

GPMplus wellbeing courses

For the whole practice team

March - June 2024

GPMplus offers a range of high-quality courses, free to access thanks to funding from NHSE/I, with something suitable for all members of the practice team.

The courses, all held on Zoom and delivered under the banner of 'The Healthy Practice', focus on practical tips and advice to

- learn practical tools and techniques to support your wellbeing
- build resilience
- develop strategies to resolve work issues
- improve understanding within teams

The programme includes a range of courses focused on different challenges and targeted at different audiences – some are designed for those in leadership roles, some are particularly for clinicians and many are for all members of the practice team.



Programmes to Support the Healthy Practice



Find out more and book your place at gpmplus.co.uk



What is resilience?

Our Healthy Practice courses and other GPMplus programmes talk about building resilience – but what does this mean?

Resilience is the ability to adapt or recover after a period of change or difficulty e.g. to be able to survive a crisis and thrive in a world of uncertainty.

It is NOT absorbing whatever work throws at you and coping with an increasingly toxic environment. Nor is it becoming insulated against, or disengaged from reality.

Personal resilience is the ability to cope well and recover from setbacks. In primary care we are experts at managing risk so it should come as no surprise that things often don't turn out as predicted. Resilience training teaches self-care, adaptability, and the knowledge of where to deploy our often limited & stretched resources for optimal gain.

Team resilience is a learned set of skills and behaviours producing engaged, thriving team-members able to perform at their best, particularly when under stress. Engendering a sense of shared values, allowing frequent and honest feedback to inform change, enabling leadership and expertise to develop, and fostering co-dependency and a no-blame culture are fundamental to this state.

Systems resilience recognises that to be a Healthy Practice requires not just Personal & Team resilience but also systems /processes that are effective and flexible enough to adapt to the changing requirements of primary care.

Personal Resilience courses for everyone



Personal Resilience half day 4 hours

This course aims to support individuals working within General Practice and decrease the risk of burnout through tools and techniques in mindfulness, positive psychology and resilience.

Personal Wellbeing - 1.5 hours

This course will help you explore your own wellbeing and discuss how you can maintain your wellbeing through evidence based approaches and practical exercises.



Burnout: prevent and repair 1.5 hours

You will learn about what burnout really is and how to recognise it in ourselves and those around us. You will explore ways of avoiding burnout, and what to do if you are heading towards burnout, or already experiencing it.

Tiny Habits - 1.5 hours

Do you want to make a change in your work or personal life but don't know where to start? Does the change seem too big, are you struggling to find the motivation to implement it?

In this workshop you'll discover that BJ Fogg's scientifically established system of behaviour change can help you build strong and positive habits quickly and effectively in all areas of your life.

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Personal Resilience courses for everyone

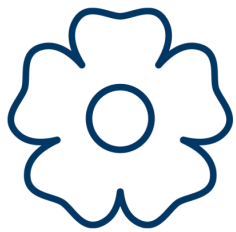


Recovery From
Adverse Events



Recovery from Adverse Events 1.5 hours

This is a bite-sized workshop designed to help you recover in a healthy and sustainable way following an adverse event: be it a serious complaint, medical or professional error. Relevant for all leaders within a practice. This course is designed for anyone in a leadership position of responsibility. It looks at examples of how to recover well, understanding of how stress and trauma affect us mentally, and introduces a framework we can use to progress efficiently through the stages of recovery. You will design your own recovery plan by the end of the session.



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Feedback from GPMplus course attendees....

“Practical and achievable suggestions.”

“Very interactive and supportive environment between attendees and very useful ideas that can be applied in the practice setting.”

“I found the course was very informative and run by people who understand the situation in GP practices.”

“Right pace, interactive, excellent facilitators...”

“The fact that the instructors had experience in primary care really helped, the freedom to speak freely is always appreciated.”

“The mix of clinical and non clinical staff- a great opportunity to gain different perspectives.”

Teams resilience courses

For everyone, but may be most suited to those in a leadership or supervisory role

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Programmes to
Support the
Healthy Practice

**Team
Resilience:**
What you need
to have a
flourishing team



**Team
Wellbeing:
Huddles &
Civility**



Team Resilience - 3 hours

This course will provide practical tools and techniques to build team resilience, appreciating current gaps in resilience, identifying how to use limited resources for maximum benefit and helping help to develop a Healthy Practice as a great place to work and be a patient.

