Developing customer relationship;
- Resolving customer service problems;

METHODS OF LEARNING

- Open learning;
- Work-based instruction;
- Attendance at customer care training;

METHODS OF ASSESSMENT

- Work-based assessment;
- Portfolio building;

SUITABLE FOR

Staff who work in Reception or Out-Patient settings.

Please contact Edith Hughes NVQ Co-Ordinator at Musgrave Park Hospital, extension 2840 or by calling into the Personnel Department, 4th Floor, McKinney House.

DATE 8 October 2003 (9.30 am – 4.30 pm)
CLOSING DATE 22 August 2003
VENUE Committee Room

NVQs IN ADMINISTRATION

NVQs in Administration aim to allow Secretarial and Clerical staff to demonstrate competencies in their present role. This qualification will enhance candidates' current qualifications and provide a modern nationally recognised qualification which reflects their job description.

Candidates completing Level 2 will achieve 8 units
Candidates completing Level 3 will achieve 9 units.

TOPICS include:

- Maintaining effective working relationships;
- Contributing to the maintenance of a healthy, safe and productive working environment;
- Managing your work and development;
- Contributing to co-ordinating administration services;

METHODS OF LEARNING

- Open learning;
- Work-based instruction;

METHODS OF ASSESSMENT

- Work-based assessment;
- Portfolio building;

SUITABLE FOR

NVQ Level 2 Administration: Grade 2 staff
NVQ Level 3 Administration: Grade 3 staff

This programme needs to be agreed with your Line Manager: Completion date One YEAR

Please contact Edith Hughes, NVQ Co-ordinator at Musgrave Park Hospital, extension 2840, or call in to the Personnel Department, 4th Floor, McKinney House.

DATE 8 October 2003 (9.30 am – 4.30 pm)
CLOSING DATE 22 August 2003
VENUE Committee Room

WORK BASED ASSESSOR AWARD UNITS A1 / A2

This assessment includes a training programme which provides the skills and knowledge required to competently assess candidates completing NVQ awards.

Assessor candidates will be provided with full support throughout training and assessment of the A1 / A2 Units.

Title of units:

- A1: Assess Candidates using a range of methods;
- A2: Assess Candidates' performance through observations;

METHODS OF ASSESSMENT

- Work-based assessment;
- Portfolio building.

METHODS OF LEARNING

- Regular meetings and training from an Internal Verifier;

LEARNING OUT-COMES

By the end of the training assessment the Assessor Candidate will be able to:

- Describe the principles of NVQ assessment;
- Plan assessments;
- Support candidates gathering evidence;
- Judge evidence against the National Standards of NVQ;
- Make assessment decisions;
- Assist with the quality of assessment;
- Provide a fair and reliable assessment to candidates;
- Provide resources for candidates with special needs;

SUITABLE FOR

Professional staff and Grade 3 and above Administration staff. The award will be completed in six months.

Please contact Edith Hughes, NVQ Co-ordinator at Musgrave Park Hospital, extension 2840, or call in to the Personnel Department, 4th Floor, McKinney House.

(Nursing / AHPs)

DATE 28 October 2003 (9.30 am – 4.30 pm)
& 9 December 2003 (1.30 – 4.30 pm)
CLOSING DATE 19 September 2003
VENUE Committee Room (28 October)
Betty Chambers Room (9 December)

DATE 18 May 2004 (9.30 am – 4.30 pm)
& 16 June 2004 (1.30 – 4.30 pm)
CLOSING DATE 2 April 2004
VENUE Committee Room, McKinney House

(Administration)

DATE 14 October (9.30 am – 4.30 pm)
& 3 December 2003 (9.30 am – 1.00 pm)
CLOSING DATE 29 August 2003
VENUE Committee Room, McKinney House

NVQ INTERNAL VERIFIERS AWARD UNIT V1

Quality assurance is an important part of the NVQ assessment process.

