



Personalised Care Training offers



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 ICB) 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 personalised care 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 slides below summarise 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.

Health Coaching- generic skills

- Both courses below are specific for Primary Care staff within Gloucestershire.
- 2 day health coaching course (PCI accredited)
 - delivered as 1 day of self-directed e-learning (done at your own pace) and 1 day live training (virtual)
 - Suitable for staff in patient facing roles, particularly those supporting patient with long term conditions (physical and mental)
 - For more information, including how to book please visit: [CLICK HERE](#)
- 4 day health coaching course (PCI accredited)
 - Please book initially for the 2 day course above. There will be selected dates then available to top up to the 4 day course.
 - Suitable for Health and Wellbeing coaches and other personalisation champions (aspiring local trainers)

Health Coaching- generic skills continued

- 5x Half day 'better conversation' training sessions (PCI accredited), delivered in conjunction with Icecreates, our local HLS service provider
 - This course is for ICS (system) wide staff
 - Suitable for patient facing roles. Personalised care roles would be advised to complete the 2 or 4 day courses above.
 - For more details of currently available courses and to book please visit: [CLICK HERE](#)



Health coaching- chronic pain context

- Specialised Health coaching Training (PCI accredited) to support individuals with chronic pain
 - Suitable for staff working with people with pain (including clinical pharmacists), to support challenging conversations including deprescribing.
 - For more information and to book please [CLICK HERE](#)
 - The last cohort that is currently available starts in Feb 2023. If further cohorts become available we will update this page.

Shared Decision Making (discussion of treatment options)

- Online module accessed via the Personalised Care Institute on Shared Decision Making (SDM). Please note this module was a requirement of the PCN contract in 22/23, but this requirement was removed in September 2022. The module remains available for any staff member who would like to learn more. To access please [CLICK HERE](#)
- Following on from their Shared Decision Making (SDM) module, the Personalised Care Institute has launched a short video on 'Teachback' consultations, 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. To access please [CLICK HERE](#)
- You will need to register for free on the PCI website to access the module and video



Virtual patients and shared decision making

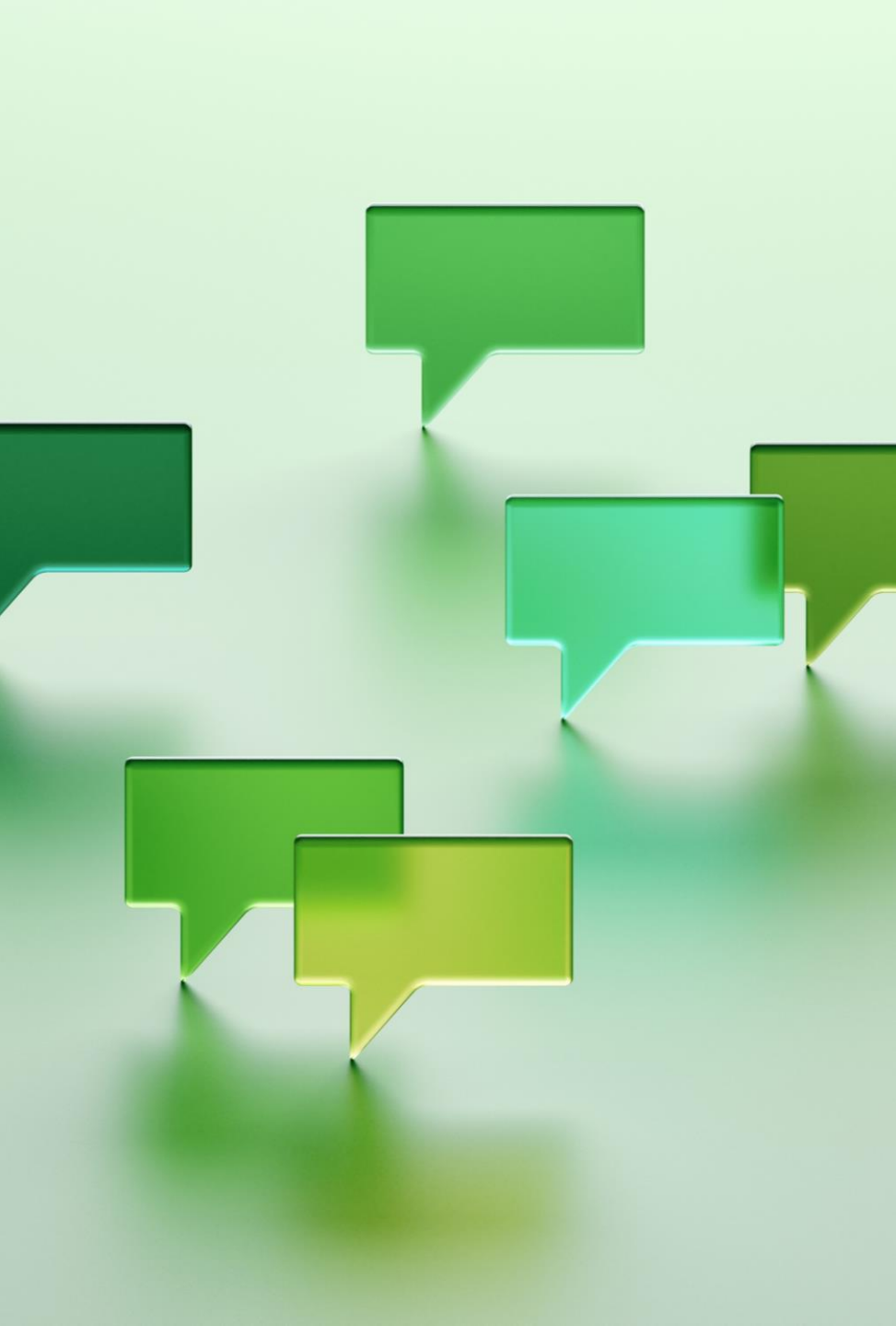
- [Virtual Patient Avatars \(personalisedcareinstitute.org.uk\)](http://personalisedcareinstitute.org.uk)
- The PCI, in conjunction with the Keele University, has developed some virtual non-immersive reality training simulations (free).
- For further information and to sign up please visit the website above

