

## North Tyneside - Wallsend Locality

# Thursday 10 September 2009

### Closing Date for bookings

**Wednesday 2 September 2009 (12 noon)**

**Please be aware that places may be fully booked before the closing date.  
Please see terms of booking on booking form.**

#### TIMINGS:

**12.30 pm:** Lunch and mingling

**1.30 pm:** Welcome by Dr Julian Hargreaves (GP Tutor)  
Introduction - Business Continuity Planning and Early Epidemiology of Swine Flu by Dr Fu-Meng Khaw (Director of Public Health, North Tyneside Primary Care Trust and North Tyneside Council)

**1.45 pm:** Workshop 1

**2.45 pm:** Refreshment break

**3.15 pm:** Workshop 2

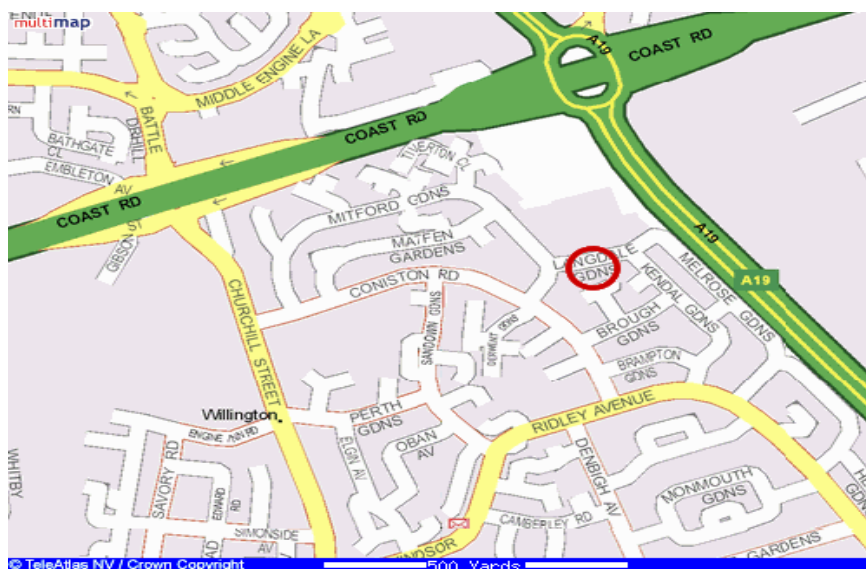
**4.15pm:** Practice Reflection Session

**5.00 pm:** Close

**PLEASE NOTE: THIS EVENT IS PARTIALLY FUNDED  
BY PHARMACEUTICAL COMPANY SPONSORSHIP**

#### VENUE:

Langdale Centre  
Langdale Gardens  
Howdon  
Wallsend  
Tyne & Wear  
NE28 0HG  
Tel: 0191 2001505