This role requires applicants who hold the A1/A2 NVQ Award for one year and can demonstrate continuous practice within that year as an Assessor.

The award requires commitment and applicants need to demonstrate excellent communication skills.

Verifier candidates will receive full support from the NVQ Co-ordinator through training and assessment of the V1 award.

Title of unit:

- V1: Conduct internal quality assurance of the assessment process;

METHODS OF ASSESSMENT

- Work-based assessment;
- Portfolio building.

METHODS OF LEARNING

- Regular meetings and training from an Internal Verifier;

LEARNING OUTCOMES

By the end of the training and assessment the Verifier candidate will be able to:

- Describe the role of the Internal Verifier;
- Carry out the quality assurance procedures of NVQ;
- Advise and support Assessors;
- Monitor and advise an assessment practice;
- Demonstrate the use of quality assurance documents;

This programme needs to be agreed with your Line Manager

Please contact Edith Hughes, NVQ Co-ordinator at Musgrave Park Hospital, extension 2840, or call in to Personnel Department, 4th Floor, McKinney House for any enquiries.

DATE 12 November 2003(1.30 – 4.30 pm)
CLOSING DATE 26 September 2003
VENUE Committee Room, McKinney House

FACT...

In 2002/2003, Greenpark Healthcare Trust staff attended 1,402 days of formal training.

INFORMATION TECHNOLOGY PROGRAMME

Staff within the Information Technology Business Unit aim to provide high quality training and documentation in the training room located in the IT Business Unit, McKinney House, Musgrave Park Hospital.

We will also provide a course on use of the Green Park Healthcare Trust Intranet including accessing information and using services provided via the intranet such as Grassroots and Policies and Procedures for many Directorates.

Each course provided is evaluated and we appreciate any feedback that can be used to broaden the range of courses available and enhance those that are contained in this section of the course programme.

If you do not find an Information Technology course to suit your needs please contact the Information Technology Department, Musgrave Park Hospital, extension 2999 or e-mail: it@greenpark.n-i.nhs.uk and we will seek to provide a customised course or co-ordinate more specialised training with an external company.

The courses detailed within this section of the programme will be accredited towards the Trust's Introductory Certificate in First Line Management and the Certificate in Management awarded by the Institute of Leadership and Management and NVQs in Administration.

Developing practical skills in Information, Communication and Technology Training is seen as very important. It enables staff to use the equipment and systems which are provided throughout the Trust.

Details appear this year for the European Computer Driving Licence. The Trust introduced this course in 2002 and it has proved extremely popular, so get your application form in early!

We have included dates for our courses so staff wishing to go on a course should visit the Training Section of the programme or the Intranet and pick the most suitable date.

We look forward to helping you make the most of the information technology within the Trust.



*I.T. Support Team (left to right): Aileen Murphy;
Paul Brady and Jason Donnan*



Introduction to Word Training Session

INTRODUCTION TO POWERPOINT

This one day course will enable the participant to master the skills of one of the most popular presentation packages. Design the presentation which will capture the imagination of your audience.

OBJECTIVES

At the end of the course participants will be able to:

- Create, retrieve, edit and save a presentation;
- Format a presentation;
- Add Clipart and graphs;
- Use WordArt.

PRE-REQUISITES

Previous knowledge of Windows 95/98 required and basic word processing would be an advantage

INSTRUCTIONAL METHOD

Demonstration, hands-on exercises supervised by tutor.

DATES	25 September 2003
	30 October 2003
	4 December 2003
	29 January 2004
	4 March 2004
	8 April 2004
	13 May 2004
	17 June 2004
DURATION	1 day (9.30 am – 4.30 pm)
VENUE	IT Training Room
	3rd Floor: McKinney House Musgrave Park Hospital

INTRODUCTION TO WORD

This one day course will enable the participant to utilise the skills of one of the most popular word-processing packages. Understand the day to day routines and learn that little extra.