Put your personalised care skills to the test

Through a series of free, simulated patient consultations



Personalised
Care Institute



Communication skills- for complex conversations with individuals and families, including end of life care

- The details of the intermediate and advanced sessions can be found on the next 2 slides.



Gloucestershire Hospitals
NHS Foundation Trust

Intermediate Level Communication Skills Training (ICST)

One Day Course 09.30 – 16.30

This course is suitable for registered nurses and AHPs Band 4 and above, whose work includes potentially complex conversations with individuals and families. The course serves as a valuable pre-cursor to the Advanced Communication Skills Training (ACST) course offered for senior clinicians.

The aim of the course is to build on foundation communications skills and increase practitioner confidence in applying these. It is focused upon person-centred, evidence-based models of communication and their use in difficult conversations, including end of life care and advance care planning. A range of teaching and learning methodologies are used to maximise transfer of learning to future care.

Each course has a maximum of 12 places available for eligible staff. Therefore swift application is advised.

Your place is fully funded and valued at £60 plus VAT. Charges for non-attendance and non-completion of course may apply, other than in agreed exceptional circumstances.

To book a place, please contact our course administrator by emailing ghn-tr.advancedcommunicationskillstraining@nhs.net stating your role and confirming that you have your line manager's support to attend. Please contact course Lead Facilitator Jean Fisher jean.fisher4@nhs.net with any questions.

Sandford Education Centre
Keynsham Road
Cheltenham

20th September 2023

Redwood Education Centre
Gloucestershire Royal
Hospital

12th March 2024



Advanced Communication Skills Training Course

Sandford Education Centre
Keynsham Road
Cheltenham

26th/27th October

22nd /23rd February 2024

27th /28th June 2024

Redwood Education Centre
Gloucestershire Royal
Hospital

7th/8th September

23rd /24th April 2024

Developed from CONNECTED programmes this two day course utilises evidence-based theory and experiential learning strategies, based on participants communication challenge scenarios. Relevant for senior clinical team members, Band 7 and above.

The course has a maximum of 10 places available for each course for eligible staff.

Charges for non-attendance and non-completion of course may apply, other than in agreed exceptional circumstances.

Courses run 9 am to 5.30 pm on both days.

Course fees £490.00 (£50 Glos staff) (non-refundable) for all participants.

To book a place, or if you have questions, please contact

ghn-tr.advancedcommunicationskillstraining@nhs.net

or course lead Jean Fisher jean.fisher4@nhs.net

PLEASE ensure you have your line manager agreement prior to applying.

Full attendance at both days is compulsory, alongside submission of evidence of application of learning to receive a certificate of completion.