



Access Improvement Programme

An overview of Training and Development offers – 2021/22

Training and development offer to support those in practices/PCNs to develop skills and confidence with using quality improvement tools and techniques. Having a box of tools to draw on and a knowledge of when and how to use them will enable them to tackle a range of challenges now and in future. All training is delivered by experienced faculty members of the Time for Care team. To find out more information about the programmes, click the link to access the: [Quality Improvement Training Courses Information folder](#) and for any queries please contact us at: england.capabilityt4c@nhs.net

Forthcoming events

| Programme | Topic | Date/ Time | Click the link to register for a place |
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| Topic based modular webinar series Sessions of up to 90 minutes each focusing on specific improvement topics and approaches. Some are standalone, while others are part of a series, ranging from introductory level to greater depth in some topics. Click to watch the video clip produced by Dr Mark Gillam on: Demand and Capacity via Twitter | Demand and Capacity modular series – cohort 5 | Wednesdays, 16th February & 2nd March 2022, 13:00 – 14:30 | Demand and Capacity modular series - Cohort 5 |
| | Demand and Capacity modular series – cohort 6 | Tuesdays, 8th & 22nd March 2022 12:30 – 14:00 | Demand and Capacity modular series - Cohort 6 |

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| <p>Are you developing your workforce with new roles to meet the needs of your practice and patients? This interactive learning series will help you identify exactly what you need, plan the workload, and integrate new team members quickly so that they can hit the ground running. They are designed for those working in practices and networks to help tackle challenges and make the most of opportunities.</p> | <p>Workforce Optimisation modular series - cohort 5</p> | <p>Tuesdays, 15th February, 1st & 15th March 2022, 12.30 – 14.00</p> | <p>Workforce Optimisation modular series - cohort 5</p> |
| <p>This is a 90-minute session focussing on a tool that can help to avoid miscommunication by using the SBAR tool, then consider some practical starting points for using the tool in practice.</p> | <p>Effective communication using the SBAR tool</p> | <p>Thursday, 24th March 2022 12.30 – 14.00</p> | <p>Effective communication using the SBAR Tool</p> |
| <p>This session introduces the key concepts and principles behind reliable design and considers their relevance in and application to primary care, using examples taken from clinical practice.</p> | <p>Reliable Design I</p> | <p>Thursday, 17th March 2022 12.30 – 14.00</p> | <p>Reliable Design I</p> |
| <p>This interactive learning module will demonstrate how using a Driver Diagram can help you to break a complex project down into accessible sections, provide a project plan and engage your stakeholders.</p> | <p>Creating an Improvement Strategy using a Driver Diagram</p> | <p>Wednesday, 2nd March 2022 12.30 – 14.00</p> | <p>Driver Diagram</p> |
| <p>This module will enable you to improve the safety and effectiveness of your primary care processes to 95% by using the SAFE approach. This involves the identifying any errors (actual or</p> | <p>Reliable Design II</p> | <p>Wednesday, 2nd March 2022 12.30 – 14.00</p> | <p>Reliable Design II</p> |

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| <p>potential), determining the nature of any contributing failures, prioritising starting points, and determining actions that could be taken to reduce the likelihood of errors occurring or causing harm.</p> <p>It would be expected for participants have attended Reliable Design I session and have a grasp of the basic theory from this Module.</p> | | | |
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Forthcoming events

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|---|--|---|--|
| <p>Fundamentals of Change and Improvement – Virtual Programme A short, practical programme, providing an in-depth introduction to Quality Improvement for those in general practices and PCNs. Participants bring a small, specific problem or issue to work on.</p> <p>Please ensure you read the programme information before applying, click the link to find out more: Fundamentals of Change and improvement programme information</p> | <p>Cohort 10 (2 sessions) Booking closes: 17th February 2022</p> | <p>Tuesday, 1st and 8th March 2022 09.15 – 15.15</p> | <p>Fundamentals of Change and Improvement – booking form</p> |