



GLOUCESTERSHIRE PRIMARY CARE  
**TRAINING HUB**



PRIMARY CARE  
**DEVELOPMENT PATHWAY**



GLOUCESTERSHIRE PRIMARY CARE  
**TRAINING HUB**



**THE  
DEVELOPMENT  
PEOPLE**

### **What is the Primary Care Development Pathway?**

- **An ‘end-to-end’ training and development pathway, with the flexibility to hop on and hop off.** Will include existing offers and signpost other training workshops/ resources.  
**Funded by Gloucestershire Primary Care Training Hub free of charge for one year/ no direct cost to practice**

### **Why have we developed the Development Pathway?**

- Designed following feedback from Admin, Team Leader and Practice Manager workshops, Practice Managers Training and Development Survey, Feedback from Annual PCN Workforce Conversations
- Making access to training equitable and consistent across Gloucestershire Primary Care

### **Why The Development People?**

- Local, wealth of experience and knowledge of Primary Care, proven - excellent feedback and requests for further sessions.






PRIMARY CARE  
**DEVELOPMENT PATHWAY**

Team Development  
Pathway

- Individual visual pathway
- Digital badges 
- Downloadable resources
- Certificates for every workshop

PLUS Line Manager Support Package

Leadership  
Pathway

-  Aspiring Leaders (Reception/Coordinators)
-  Operational Leaders (Practice Managers/Leads)
-  Strategic Leaders (Partners/Practice Managers)



# Team Development Pathway

## Why

- Increased Demand
- Increase in Patient Expectations
- Continuous Change

Leads to increased pressure and less time to develop teams effectively – can lead to increased staff turnover

## What

- Collaborative approach
- Practical, engaging, real-world development for all the team
- Builds confidence, capability and consistency
- Develops behavioural change that boosts performance

## How it supports you

- More confident, consistent communication from staff → fewer escalations and complaints
- Staff feel more equipped and valued → supports retention
- Staff can navigate change more effectively
- Build a more stable team
- You get ready-to-use tools so embedding doesn't fall on your shoulders



## Team Development Pathway



**Confident & Positive  
Patient Communication**



**Mindset Matters**



**Managing Challenging  
Conversations**



**Confident Care  
Navigation Skills**

- 2.5 Hour Workshops (can attend individually or as a group/team)
- Face to Face and Online
- Suitable for any patient facing roles including Admin/Reception/Care Coordinators/Dispensary/Social Prescribers/HCA's



# Line Manager Support



Confident & Positive  
Patient Communication



Mindset Matters



Managing Challenging  
Conversations

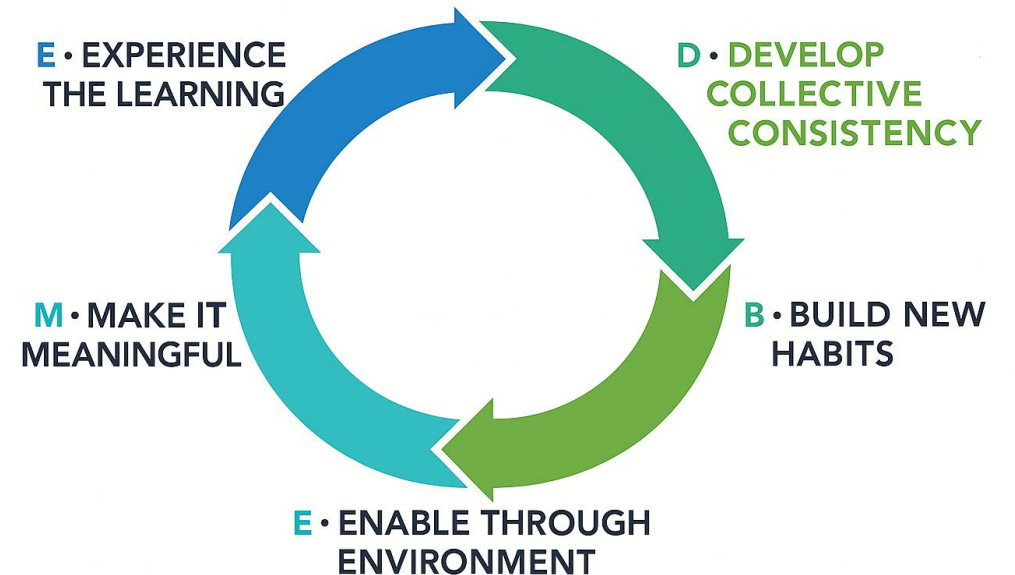


Confident Care  
Navigation Skills

Each Staff Workshop is supported by:

- Manager Support Pack
- Printable Resources
- Key Message Posters
- Performance measurement suggestions
- Online Portal to access resources/certificate

## The EMBED Model





# Leadership Development Pathway

## Why

- Increased demand on practices
- Increase in patient expectations
- Continuous organisational and system change
- Creates higher pressure on leaders and less time to support and develop staff

## What

- Collaborative leadership development pathway
- Practical, engaging, real-world learning tailored for Primary Care
- Builds leadership confidence, capability, clarity and consistency
- Drives sustainable behavioural change that improves performance and culture

## How it supports you

- Stronger, more confident leadership → clearer direction and fewer challenges
- Leaders feel more equipped, supported and valued
- Provides ready-to-use tools so embedding effective leadership doesn't fall solely on Practice Managers



# Leadership Pathway

Each Leadership Workshop is supported by:

- Downloadable Resources
- Online Portal Access
- Action Plans
- Leader CONNECT

 Aspiring  
Leaders



Stepping Into  
Leadership

 Operational  
Leaders



Appraisals That Motivate &  
Improve Performance



Performance Conversations  
& Accountability

 Strategic  
Leaders



Strategic Leadership:  
Future Planning



Strategic Leadership Through  
Performance Insight

# Leader CONNECT – 1hr

- Monthly online forum for Practice Managers and Primary Care leaders
- Practical space to share challenges, solutions and real-world leadership tools
- Builds confidence, alignment and consistency across practices
- Supported by TDP facilitators to strengthen culture, capability and peer learning



**Leader**  
**CONNECT**



# Secure spaces for your team!



**Confident & Positive  
Patient Communication**

30<sup>th</sup> April – 9.30-12.00  
The Pavillion – Cheltenham



**Mindset Matters**

30<sup>th</sup> April – 13.00-15.30  
The Pavillion – Cheltenham

[Link to booking: Primary  
Care Development  
Pathway - Gloucestershire  
Primary Care Workforce  
Centre](#)



# GLOUCESTERSHIRE PRIMARY CARE TRAINING HUB

Booking Link

