


## What training is available?




In 2022/23 we are excited to announce a package of training to support staff across Primary Care. We (the training hub and Gloucestershire CCG) have commissioned Health Coach Academy to be the training provider. They are a Personalised Care Institute (PCI) accredited training provider. It is important that all staff consider training as part of their role, whether clinical or non-clinical. At present this training offer is only available for 22/23, although we are working hard across the ICS to develop system training.

Further training is also available from other providers. The table below summarises all the offers and who the training might be suitable for. Please click the relevant links in the table to find out more information and to book. Below the table more information can be found on health coaching.


Please note that the Shared Decision Model linked below is an updated requirement of the PCN DES 22/23 for all clinical staff to complete.



Personalisation: Knowledge and awareness						
Offer	Level	Provider	Composition	Access	For whom?	Link more info (course details)
	Awareness/Core skills	NHSE	Personalised Care Institute modules <ul style="list-style-type: none"> <li>• Core Skills</li> <li>• Personalised Care and Support Planning (30mins 1 hour)</li> </ul>	Online	Everyone	Please click <a href="#">here</a> .
	Awareness & introduction to skills	 HEALTH COACHING ACADEMY	Personalised Care Toolkit: A practical guide outlining new skills, models and useful tools	Free Download	Everyone	Please click <a href="#">here</a> .

**Health Coaching: relevant across all care contexts**  
**Skills level 1-3**

<b>Generic Coaching</b>	Skill level 1		E-learning 6 interactive modules inc guided reflective practice (approx. 12 hours)	Via login	For anyone needing an introduction and self-directed learning option, but will not be attending the live training in level 2 and 3 *	Further info here: Please click <a href="#">here</a> . Booking link : Please click <a href="#">here</a> .
	Skill Level 2		E-learning 6 modules (as above) + 1-day live training to develop skills	Via Login/invite	Staff in patient facing roles**, particularly those supporting patients with long term conditions (physical and mental health).	There are a few remaining spaces for cohort 2 which can be booked separately. To access the booking link please click <a href="#">here</a> . For further information please click <a href="#">here</a> .
	Skills Level 3		As for level 2 (above) + 2 Virtual Training days	Login online modules Bookable day TBC	ARR roles*** Personalisation Champions (Aspiring local trainers)	Please book initially via skill level 2 link above and express an interest on your booking for level 3 follow up training. Details of how to book on for the additional 2 days training will be released later in 2022. You will be contacted.


	Knowledge	PCI accredited course delivered via Healthy Lifestyles Gloucestershire	Better conversations training. 5x half day interactive sessions with some pre-work	online	Patient facing roles. We would encourage those in personalised care roles (SPLWs, HWBCs and care coordinators) to access the Health Coaching Academy training first as this fulfils the requirements for these roles.	To access full information and the application form please click <a href="#">here</a> .
<b>Health Coaching : Chronic Pain context Skills</b>						

<b>Coaching (Chronic Pain context)</b>	Skill level 2		4 X 2hr Sessions Training	Virtual	Bookable	Staff working with people with pain (including clinical pharmacists). To support challenging conversations including deprescribing	Please click <a href="#">here</a> . Gloucestershire – Please click <a href="#">here</a> . Forest of Dean PCN – Please click <a href="#">here</a> .
<b>Shared Decision Making (Discussion of Treatment Options)</b>							

Knowledge	 Personalised Care Institute	Online module	Free access via PCI website (account needs to be created)	Everyone.	Please click <a href="#">here</a> .
Knowledge	 Personalised Care Institute	Online Video	Free access via PCI website (account needs to be created)	For Clinicians to use during Consultations.	Following on from their Shared Decision Making (SDM) module, the Personalised Care Institute has launched a short video on <a href="#">Teachback consultations</a> , which is an evidence based technique for clinicians to use during consultations to ensure that patients understand information they have been provided and can make use of it.

**Advanced communication skills**

**Complex conversations with individuals and families, including end of life**

Advanced communication skills	Advanced		2 days experiential learning with short precourse workbook	Email booking	Senior clinicians including GP's nurses, AHPs and clinical pharmacists (at or above the equivalent of AfC band 7) Please click <a href="#">here</a> .
Intermediate communication skills	Intermediate		1 day face to face or online 2x 2.5hr sessions	Email booking	Suitable for clinicians - registered nurses and AHPs Band 4 and above or other workers in health and social care. Please click <a href="#">here</a> .

\* We would recommend the 2 or the 4 day health coaching course for most people who are keen to develop their personalised care and coaching skills. We appreciate there may be some people who may not be able to commit to this at the current time, or would benefit from an introduction beyond the booklets.

We have up to 100 spaces for standalone e-learning, which is equivalent to 1 day of training. This can be completed flexibly in your own time. For those who complete the e-learning and later decide they would like to attend live training please contact the training hub on [glccg.pcwc@nhs.net](mailto:glccg.pcwc@nhs.net) and we can see if we can make this work for you.

\*\* This is aimed at staff in patient facing roles, particularly those supporting patients with long term conditions (physical and mental health) and complex needs.

This may include the following groups of staff (although please note this is not exhaustive):

- GPs
- Nurses
- HCAs (more experienced HCAs may find this offer beneficial)

- **Social prescriber link workers**
- **Care co-ordinators**
- **Health and wellbeing coaches**  
Clinical Pharmacists
- First contact physiotherapists
- First contact dieticians
- First contact paramedics (particularly those managing long term conditions)
- Physician associates
- Advanced practitioners



**These personalised care roles are advised to do the 2 day training as a minimum**

**\*\*\* HWBC are advised to do the 4 day training (level 3) - Mental Health practitioners -**

## **Ad hoc or one-time training offers**

### **Motivational Interviewing Training Offer**

Please click [here](#) to access a poster relating to a Motivational Interviewing Training Offer. Described as a ‘interactive, light-hearted, online, live study day’, the offer will provide you with the ‘skills and knowledge to use your time effectively to harness the individuals wishes and reach decisions about themselves quickly’.

### **Health Coaching Better Conversations training**

Please click [here](#) to access a poster with full information regarding Health Coaching training designed to ‘ help to build on existing skills and provide you with skills and practical experience to use Health Coaching techniques in interactions with your patient/service user .