OBJECTIVES

At the end of the course participants will be able to:

- Create, retrieve, edit and save a document;
- Format tables;
- Utilise the spell checker;

PRE-REQUISITES

Previous knowledge of Windows 95/98 required and basic word processing would be an advantage

INSTRUCTIONAL METHOD

Demonstration, hands-on exercises supervised by tutor.

DATES	11 September 2003
	16 October 2003
	20 November 2003
	15 January 2004
	19 February 2004
	25 March 2004
	29 April 2004
	3 June 2004
DURATION	1 day (9.30 am – 4.30 pm)
VENUE	IT Training Room
	3rd Floor: McKinney House Musgrave Park Hospital

INTRODUCTION TO EXCEL

This one day course will introduce the participant to the skills of one of the most popular spreadsheet packages. Discover the easy way to manipulate those tables of figures.

OBJECTIVES

At the end of the course participants will be able to:

- Create, retrieve, edit and save a spreadsheet;
- Format a spreadsheet;
- Input numbers into a sheet ready for manipulation;
- Carry out different calculations upon the information within the sheet;
- Basic formulae and functions.

PRE-REQUISITES

Previous knowledge of Windows 95/98 required and basic word processing would be an advantage

INSTRUCTIONAL METHOD

Demonstration, hands-on exercises supervised by tutor.

DATES	18 September 2003
	23 October 2003
	27 November 2003
	22 January 2004
	26 February 2004
	1 April 2004
	6 May 2004
	10 June 2004
DURATION	1 day (9.30 am – 4.30 pm)
VENUE	IT Training Room
	3rd Floor: McKinney House
	Musgrave Park Hospital

INTRODUCTION TO ACCESS

This one day course will allow the participant to discover the skills of one of the most popular database packages. Discover how to interrogate your data and retrieve the information you need.

OBJECTIVES

At the end of the course participants will be able to:

- Design a database;
- Create tables;
- Enter data;
- Design and execute basic queries;
- Create reports and forms.

PRE-REQUISITES

Participants should be proficient in the use of a spreadsheet package, or another database package.

INSTRUCTIONAL METHOD

Demonstration, hands-on exercises supervised by tutor.

DATES	2 October 2003
	6 November 2003
	11 December 2003
	5 February 2004
	11 March 2004
	15 April 2004
	20 May 2004
	24 June 2004
DURATION	1 day (9.30 am – 4.30 pm)
VENUE	IT Training Room
	3rd Floor: McKinney House
	Musgrave Park Hospital

INTRODUCTION TO COMPUTERS

This half day course assumes you are new to computers. It will ease you gently into the technology and terminology in an informal atmosphere.

OBJECTIVES

At the end of the course participants will be able to:

- Understand the basics of hardware;
- Understand the basics of Windows;
- Use a mouse;
- Customise the look and feel of your own computer.

PRE-REQUISITES

No experience necessary.

INSTRUCTIONAL METHOD

Demonstration, hands-on exercises supervised by tutor.

DATES

4 September 2003
9 October 2003
13 November 2003
8 January 2004
12 February 2004
18 March 2004
22 April 2004

DURATION

9.30 am – 12 noon

VENUE

IT Training Room
3rd Floor: McKinney House
Musgrave Park Hospital

INTRODUCTION TO E-MAIL, INTRANET AND INTERNET

This half day course gives an insight into three of the more important advances in recent years. It will inform you how and why you might use them.

OBJECTIVES

At the end of the course participants will be able to:

- Send, receive and edit E-mail;
- Interrogate the Internet;
- Interrogate the Green Park Intranet site.

PRE-REQUISITES

Participants should have basic knowledge already or have attended the 'Introduction to Computers' course.

INSTRUCTIONAL METHOD

Demonstration, hands-on exercises supervised by tutor.