Team Wellbeing - 1.5 hours

This interactive course will explore ways in which you can improve the Practice Team's Wellbeing. Through practical exercises we will explore wellbeing activities that have proved useful in local practices. You will leave with various activities for you to consider for your own practice.

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Programmes to
Support the
Healthy Practice

**Having Better
Conversations**



**Team Values
& Culture**



Having Better Conversations

- full day

This course aims to improve communication and understanding of each other, within a practice team. The course teaches simple coaching techniques to help improve team working, communication and culture, and is suitable for practice management, team leaders/supervisors and partners.

Team Values and Culture

1.5 hours

This course looks at the research behind developing team culture, the importance of ensuring psychological safety, why establishing the values of an organisation underpins everything else, and the 'sweet spot' when passion, values and signature strengths all intersect, and teams move to high performance mode.

We introduce case studies, individual /group exercises, tools and top tips, all relevant for leaders in primary care teams, and you will formulate your own action plan to take back to your practice to help support change.

Teams resilience courses

For everyone, but may be most suited to those in a leadership or supervisory role



Team Leadership & Engagement 2 hours

This course will define good and bad leadership, share important tools to take back to your organisation to develop leadership skills and allow you to formulate your own leadership action plan.



Conflict on the frontline 1.5 hours

This bite-size course is for non clinical staff to help dealing with Conflict and difficult interactions with patients. It is suitable for the reception team, administrators, and Practice Managers, particularly staff with a direct patient contact role, or those supporting them.



Effective Appraisals 1.5 hours

This workshop is for anyone who wants to set up an effective appraisal system at work, or feels their current system is lacking in some way. We look at the purpose of appraisal, boundaries, scope and style, and the pros and cons of various forms. We look at GP and Nurse appraisal, how to reflect and how to demonstrate quality improvement in appraisal documentation. As with all our courses you will come away with a 3-point action plan based upon your (and your organization's) development needs in this area.

Find out more
and book
your place at
gpmpplus.co.uk



Systems resilience courses

For everyone, but may be most suited to those in a management role



Practice Systems Resilience half day - 4 hours

This course will allow you to reflect and share processes currently in place in your practice, discover tools and techniques to help your organisation become more resilient and access resources and a community of practices to provide ongoing support.



Successful Complaints Management: A Systems Approach - 1.5 hours

This course will cover both the factual and process elements of complaints but will also focus on the emotional aspects of managing complaints. It will help you to consider why complaints happen, why a robust complaints system can be effective and efficient and how, by encouraging a positive mindset, we can look after ourselves and each other.



The Green Practice - 1.5 hours

There is huge scope in primary care to have a positive impact on our climate. Making green changes can improve health, reduce health inequalities, improve workload and reduce costs whilst mitigating against the climate crisis. This course is designed to help you understand where you can make changes, and give you the tools to begin.



Contingency Planning for Crisis Aversion - 1.5 hours

Events are varied and hard to predict, but we can classify them and ensure simple contingencies are in place to improve our chances of business continuity and even thriving. We will discuss the steps in formulating a business continuity plan (a CQC requirement) and share ideas and best practice in facilitated group discussions.

Systems resilience courses

For everyone, but may be most suited to those in a management role



Financial and Business Resilience 1.5 hours

This course, for practice managers, GPs and senior leaders, highlights the steps required to gaining greater financial confidence.

We cover how to identify all income streams, reimbursements, deductions, expenditure, negotiating maintenance costs, forecasting, economic planning and ensuring shared responsibility for savings and efficiency.



New to General Practice Partnership 2 hours

This course is aimed at those who have recently joined or are considering moving into GP partnership. This may be from a salaried or trainee role or other roles considering partnership, such as practice managers and nurses.

Partners still in early years but feel they need a refresh on core responsibilities and skills, may also benefit. The course will cover the challenges of being a business owner, whilst maintaining clinical duties, review the basics of belonging to a partnership, including the business and finance responsibilities, and look at the resilience needed within a partnership to ensure it can function effectively.



1/3/5 year Business Planning - 2 hours

This course is aimed at those who are involved in future planning within their practice. This can be GP partners, practice managers, finance managers or salaried GPs with an interest in developing their skills for future partnership.

The course looks at assessing the current position of the practice, making decision on future goals, willingness to change, strategies and contingency planning.

