



### Current Training and Development offers delivered by the Time for Care Team

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](mailto:england.capabilityt4c@nhs.net)

#### Forthcoming events - Topic based modular series

Programme	Topic	Date/ Time	Click the link to register for a place
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: <a href="#">Demand and Capacity via Twitter</a>	Demand and Capacity modular series – cohort 6	Tuesdays, 22nd March 2022 12:30 – 14:00	<a href="#">Demand and Capacity modular series - Cohort 6</a>
	Demand and Capacity modular series – cohort 7	Thursday, 21 <sup>st</sup> April 5 <sup>th</sup> & 19 <sup>th</sup> May and 9 <sup>th</sup> June 2022- 12.30 – 14.00	<a href="#">Demand and Capacity modular series – Cohort 7</a>
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	Workforce Optimisation modular series - cohort 5	Tuesdays, 15 <sup>th</sup> March 2022 12.30 – 14.00	<a href="#">Workforce Optimisation modular series - cohort 5</a>

tackle challenges and make the most of opportunities.			
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.	Effective communication using the SBAR tool	Thursday, 24 <sup>th</sup> March 2022 12.30 – 14.00	<a href="#">Effective communication using the SBAR Tool</a>
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.	Reliable Design I  Click to watch the video clip produced by Dr Jeremy Clark on: <a href="#">Reliable Design I via Twitter</a>	Thursday, 17 <sup>th</sup> March 2022 12.30 – 14.00	<a href="#">Reliable Design I</a>
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 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.  It would be expected for participants have attended Reliable Design I session and have a grasp of the basic theory from this Module.	Reliable Design I & II series	Thursday, 26 <sup>th</sup> May, and 23 <sup>rd</sup> June 2022, 12.30 – 14.00	<a href="#">Reliable Design I &amp;II</a>



### Forthcoming events - What is quality improvement?

Programme	Topic	Date/ Time	Click the link to register for a place
<p>A short session for anyone in general practice/PCNs thinking about making changes or improvements.</p> <p>The session will include an overview of the key components of successful change, how quality improvement techniques can be used to make changes and how to get started, using a tried and tested, practical approach.</p>	<b>What is quality improvement?</b>	Tuesday, 24 <sup>th</sup> May 2022 13.00 – 14.30	<a href="#">What is Quality Improvement webinar - booking form</a>



### Forthcoming events – Getting Started series

Programme	Topic	Date/ Time	Click the link to register for a place
<p>The 'Getting Started' series from Time for Care, is designed to help you think through how you are going to approach any improvement you want to make in practice.</p> <p>It is recommended that you familiarise yourself with the Getting Started Series: Project Outline document, which can be accessed online through this platform: <a href="#">Getting started series - project outline v1.4 - Primary Care Improvement CONNECT - FutureNHS Collaboration Platform</a></p>	<p><b>Active Signposting</b></p> <p>The webinar is for all primary care staff involved with active signposting in practice. An example of a case study will be presented to show how you might improve active signposting in your practice through the use of Model for Improvement.</p> <p>For more information, click the link: <a href="#">Getting started series Active Signposting v2.0</a></p>	<p>Tuesday, 19<sup>th</sup> April 2022 12.30 – 14.00</p>	<p><a href="#">Active Signposting</a></p>
	<p><b>Redesigning appointment systems to match capacity</b></p> <p>The aim of this session is to look at how we can take a QI approach to redesigning appointment systems. The key tools we will be utilising are the Model for Improvement and</p>	<p>Thursday, 12<sup>th</sup> May 2022 12.30 – 14.00</p>	<p><a href="#">Redesigning appointment systems to match capacity</a></p>

	<p>demand and capacity theory. By understanding and quantifying appointment demand this can help better inform our change ideas in reshaping appointment templates to meet the practice and our patient needs.</p> <p>For more information, click the link: <a href="#">Getting started series Appointment System Restructure FINAL v3</a></p>		
	<p><b>Long Term Condition- Patient Recall</b></p> <p>This webinar will demonstrate an example of how to approach improving the recall system for patients with long term conditions in practice, using quality improvement techniques.</p> <p>For more information, click the link: <a href="#">Getting started series Long Term Condition Patient Recall v1.0</a></p>	<p>Tuesday, 7<sup>th</sup> June 2022 12.30 – 14.00</p>	<p><a href="#">Long Term Condition - Patient Recall - Booking form</a></p>