DATES

4 September 2003
9 October 2003
13 November 2003
8 January 2004
12 February 2004
18 March 2004
22 April 2004

DURATION

2.00 – 4.00 pm

VENUE

IT Training Room
3rd Floor: McKinney House
Musgrave Park Hospital

EUROPEAN COMPUTER DRIVING LICENCE (ECDL)

This course, split over approximately 26 weeks, enables the participant to gain a working understanding of all the fundamental areas of day to day computing. It is a valuable qualification and a recognised benchmark in the employment market.

NEW

OBJECTIVES

The participants must understand and pass an exam on ALL of the following modules before the ECDL accreditation can be awarded:

- Module 1:** Basic Concepts of Information Technology
- Module 2:** Using the Computer and Managing Files
- Module 3:** Word Processing
- Module 4:** Spreadsheets
- Module 5:** Database
- Module 6:** Presentation
- Module 7:** Information and Communication

PRE-REQUISITES

Previous knowledge of basic computing skills would be an advantage. A fee of £25 is required before commencement. No refunds are available after commencement of the course.

INSTRUCTIONAL METHOD

Demonstration, hands-on exercises supervised by tutors. Manual and coursework on CD for home use.

DATES Ongoing 26 week course. Contact IT Department for next start date.

NOTE: This course is very popular and all places tend to be booked out in advance. A waiting list for places is in operation. You will require approval from your Line Manager to attend.

Duration Weekly (Tuesday) two hour session for 26 weeks
Venue IT Training Room,
3rd Floor: McKinney House,
Musgrave Park Hospital



The I.T. Support Team promote ECDL Training at Green Park Healthcare Trust

NON PATIENT MOVING AND HANDLING RISK ASSESSMENT

The Manual Handling Operations Regulations (NI) 1992 requires that all operations involving a risk of injury should be avoided, consideration should be given to the operation's automation or mechanisation. Where the activity cannot be avoided, a suitable and sufficient risk assessment should be undertaken.

The Management of Health and Safety at Work Regulations requires that adequate arrangements be in place to undertake suitable and sufficient risk assessments arising out of the work activities. These assessments will assist in the identification of appropriate control measures to ensure a safer workplace.

LEARNING OUTCOMES

By the end of the session the participants will be able to:

- Understand the requirements of the regulations and the various responsibilities as detailed in the Trust's Moving and Handling Policy.
- Identify moving and handling risks and identify relevant control measures.
- Carry out a non-patient moving and handling risk assessment and recommend the necessary remedial action.
(please note that there are separate risk assessment forms for patient moving and handling – please refer to your Manual Handling Facilitator for further information).

SUITABLE FOR

All Line Managers and Manual Handling Facilitators who are required to assess non-patient moving and handling activities within their Ward / Department.

DATES Dates will be advertised throughout the Trust at a later date.

GENERAL RISK ASSESSMENT WORKSHOP

The Management of Health and Safety Regulations introduced the concept of Risk Assessment where risks to persons at work and others must be identified and appropriate control measures introduced to ensure a safe workplace.

LEARNING OUTCOMES

By the end of the session participants will be able to:

- Understand the requirements of the regulations and the various responsibilities as detailed in the Trust's Policy.
- Take account of relevant Health and Safety statutory provisions, available guidance on good practice and what is reasonably practicable.
- Distinguish between hazards and risks.
- Undertake a risk rating.
- Understand the various 'source of information'.
- Carry out a general risk assessment and identify the necessary control measures.
- Understand the hierarchy of control measures.

SUITABLE FOR

All Line Managers and designated (general) Risk Assessors.

Please note that there are specific risk assessment requirements for Display Screen Equipment, COSHH and Non-Patient Moving and Handling.

DATES Dates will be advertised throughout the Trust at a later date.

COSHH RISK ASSESSMENT WORKSHOP

Please note that this Workshop will introduce the new Pharmaceutical, COSHH Guidance, the Trust's new COSHH form, Associated Guidance and Trust Policy



Using chemicals and other hazardous substances at work can put people's health at risk so the law requires employers to control exposure to hazardous substances to prevent ill-health. They have to protect both employees and others who may be exposed, by complying with the Control of Substances Hazardous to Health Regulations (Northern Ireland) 2000 (COSHH (NI)).

