

# Thornfields Course List 2008

## Primary Care Managers

Appraisal Skills for Practice Managers  
Business Planning  
Effective Meetings  
Health & Safety for Primary Care Managers  
Information Governance  
Managing for Peak Performance (2 days)  
Managing People in Primary Care  
Patient Participation Groups  
Practice Development Planning  
Presentation Skills  
Successful Training Skills (2 days)  
Time Management for Practice Managers  
Writing a Successful Business Case

## Development Programmes

### Managing People with Confidence

- A nationally accredited (ILM) five day programme for supervisors and managers in primary care

### The Receptionist in Primary Care

- The essential programme for new or experienced reception staff – delivered over 5 half days

## Good Employment Practice

### Employment & Contractual Responsibilities

- Understand your responsibilities to employees and update your knowledge of employment issues

### Recruiting the Right Person

- Updated course covering the complete recruitment and selection process including pre employment checks and avoiding discrimination

### Managing Grievance & Discipline

- Essential skills for primary care managers covering policy and procedure as well as the effective management of situations

## Agenda for Change

### Agenda for Change – Implementation in General Practice

Development Review for Agenda for Change

## The GMS Contract

GMS Contract – Understanding Your Payments

PMS Contract – Understanding Your Payments (½ day)

Financial Management Skills for GMS Practices

The GMS Contract for Practice Nurses

Understanding GP Contracts – Responsibilities for Practice Staff

## Practice Based Commissioning

### Developing a Commissioning Organisation

- Learn all the latest PBC Guidance and how to develop your local commissioning structure. Includes help on Health Needs Assessment and planning service changes

## Confidentiality & Security

### Developing Confidentiality in General Practice

- Updated programme including the principles of Information Governance and requirements of the Freedom of Information Act .

## Primary Care Staff

Assertiveness & Interpersonal Skills

Become a More Effective Communicator

Chaperone Training (½ day)

Exceptional Customer Service

Health and Safety in Primary Care

Improving Patient Experience

Introduction to Supervision

Managing Pressure at Work

Managing Time & Your Boss

Medical Terminology for Non Clinical Staff

Promoting Quality & Handling Complaints in the NHS

Succeeding with Difficult People

Teamwork in Primary Care

Understanding Information Governance (½ day)

Understanding Prescribing (½ day)

Who Does What in the NHS and Beyond

Working with Diversity and Disability