

North Tyneside - North West Localities Thursday 25 February 2010

Closing Date for bookings

Wednesday 17 February 2010 (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)
'Developments in Informatics for General Practice' - An update on key Informatics initiatives for General Practice as well as what's coming in the future - by Ian Davison (Director of Informatics and Project Management)

1.45 pm: Workshop 1

2.45 pm: Refreshment break

3.15 pm: Workshop 2

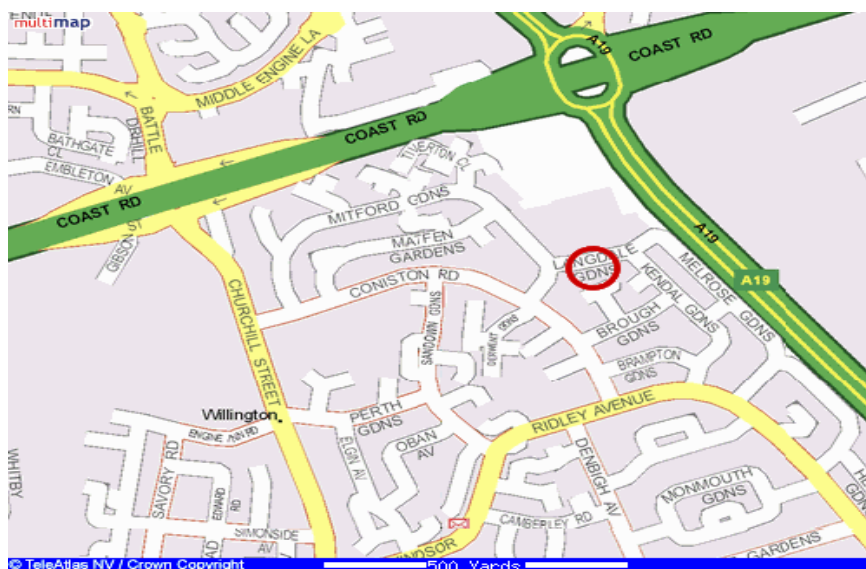
4.15pm: Practice Reflection Session

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) CONTRACEPTIVE IMPLANTS - <i>Facilitated by Dr Vivienne O’Sullivan, Associate Specialist Contraception & Sexual Health</i>	<p>The most effective reversible contraception is the Implant. It is well known that using more LARCs can be an important driver to reduce the abortion rate in the UK. All practices should be providing information about this method and most practices should be providing an insertion and removal service on site. This session will cover the theory and model arm training for Implanon. After this session, practical training for interested practitioners can be arranged at the 1 to 1 centre.</p> <p>Suitable for GPs</p> <ul style="list-style-type: none"> • Please note that this workshop is a Double Session
2) PHYSICAL ILLNESS IN PATIENTS WITH MENTAL HEALTH PROBLEMS - <i>Facilitated by Dr Paul Makin, NIHR Clinician Scientist, Senior Lecturer and Honorary Consultant Psychiatrist</i>	<p>Physical health problems are more common in people with mental illness, and especially cardiovascular and metabolic diseases. A large study of physical co-morbidity has recently taken place in North Tyneside Community Mental Health Teams. The findings of this study will be discussed, and strategies for improving monitoring and intervention will be explored.</p> <p>Suitable for GP’s, and Nurses doing mental health reviews</p>
3) SAFEGUARDING CHILDREN (CLINICAL) - <i>Facilitated by Dr Riaan Swanepoel, GP Child Safeguarding Lead and Jan Hemingway, Named Nurse Child Protection</i>	<p>The workshop will be small group discussions looking at real cases and serious case reviews. The cases will cover child safeguarding definitions, types of abuse, consent, information sharing, hidden harm and the referral pathway. We will reflect on serious cases (baby P and Victoria Climbié) and cover local as well as National recommendations following serious cases. The workshop will meet the requirement that GPs and Nurse Practitioners receive single agency training (SAT)</p> <p>Suitable for GP’s and Nurses</p>
4) PROTECTING ADULTS - <i>Facilitated by Sister Mary Burns and Wendy Carroll, POVA Lead, NHS Newcastle and North Tyneside Community Health</i>	<p>‘Abuse is a violation of an individual’s human and civil rights by any other person or persons’ (No Secrets 2000). This can include single or repeated acts, be intentional or unintentional, be an act of neglect or an omission or failure to act, can occur in any relationship, and may result in significant harm or exploitation. We will look at how vulnerable adults can suffer abuse, how to recognise it is happening and how to respond and refer. There will be time for questions.</p> <p>Suitable for All Staff</p>
5) COMPLAINTS HANDLING - <i>Facilitated by Christa Thompson, Complaints Lead, NHS North of Tyne</i>	<p>This session will cover the NHS complaints procedure in General Practice and will include:</p> <ul style="list-style-type: none"> • Why patients complain; • How complaints can be diffused; • Examples of complaints; • Outcomes; • Complaint process and what is expected of General Practice; • Q & A. <p>Suitable for Reception and Administrative Staff</p>
6) SAFEGUARDING CHILDREN (NON CLINICAL) - <i>Facilitated by Pat Oliver, Nurse Adviser Child Protection</i>	<p>Child Protection is everyone’s responsibility and it is important that administration and clerical staff are aware of the role they play in safeguarding children. This workshop will provide an update on recognition of child abuse and how the process works. Risk factors such as domestic violence will be explored. The workshop will meet the requirement that administration and clerical staff access Single Agency Training.</p> <p>Suitable for Reception and Administrative Staff</p>
7) DIABETES AWARENESS - <i>Facilitated by Fiona Murray, Diabetes Manager</i>	<p>Overview of diabetes including foot screening and best practice in terms of referrals</p> <p>Suitable for Administrative Staff</p>
8) A VISIT TO THE CONTACT CENTRE FOR NORTH TYNESIDE GENERAL HOSPITAL - <i>Facilitated by Jane Rutherford, Contact Centre Operations Manager</i>	<p>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.</p> <p>Please see back page of flyer for more information.</p> <p>Suitable for Administration Staff, particularly those involved in making referrals eg secretaries</p> <ul style="list-style-type: none"> • Please note that this workshop is a Double Session • This workshop is limited to 10 delegates

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TimeOut – Thursday 25 February 2010 - North Tyneside - North West Localities

Closing date for bookings Wednesday 17 February 2010 (12 noon)

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"/> Contraceptive Implants (Please note that this workshop is a Double Session) | <input type="checkbox"/> Vegetarian |
| <input type="checkbox"/> Physical illness in patients with mental health problems | <input type="checkbox"/> Gluten |
| <input type="checkbox"/> Safeguarding Children (Clinical) | <input type="checkbox"/> Other (please state) <input type="text"/> |
| <input type="checkbox"/> Protecting Adults | Access Requirements <input type="text"/> |
| <input type="checkbox"/> Complaints Handling | |
| <input type="checkbox"/> Safeguarding Children (Non Clinical) | |
| <input type="checkbox"/> Diabetes Awareness | |
| <input type="checkbox"/> A Visit to the Contact Centre for North Tyneside General Hospital (Please note that this is a Double Session) | |

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

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 10 delegates

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

Please note: This is a Double Session and will start at 2pm - Delegates are welcome to attend the main TimeOut Event for lunch, but will not be required to stay for the Introduction. Please leave the Langdale Centre in plenty of time for your workshop. 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

The address for your workshop: Contact Centre:
Business Unit 7/8,
Silver Fox Way,
Cobalt Business Park,
Newcastle upon Tyne,
NE27 0QJ