LEARNING OUTCOMES

By the end of the session participants will be able to:

- Understand the requirements of the regulations and the various responsibilities as detailed in the Trust's COSHH Policy.
- Identify substances hazardous to health.
- Carry out a COSHH assessment and identify necessary control measures.
- Understand the hierarchy of control measures.
- Use a material safety data sheet and environment hygiene (EH40).
- Understand the importance of health surveillance, occupational exposure monitoring and the reporting of occupational ill-health as required by RIDDOR.

SUITABLE FOR

All Line Managers and designated COSHH Risk Assessors only.

Please note that the Trust's COSHH Policy, risk assessment form and associated guidance has recently been revised, new pharmaceutical guidance on COSHH has been issued and the COSHH regulations have been revised. It may therefore be necessary for you to attend this workshop even though you may previously have attended similar sessions.

DATES

Dates will be advertised throughout the Trust at a later date.

DISPLAY SCREEN EQUIPMENT – RISK ASSESSMENT WORKSHOP

Work with display screen equipment is not generally high risk, but it can lead to muscular and other physical problems, eye fatigue and mental stress. Problems of this kind can be overcome by good ergonomic design, furniture, changes to the working environment and to the tasks performed.

LEARNING OUTCOMES

By the end of the session participants will be able to:

- Understand the requirements of the regulations and the various responsibilities as detailed in the Trust's Policy.
- Recognise the problems associated with a display screen equipment workstation.
- Understand the possible problems associated with working with a laptop computer and using a computer mouse.
- Carry out a display screen equipment risk assessment and identify necessary remedial action.

SUITABLE FOR

All Line Managers and designated Display Screen Equipment Risk Assessors only.

DATES

Dates will be advertised throughout the Trust at a later date.

ACCIDENT REPORTING / INVESTIGATION WORKSHOP

Please note that this workshop will introduce the Trust's new Accident / Incident Form, Policy and Associated Guidance

The Trust's Accident / Incident Policy requires that all clinical and non-clinical accidents, incidents and near misses should be reported on the designated accident form and forwarded to the Clinical Governance Department.

The Trust is required to report particular accidents / incidents to external organisations, for example:

- injuries, diseases and dangerous occurrences in accordance with the RIDDOR (NI) 1997 (Reporting of Injuries, Diseases and Dangerous Occurrence Regulations) to the Health and Safety Executive (NI) and adverse incidents involving medical and non-medical equipment to the NI Adverse Incident Centre.

LEARNING OUTCOMES

By the end of the session the participants will be able to:

- Understand the requirements of the RIDDOR Regulations and Health Service guidelines and the various responsibilities as detailed in the Trust's Policy.
- Complete the Trust's Accident / Incident form.
- Investigate an accident / incident in such a manner as to provide information to assist in the prevention of further similar occurrences.

SUITABLE FOR

All Line Managers and staff.

DATES

Dates will be advertised throughout the Trust at a later date.

PERSONAL PROTECTIVE EQUIPMENT RISK ASSESSMENT WORKSHOP

*This two hour workshop will be arranged **upon request**. It will be designed to cover Health and Safety legislative requirements for personal protective equipment.*

SUITABLE FOR

All Line Managers / relevant staff.

Please contact the Trust's Health and Safety Consultant, Clinical Governance Department, McKinney House, Musgrave Park Hospital for further information.

AN INTRODUCTION TO HEALTH AND SAFETY LEGISLATION

*This three hour workshop will be arranged **upon request**. It will be designed to cover the main Health and Safety legislative requirements applicable in a healthcare environment.*

SUITABLE FOR

All Line Managers / relevant staff.

Please contact the Trust's Health and Safety Consultant, Clinical Governance Department, McKinney House, Musgrave Park Hospital for further information.

FACT...

In 2002/2003, The Trust's Training & Development team recorded 819 in-house training days that staff had taken part in.

