

## Thursday 20 November 2008

**Closing Date for bookings  
Wednesday 12 November 2008 (12 noon)**

**Note:** We make a commitment with the venue, on your behalf, to pay for your place in response to your booking. All cancellations must be reported ASAP and at least 2 working days prior to the event. A charge of £25.00 will be incurred for cancelled bookings under 2 working days or for non-attendance on the day.

### **TIMINGS:**

**12.30 pm:** Lunch and mingling

**1.30 pm:** Start/Introduction with

Dr Robin Hudson, GP Tutor, and Mark Adams, Director of Planning,  
Contracting and Performance, NHS North of Tyne

**1.45 pm:** Workshop 1

**2.45 pm:** Refreshment break

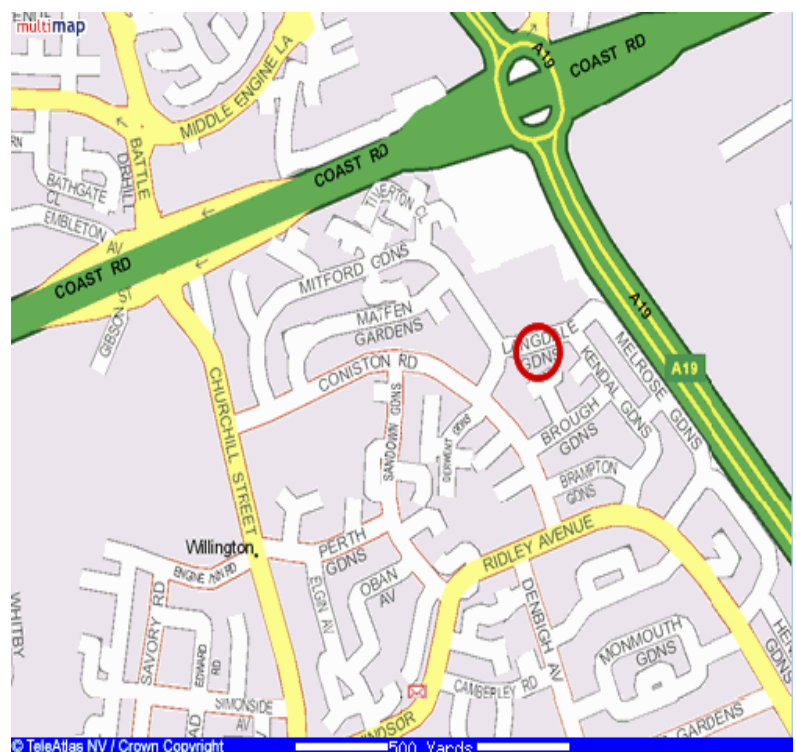
**3.15 pm:** Workshop 2

**4.15 pm:** Practice Reflection Session

**5:00 pm:** Close

### **VENUE:**

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



## CLINICAL SESSIONS

### 1) Stroke/TIA Guidelines     **suitable for clinical staff/GPs/practice managers**

Recent evidence has shown that greater than 40% of patients presenting with symptoms suggestive of transient ischaemic attack (TIA) are at moderate (4%) to high (8%) risk of stroke within the next 48 hours. The National Stroke Strategy and Healthcare Commission have set demanding standards for the management of suspected TIA, which requires rapid recognition and access to protocol defined assessment. This workshop will review the evidence behind this development and its impact on stroke services, and try out risk assessment in practice using some clinical examples.

**Facilitated by Dr Mark Sudlow, Consultant Physician and Honorary Senior Lecturer in Elderly Medicine and Stroke, Northumbria Healthcare NHS Trust; Medical Lead for Stroke Northumbria**

### 2) Pigmented Lesions: Spot the Difference     **suitable for clinical staff/GPs**

An interactive practical look at pigmented lesions and their management.

**Facilitated by Dr Kate Gittins, GPwSI in Dermatology**

### 3) New NHS North of Tyne Guidelines for the Management of Iron Deficiency & Anaemia **suitable for clinical staff/GPs**

This workshop will address the difficulties in differentiating iron deficiency anaemia from anaemia of chronic disease and highlight the selection and preparation of patients for endoscopy and colonoscopy. At the end of the workshop you will be more confident in knowing who to refer and who not to and in using the open access investigation route for your patients.

**Facilitated by Sue Hope, IDA Nurse Specialist, Northumbria Healthcare NHS Foundation Trust**

### 4) Insulin Delivery Devices and Blood Monitoring Kits     **suitable for clinical staff**

The session will be aimed at clinicians who either advise or are actively involved in blood glucose monitoring or insulin administration - practice nurses, GPs and qualified and unqualified community nurses. It will include:

- How do you decide which type of glucose monitoring to recommend to an individual? Urine or blood?
- If blood glucose testing, which type of meter would suit - and which probably wouldn't
- An update on the pros and cons of the most commonly used insulin devices, including the new Novopen 4
- The importance of correct needle length and good injection technique

**Facilitated by Susan Robinson, Diabetes Specialist Nurse, North Tyneside**

### 5) Familial Cancer Referral Guidelines     **suitable for clinical staff**

This session introduces participants to the New Regional Guidelines for Referral of Patients with a Family History of Cancer. The session will cover:

- When to refer to the Genetics Department and what information should be included in the referral
- Special situations which may not fit the rules
- Case discussions

**Facilitated by Dr Kathy Greenhaugh GP, Garden Park Surgery, Wallsend**

## **NON-CLINICAL SESSIONS**

### **6) Stroke/TIA Guidelines for Reception Staff    suitable for non clinical staff**

Stroke is the largest single cause of disability in the UK. Early treatment of stroke can reduce disability and death rates. GP reception staff are often the first members of staff people speak to if they suspect a stroke. This session aims to help these key staff recognise the symptoms of Stroke and Transient Stroke and ensure they are responded to as a medical emergency.

