

Practice Staff Virtual Training from BCWB Training Hub



Fully interactive and engaging workshops that deliver the essential information via MS Teams

Social Media Awareness

During this insightful session, delegates will learn how social media can help practices reach their communities with important messages and health promotion campaigns. The session will explain the wide reach of social media and why it is important to use social media appropriately.

Objectives

- Understand which social media platform might be right for your practice
- Learn how to promote the personality of the practice and the type of engagement that is needed
- Learn how to deal with confidentiality issues and remain safe online
- Understand how to deal with a range of challenges such as managing the accounts and complaints

🕒 60 minutes
📅 Wednesday 15th June at 12pm

🕒 60 minutes
📅 Tuesday 11th October at 12pm





Understanding your Population

The aim of this session is to provide delegates with a foundation to understand the needs of their location population and how best to ensure service delivery is aligned to these needs. We'll look at really knowing your community to ensure patients feel respected and understood. We will cover:

- Using data (GP survey, PHE fingertips) to shape service delivery
- Understanding health inequalities and how barriers to healthcare can be overcome
- Supporting patients to navigate the healthcare system (care navigators / social prescribing link workers)

🕒 60 minutes
📅 Tuesday 28th June at 12:30pm

🕒 60 minutes
📅 Tuesday 6th September at 12:30pm

Practice & Workforce Planning

This session will focus on areas that require development. We'll show you how to produce a table of development that encompasses SMART objectives and will also cover succession planning or intentional pathway planning focusing on six key areas:

1. Identifying high-risk areas of the organisation
2. Planning for the future with long-term sustainable solutions
3. Governance and training of ARRS staff
5. Identifying the need for, and when to, recruit externally
5. Creating a succession plan for the future
6. Using local support (Training Hub & Facilitator Roles) to help practice teams manage ARRS personnel

🕒 60 minutes
📅 Monday 28th November at 12.30pm

🕒 60 minutes
📅 Monday 23rd January at 12.30pm