ADDITIONAL TRAINING RESOURCES WITHIN GREEN PARK

In addition to the Training and Development, Information Technology and Health and Safety Programmes described in these pages, there are a number of other training initiatives ongoing within Green Park. They include -

HEALTH PROMOTION

The Trust's Health Promotion Co-ordinator's remit includes -

- Identification of Health Promotion needs.
- Co-ordinating Health Promotion activities in the Trust.
- Guiding the implementation of Trust policies, eg. Action on Smoking, Alcohol, Nutrition and Hypertension.
- Information/advice regarding Health Promotion projects within the Trust.

The Health Promotion Co-ordinator can be contacted at Musgrave Park Hospital, Tel No. (028) 9066 9501, extension 2712.

BACK CARE, MANUAL HANDLING AND ERGONOMIC TRAINING

In order to enable employers to meet legislative requirements Back Care, Manual Handling and Ergonomic Training is ongoing throughout the Trust as well as the private, public and voluntary sectors. A variety of courses are on offer to suit the different needs of individual wards, departments and purchasers. These include:

- Facilitator Course (Training for Trainers).
- Introduction to Back Care and Manual Handling (patient handling and load handling).
- Back Care for office workers.
- Back Care and manual handling update.
- Risk Assessment Workshops in manual handling and display screen equipment.

In addition, courses can be developed to meet specific requirements. To facilitate this staff will visit work locations in order to design and cost individual packages.

For further information or to nominate people to attend please contact Angela Lalor, Manual Handling Specialist, (Superintendent Physiotherapist,) Musgrave Park Hospital, Tel No. (028) 9066 9501, extension 2070.

CPR TRAINING

For further information regarding CPR Training contact Deirdre Campbell, CPR Co-ordinator at Musgrave Park Hospital.

FINAL DETAILS

HOW TO BOOK

Application for courses included in this programme should be made by completing a PHOTOCOPY of the appropriate nomination form at the back of this brochure. Please forward to the appropriate department.

GENERAL SKILLS / MANAGEMENT DEVELOPMENT COURSES / HUMAN RESOURCES (USE FORM A)

Training and Development
Personnel Department
4th Floor, McKinney House
Musgrave Park Hospital
Stockman's Lane
BELFAST BT9 7JB

Tel No: 028 9066 9501 extension 3016 / 2809
Fax No: 028 9038 2008

NOT LATER than the CLOSING DATE INDICATED. All internal nomination forms must be completed in full and supported by the applicant's nominated Line Manager.

INFORMATION TECHNOLOGY COURSES (USE FORM B)

Training Co-ordinator
I.T. Support Unit
3rd Floor, McKinney House
Musgrave Park Hospital
Stockman's Lane
BELFAST BT9 7JB

Tel No: 028 9066 9501 extension 2998
Fax No: 028 9066 3920

HEALTH AND SAFETY COURSES (USE FORM A)

Health and Safety Manager
Clinical Governance Department
1st Floor, McKinney House
Musgrave Park Hospital
Stockman's Lane
BELFAST BT9 7JB

Tel No: 028 9066 9501 extension 2500
Fax No: 028 9066 3920

EXTERNAL FEES

Our courses are relevant for a wide range of organisations/agencies who deliver or are associated with health and social services care and are available to applicants from outside the Trust (unless otherwise indicated). Fees are negotiable and depend on individual circumstances.