Other courses

For everyone, but may be most suited to those in a management role

Managing, Maintaining and Monitoring Change - 1.5 hours

This course underpins all the other courses that are part of the Healthy Practice Model.

The course will give you the skills to help bring about, maintain and monitor the changes you wish to implement after you have attend any of the other courses. You will be shown tools to help bring about both team and individual change, and you will also be given tools to measure the effectiveness of the changes that you implement.

Dates for forthcoming courses

March

21 March - Personal Wellbeing 9.30am-11am

22 March - The Green Practice **FULLY BOOKED**

26 March - Having Better Conversations 9am-5pm

27 March - Disputes Handling in General Practice 12noon-1.30pm

April

3 April—Burnout: Prevention and Repair 12.30pm-2pm

10 April - Successful Complaints Management 10.30am-12noon

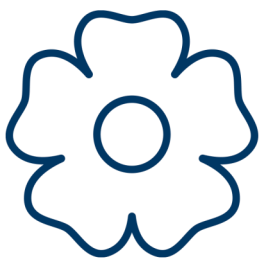
10 April - Managing, Maintaining and Monitoring Change 12.30pm-2pm

17 April - Team Resilience: What you need for a flourishing team
9.30am-12.30pm

23 April - Personal Resilience 9.30am-1.30pm

26 April - Neurodiversity: Inclusivity in the Workplace 9.30am-11am

30 April - Team Values and Culture 9.30am-11am



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Dates for forthcoming courses

30 April - Team Values and Culture 9.30am-11am

May

1 May - Team Wellbeing: Huddles and Civility 12.30pm-2pm

3 May - Personal Wellbeing 9.30am-11am

7 May - Recovery from Adverse Events 2pm-3.30pm

14 May - Team Leadership & Engagement 9.30am-11.30am

14 May - Financial and Business Resilience 2pm-3.30pm

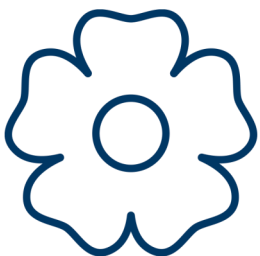
15 May - Tiny Habits for Wellbeing 12.30pm-2pm

21 May - Having Better Conversations 9am-5pm

24 May - The Green Practice 9.30am-11am

29 May - Successful Complaints Management 9.30am-11am

30 May - Financial and Business Resilience 9.30am-11am



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Dates for forthcoming courses

June

5 June - New to General Practice Partnership 9.30am-11.30am

5 June - Burnout: Prevention and Repair 12.30pm-2pm

6 June - 1/3/5 year Business Planning 9.30am-11.30am

11 June - Team Leadership and Engagement 9.30am-11.30am

12 June - Team Resilience: what you need for a flourishing team
9.30am-12.30pm

14 June - Neurodiversity: Inclusivity in the Workplace 9.30am-11am

18 June - Effective Appraisals 9.30am-11am

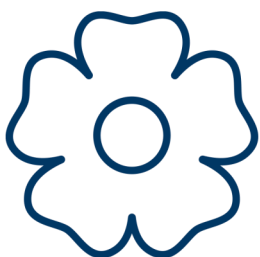
19 June - Contingency Planning for Crisis Aversion 9.30am-11am

20 June - Practice Systems Resilience 9.30am-1.30pm

25 June - Having Better Conversations 9am-5pm

26 June - Tiny Habits for Wellbeing 12.30pm-2pm

27 June - Conflict on the Frontline 2pm-3.30pm



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About GPMplus

GPMplus delivers a range of wellbeing support services to primary care colleagues and teams.

In addition to the Healthy Practice wellbeing courses, GPMplus also offers a peer mentoring service as well as a Healthy Practice programme for practices.



Mentoring

A free service for GPs, PMs, Nurses, and other practice staff with leadership responsibilities. The service is provided by trained mentors who all have experience of working in frontline primary care.



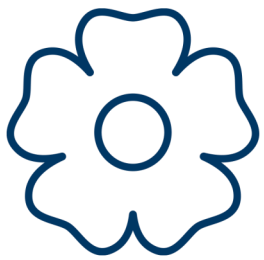
The Healthy Practice programme

A six month programme of support to improve culture and communication in practice teams and help practices to become 'a good place work and a good place to be a patient'.

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Find out more on the **GPMplus** website



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