## SUITABILITY OF WORKSHOPS

Title and Speaker	Synopsis
1) PRIMARY CARE IN PARTNERSHIP WITH THE ONE TO ONE CENTRE TO DRIVE MODERN CONTRACEPTION - <i>Facilitated by Dr Vivienne O'Sullivan, Associate Specialist Contraception and Sexual Health, North Tyneside</i>	75 - 80% of contraception in the UK is delivered in General Practice by doctors and nurses. As a specialist integrated service, the One to One centre can provide practices with the updating and skills they need to deliver new methods, new ways of using existing methods and facilities to fulfil the service level agreements for enhanced services. This talk will encompass these new methods; discuss ways of increasing LARC uptake in your practice population and introduce the new vasectomy service now offered. <b>Suitable for GPs and Practice Nurses</b>
2) THE MANAGEMENT OF TYPE 2 DIABETES - <i>Facilitated by Dr Stuart MA Bennett, Consultant Physician, Diabetes Resource Centre, North Tyneside General Hospital</i>	In this session I will provide an overview about our shared guideline, the 'stepped approach', in managing Type 2 diabetes. I will also highlight some of the newer agents which are now available (exenatide and the DPP-4 inhibitors) and how they may fit into this pathway. Hopefully, there will be some time towards the end for Q&A. <b>Suitable for GP's, Practice Nurses and Community Nurses</b> • <b>Please note that this session will only run once - 13.45 start only</b>
3) PODIATRY AND BIOMECHANICS IN NORTH TYNESIDE - <i>Facilitated by Victoria Marshall, Acting Clinical Development Lead and Stephen Hannant, Principal Podiatrist Biomechanics</i>	We will outline the provision of Podiatry Service within North Tyneside, covering clinic locations, scope of practice, patient pathways, access and triage process. There will be an update on the Podiatric Biomechanics Service with practical demonstration linked to what and when to refer. This will be interactive and accompanied with supporting literature. <b>Suitable for GPs and Nurses</b>
4) INSULIN THERAPY - WHO, HOW, WHEN - <i>Facilitated by Karen Jones, Locality Lead, Diabetes Specialist Nurse</i>	This workshop will look at which patients should be commenced on insulin therapy and when insulin should be considered. This will include some case studies/ discussions. It will explore the differences between 1:1 and group starts and the principles of choosing the insulin regimen. There will also be a handy hints - things to remember when commencing insulin therapy and when the patient returns with any problems. <b>Suitable for GPs, Practice Nurses and Community Nurses</b> • <b>Please note that this session will only run once - 15.15 start only</b>
5) DEMENTIA UPDATE - <i>Facilitated by Dr Andy Teodorczuk, Teaching Research Fellow in Old Age Psychiatry</i>	This informal workshop will consider how Primary Care and Older People's Mental Health Services can work together to achieve the vision set out by the National Dementia Strategy. In particular we will be focussing on making earlier and more accurate dementia diagnoses; monitoring of different pharmacological treatment strategies and addressing the palliative care needs of people with dementia. Specific time will also be set aside to address any other queries that participants feel they would like to raise. <b>Suitable for anyone who will come into contact with people with Dementia</b> • <b>Please note that this session will only run once - 13.45 start only</b>
6) DIABETES AWARENESS - <i>Facilitated by Fiona Murray, Diabetes Manager</i>	Overview of diabetes including foot screening and best practice in terms of referrals <b>Suitable for Administration Staff</b>
7) A VISIT TO THE CONTACT CENTRE FOR NORTH TYNESIDE GENERAL HOSPITAL - <i>Facilitated by Jane Rutherford, Contact Centre Operations Manager</i>	Visit to Northumbria Healthcare NHS Foundation Trust Contact Centre, Cobalt Business Park to meet Contact Centre Staff and learn how referrals are processed in the Trust. <b>Please see back page of flyer for more information.</b> <b>Suitable for Administration Staff, particularly those involved in making referrals eg secretaries</b> • <b>Please note that this is a Double Session</b>
8) COMMUNICATING ON THE PHONE - HOW DIFFICULT CAN IT BE? - <i>Facilitated by Sally-Anne Pygall (MSc, RGN, RM) Consultant, Telephone Consultation Services Ltd</i>	Communication affects everything from managing demand for appointments to relationships and improving quality of care. Communicating over the phone requires particular attention including 'customer service' skills; even in a health care environment. This workshop looks at what is required to communicate effectively, deliver excellent customer care and how to deal with those patients who are difficult, demanding, frequent service users or perhaps just downright rude! <b>Suitable for Administration Staff</b> • <b>Please note that this is a Double Session - 13.45 - 16.15</b>
9) RECEPTIONISTS HELPING TO IMPROVE ACCESS FOR YOUNG PEOPLE TO SEXUAL HEALTH SERVICES - <i>Facilitated by Jane Cook, Health Promotion Officer, Sexual Health, North Tyneside</i>	This training session aims to provide reception staff with an opportunity to discuss the important part they play in providing a positive experience for young people who use health services. It will include information on the 'You're Welcome' quality criteria and young people specific services. <b>Suitable for Administration staff</b>
10) NON-PHARMACOLOGICAL APPROACHES TO CHALLENGING BEHAVIOURS IN DEMENTIA - <i>Facilitated by Dr Alan Howarth, Chartered Clinical Psychologist, Psychiatry of Old Age Service</i>	Patients with dementia often present with challenging behaviours. These behaviours are difficult for staff to manage and often lead to the prescribing of psychotropic medication and admission to hospital. This session will describe a non-pharmacological approach to such behaviours which understands them in the context of unmet needs. By considering the needs of the individuals presenting we are in a better position to manage them effectively. <b>Suitable for anyone who will come into contact with individuals presenting with challenging behaviour or staff that manage such individuals</b> • <b>Please note that this session will only run once - 15.15 start only</b>

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## TimeOut – 10 September 2009 - North Tyneside - Wallsend Locality

Closing date for bookings 12 noon Wednesday 2 September 2009

Please indicate, in order of preference, 4 workshops (1, 2, 3 and 4) you wish to attend. Number 3 and 4 choices will be reserve choices which would be used should either of your 1st or 2nd choices be oversubscribed or cancelled.