GREEN PARK HEALTHCARE TRUST COURSE NOMINATION FORM

COURSE TITLE: _____	COURSE DATE: _____
NAME: _____	
STAFF NO: _____	DESIGNATION: _____
WORK ADDRESS: _____	
WORK TELEPHONE NUMBER: _____	
HAVE YOU PREVIOUSLY APPLIED FOR THIS COURSE WITHIN THE TRUST? _____	
IF SO, WHEN? _____	
SIGNED: _____	DATE: _____

**TO BE COMPLETED JOINTLY BY
HEAD OF DEPARTMENT / NOMINATED LINE MANAGER AND APPLICANT**

PLEASE STATE THE OBJECTIVE(S) THAT HAVE BEEN AGREED WITH THE APPLICANT AS
THE REASON FOR SUPPORTING THIS APPLICATION:

NAME: _____	EXT: _____
DESIGNATION: _____	DATE: _____

- PLEASE NOTE:
- 1) Nomination forms for training courses should be completed by the applicant and approved by their Manager.
 - 2) Nomination forms for training courses should be photocopied from this original and returned to the Training and Development Section, Personnel Department, Musgrave Park Hospital not later than the closing date indicated.
 - 3) Incomplete forms will not be accepted.
 - 4) Please note that nomination forms for Health and Safety Courses should be returned to the Health and Safety Consultant.

Information Technology Training Application Form

Training Location – Musgrave Park Hospital

Name: _____	
Designation: _____	Date Appointed: _____
Work Address: _____ _____	
Tel. No.: _____ Ext: _____	
Do you have a Trust E-Mail address: YES / NO	
Title of Course: _____	
Reason(s) for Attending Course: _____	
Signed: _____	Date: _____

Please supply three possible dates on which you can attend for training.
(See training programme for more details)

Is this package currently installed on your machine? YES / NO

Does the course outline fulfil your training needs?
(See training programme for more details) If no,
please specify which areas you would like to cover. YES / NO

How proficient do you currently feel you are in using this package?
(please circle - 1 = proficient 6 = not proficient)

1 2 3 4 5 6

TO BE COMPLETED BY LINE MANAGER

Signed: _____	Date: _____
Name: _____	Designation: _____
For I.T. Use Only	Certificate issued: _____
Schedule Date: _____	Actual Date: _____
Training Details: _____	Signed: _____

NOTES

NOTES

TRAINING AND DEVELOPMENT BROCHURE – READERS SURVEY 2003

The Trust's Training and Development Team is interested to find out what our readers think of the 2003 / 2004 Training and Development Brochure.

The Training and Development Brochure has been produced for the past few years in a traditional report style. In order to help us make further improvements to this publication we would welcome your views.

Please fill in this questionnaire and return it to Training and Development Brochure Survey, Training and Development Section, Personnel Department, 4th Floor, McKinney House, Musgrave Park Hospital and you will be entered into a FREE PRIZE DRAW for shopping vouchers.

FREE PRIZE DRAW FOR SHOPPING VOUCHERS Closing date for returned entries is 29 August 2003

Please tick the appropriate box:

1) In which format would you prefer to see the Green Park Healthcare Trust Training Brochure:

Magazine Style		Report Style (current form)	
On the Intranet and Internet		On CD-ROM	

2) Please tick the box that you feel represents your view of the Trust's Training Brochure

	Excellent	Good	Fair	Poor
Your overall opinion				
Appearance (design / layout)				
Description of the courses				

3) Please tick which of the following you found useful:

	Useful	Not Useful	Unsure
Quick Reference Table			
Comments from Staff (Training – What's in it for me?)			
Course Nomination Form			

4) Would you like to receive an individual copy of the Brochure?

YES

☐

NO

☐

Unsure

☐

5) If there was one thing you could do to improve the Training and Development Brochure, what would it be?

FULL NAME: _____ GRADE: _____

WARD / DEPARTMENT: _____ HOSPITAL: _____

EXTENSION: _____

Please return to :
Training and Development Brochure Survey, Training and Development Section, Personnel Department, McKinney House, Musgrave Park Hospital

Thank you for taking the time to fill in this questionnaire



Edexcel
Success through qualifications

Green Park Healthcare Trust
Training & Development Department
Trust Headquarters,
McKinney House, Musgrave Park Hospital
Stockman's Lane, Belfast BT9 7JB
Tel: (028) 9066 9501
Fax: (028) 9038 2008
email: training.personnel@greenpark.n-i.nhs.uk

Putting Patients First