**Facilitated by Frances Blackburn, Service Manager and CHD Education and Training Lead, Northumbria Healthcare NHS Foundation Trust**

### **7) GP Practice Information Governance Toolkit (WORKSHOP 1 ONLY)    suitable for Practice Managers/admin staff/reception staff**

If your practice wants a choice of computer system, you need to sign up for GP Systems of Choice. This session will help you by looking at the GP Practice Information Governance Toolkit and will cover why the practice has to complete it and how it links to the Statement of Compliance etc.

**Facilitated by Robert Fraser, Information Governance Officer, NHS North of Tyne**

**PLEASE NOTE - THIS SESSION WILL RUN ONLY ONCE AT 1.45 PM**

### **8) Data Protection and Confidentiality, including Caldicott (WORKSHOP 2 ONLY)    suitable for Practice Managers/admin staff/reception staff**

With the spotlight on protecting data, this session will be on Data Protection and Confidentiality, including Caldicott, and will be particularly relevant to admin and reception staff in GP practices. The session will be a basic introduction to data protection and its principles and will look at confidentiality and protection of transferring person identifiable information.

**Facilitated by Robert Fraser, Information Governance Officer, NHS North of Tyne**

**PLEASE NOTE - THIS SESSION WILL RUN ONLY ONCE AT 3.15 PM**

### **9) Significant Event Analysis    suitable for all practice staff**

This session will explore the WHAT, HOW, WHY of SEA and is suitable for all members of the PHCT. We aim to share our experiences confidentially, to prevent other people making the same mistakes we have! Please be prepared to bring along an example of something that went wrong in your practice that you can share with others. There will also be anonymised examples from the PCT.

**Facilitated by Helen Shield, Senior Manager of Clinical Governance, Performance and Appraisal, NHS North of Tyne, and Jacqui Douglas, GP Appraisal and Education Manager, NHS North of Tyne**

### **10) Communication on the Frontline/Front Desk    suitable for non clinical staff**

This session will explore some of the challenges in communication with individuals with a range of needs: from learning difficulties to memory problems, and will focus on practical solutions to supporting effective communication.

**Facilitated by Alison Proudfoot, Professional Lead, Speech and Language Therapy**

# Booking Form - TimeOut 20 November 2008

Please indicate in order of preference, 4 workshops (1, 2, 3 & 4) you wish to attend. No 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**

- Stroke/TIA Guidelines
- Pigmented Lesions: Spot the Difference
- New NHS North of Tyne Guidelines for the Management of Iron Deficiency and Anaemia
- Insulin Delivery Devices and Blood Monitoring Kits
- Familial Cancer Referral Guidelines
- Stroke/TIA Guidelines for Reception Staff
- GP Practice Information Governance Toolkit - WORKSHOP 1 ONLY
- Data Protection and Confidentiality, including Caldicott WORKSHOP 2 ONLY
- Significant Event Analysis
- Communication on the Frontline/Front Desk

- Special dietary/access requirements (state in box below). Vegetarian is catered for as standard.

If you wish to have anything specifically covered in one of these workshops, we can request this from the speaker. Please state in this box any comments/suggestions and state which workshop it relates to.

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:

E-mail Address:

**PLEASE ENSURE YOU PROVIDE AN E-MAIL ADDRESS - THIS WILL BE USED FOR CONFIRMATION PURPOSES.** If you do not have an active e-mail address, please supply a practice/department address which you would be happy for us to confirm your booking to. All confirmations are sent electronically.

Please use this space to tell us what you have had identified in your Appraisal/PDP as a learning objective and we will see if we can use this information in developing future educational events. Please write clearly and be as specific as possible:

**RETURN THIS BOOKING FORM TO: Lynn Herron, Medical Directorate, North of Tyne NHS, Bevan House, 1 Esh Plaza, Sir Bobby Robson Way, Great Park, Newcastle upon Tyne, NE13 9BA**  
**Telephone:** 0191 217 2827/**Fax:** 0191 217 2510/**E-mail:** lynn.herron@northtyneside-pct.nhs.uk  
**Queries only to:** Jacqui.douglas@northoftyne.nhs.uk.

**Please note:** We try to accommodate all requests for spaces at these events, however we do have a maximum capacity which we must adhere to for health and safety reasons. We do operate a reserve list and therefore all cancellations must be directed to us, in order to reallocate places. An e-mail will be sent to confirm your booking. We are unable to offer places on any event without prior booking. Places cannot be offered on the day of the event.

**If in any doubt please ring to check we have received your booking.**