**IF NO ORDER OF PREFERENCE IS INDICATED, YOU MAY BE ALLOCATED TO WORKSHOPS.**

- |   |  |
|---|--|
| <input type="checkbox"/> Primary Care in Partnership with the One to One Centre to drive modern contraception         |  |
| <input type="checkbox"/> The Management of Type 2 Diabetes (13.45 start only)   |  |
| <input type="checkbox"/> Podiatry and Biomechanics in North Tyneside  | <input type="checkbox"/> Vegetarian                                |
| <input type="checkbox"/> Insulin Therapy - Who, How, When (15.15 start only)  | <input type="checkbox"/> Gluten                                    |
| <input type="checkbox"/> Dementia Update (13.45 start only)   | <input type="checkbox"/> Other (please state) <input type="text"/> |
| <input type="checkbox"/> Diabetes Awareness   | Access Requirements <input type="text"/>                           |
| <input type="checkbox"/> A visit to the contact centre for North Tyneside General Hospital (This is a Double Session) |  |
| <input type="checkbox"/> Communicating on the phone - how difficult can it be? (This is a Double Session 13.45—16.15) |  |
| <input type="checkbox"/> Receptionists helping to improve access for young people to sexual health services           |  |
| <input type="checkbox"/> Non-Pharmacological approaches to challenging behaviours in Dementia (15.15 start only)      |  |

PLEASE COMPLETE THIS FORM BY PRINTING **CLEARLY**, as these details appear on your certificate

Name \_\_\_\_\_ Practice \_\_\_\_\_

Role: (please circle) - GP / Practice Nurse / District Nurse / Health Visitor / Practice Manager / Allied Health Professional / Administrator / Receptionist / Other (please state)

Telephone No \_\_\_\_\_ Email \_\_\_\_\_

**PLEASE ENSURE YOU PROVIDE AN E-MAIL ADDRESS - THIS WILL BE USED FOR CONFIRMATION PURPOSES.**

**Terms of Timeout booking:**

- This event is open to clinicians and non clinical staff attached to GP Practices within the **designated locality**. GP locums on the NHS North of Tyne Performers or those from other lists working in North Tyneside can also attend.
- Places are limited according to venue capacity and are allocated on a **first come first served basis for those working within the designated locality, up to the closing date**. Please be aware that **places may be fully booked before the closing date**. After the closing date available places will be allocated to those working outside of the designated locality. Allocations to workshops are based on preferences indicated on the booking form. If no preference is indicated or workshops are full or withdrawn the timeout team will allocate you to a workshop.
- We are unable to offer places on any event without prior booking. An e-mail will be sent to confirm receipt of your booking form and a further email will be sent confirming an allocation of a place for you, therefore *a personal or practice email address must be supplied on the booking form*.
- Places cannot be offered on the day of the event.
- We do operate a reserve list and therefore all cancellations must be directed to us in order to reallocate places. If you do not require your place, having secured one, please ensure your **cancellation** reaches us 10 days before the event. If you do not attend or cancel outside of the 10 day cancellation period you may be charged £25 for the booking which you made.
- Clinical cover and call handling is available to practices from the **designated locality who are attending the event**. Cover is provided for all GPs who are scheduled to be working on the afternoon of the TimeOut Event, are booked and attend the TimeOut event. There is no obligation for attendees to close their practice for the afternoon if they wish to remain open. Clinical cover for TimeOut only covers GMS/ PMS contracts with NHS North of Tyne. It is not possible to fund cover arrangements for practices who have additional contracts made under separate arrangements with other providers.

**RETURN THIS BOOKING FORM TO: TIMEOUT BOOKINGS, Clinical Governance, Medical Directorate, NHS North of Tyne, Bevan House, 1 Esh Plaza, Sir Bobby Robson Way, Great Park, Newcastle upon Tyne NE13 9BA. Telephone: 0191 2172868 / Fax: 0191 2172510**  
**E-mail [timeout@northoftyne.nhs.uk](mailto:timeout@northoftyne.nhs.uk)**

## A visit to the contact centre for North Tyneside General Hospital

Suitable for Administrative staff, particularly those involved in making referrals eg secretaries

**This workshop is limited to 8 delegates**

**Delegates attending this workshop will not need to attend the Reflection Session**

**Please note: This is a Double Session - Delegates are welcome to attend the main TimeOut Event for lunch, however we are unable to provide transport to the workshop at the Cobalt Business Park. It would be useful if you could arrange transport/ car sharing in advance of sending your booking form.**

Visit to Northumbria Healthcare NHS Foundation Trust Contact Centre, Cobalt Business Park to meet Contact Centre Staff and learn how referrals are processed in the Trust.

### OBJECTIVES:

- Meet Contact Centre Referrals/ Appointment Booking/ Inpatient Booking Staff
- Watch first hand referrals being received from GPs, registered on PAS, stored electronically on the system and forwarded for triage to Consultants.
- Understand Consultant triaging and booking process for out patient appointments
- Follow the process for urgent 2 week wait suspected cancer referrals
- Understand endoscopy referral triage process—covering Choose & Book
- Understand inpatient admissions process/pre-assessment/physio appointments
- Resolve any Choose & Book problems
- Build better relationships between Trust and GP staff

