



Essential & Core training for General Practice Nursing

Introduction

Across South London there is a wide variation in understanding as to what is required for mandatory & statutory training for nurses (GPNs) and health care assistants (HCAs) in general practice. There is also a lack of clarity with regards to where and with whom responsibility lies for this training, there are currently no clear guidelines across the CCGs as to what is required and at what intervals this should be undertaken. A recent training needs analysis commissioned by South London Nurse Network confirmed that some nurses were not fulfilling minimal required training. Access to quality training is variable and fragmented moreover, there are no systematically held records of who accesses, attends and completes training. Often the onus to fulfil training requirements is left to the individual practitioner or practice manager invariably this leads to a wide variation of practice which ultimately affects the quality and standard of patient care. It is a professional requirement under the Nursing Midwifery Council(NMC) that nurses get appropriate induction training, annual appraisals and have personal developments plans where training needs are identified in order to provide safe services for patients. Continuing professional development (CPD) is a necessary component of a nurses' duty of care and nurses are responsible for ensuring evidence in a portfolio is available if requested by the NMC.

The wide range of services delivered in general practice requires a broad range of training and skills all of which must be kept up to date in order to provide good quality care. Currently much time is spent by individuals in practices and nurse advisors in CCGs organising training to meet various staff statutory and mandatory training requirements. To improve efficiency and quality and make effective use of finite resources the SLNN set out to develop a comprehensive integrative framework for training. It was developed with input from nurse leads across South London and seeks to clarify areas of responsibility, set out recommendations for training for GPNs, HCAs and community matrons and provide and develop a list of reputable local training providers. This document is not intended to represent educational providers portfolios of courses.

Implementation of the recommendations will promote joint working and learning across the geographical and professional sectors. Moreover, it will facilitate primary care providers in meeting some of the requirements of the Francis report and the Cavendish review. Given the current and future trend of increasing numbers of HCAs in primary care providing integrated care in multi-disciplinary teams the latter review is of utmost importance in training and developing this workforce.

All GPNs are expect to comply with The Code: Standards of Conduct , performance and ethics for nurses and midwives ,(Nursing and Midwifery Council March 2015) by keeping their skills and knowledge up to date and by taking part in appropriate learning and practice activities that maintain and develop their competence and performance.

The Cavendish review was established to investigate what could be done to ensure that all people using services are treated with care and compassion by HCAs and support workers in the NHS and social care settings.

Definitions

Statutory Training

Statutory training is that which an organisation is legally required to provide as defined by law or where a statutory body has instructed organisations to provide training on the basis of legislation.

Mandatory Training

Mandatory training is that determined essential by an organisation for the safe and efficient running in order to reduce organisational risks and comply with policies, government guidelines

Essential or compulsory are also terms used to describe mandatory training. Some organisation use mandatory training as a 'catch all' to cover mandatory and statutory.

What Should Employers Be Doing?

There are many frameworks under which employers should be delivering mandatory training. Frameworks will vary depending on the risks encountered in the working environment, the needs of the workforce, insurers' standards, and the governance and legal frameworks in place and country specific requirements. However, an overarching requirement in all countries is health and safety legislation.

Benefits of Mandatory and Statutory Training

In addition to compliance with a number of legal requirements the benefits of mandatory training are listed below:

The Health and Safety Executive (HSE) describe mandatory training as an essential principle leading to good health and safety performance and a key means of influencing safety behaviour and a key element of a positive health and safety culture.

The delivery of appropriate mandatory training can also assist with:

- Meeting quality standards and performance ratings
- Financial savings e.g. discount on insurance schemes such as the NHS Litigation Authority scheme
- Reducing injuries and subsequent claims
- Improving staff morale
- The provision of safe and effective care

- Improving the patient experience (a recent study by the Healthcare Commission showed a positive correlation between training on hand hygiene and health and safety, and a positive patient experience)

What is Your Employer Currently Doing?

To check that your employer is doing what is required you can ask the following questions:

- Has a training needs analysis been carried out identifying which groups of staff need training and how often?
- Is there a jointly agreed organisational policy on training and or learning and development?
- Are managers aware of their responsibilities to release staff for training?
- Are employees aware of their responsibilities to attend training?
- Is there a training prospectus or information (for example on the intranet) on what training is available to whom and how to access it?
- Does the organisation's risk register and risk assessments identify what training is needed by whom and how often?
- Are all members of staff able to access the training they need? (e.g. those who work permanent night shifts or home based staff).
- Are training facilities suitable and accessible for all?
- Where health and safety training is required, RCN safety representatives should be consulted on the design and delivering of the training.
- Where mandatory training is being delivered electronically, ensure that staff are given time within working hours to complete modules and that staff know how to use IT equipment.
- Have Key Performance Indicators (KPIs) or similar targets been set to meet the organisational training needs?

Are They Achieving It?

Having policies and a training needs analysis carried out is one thing but how do you check whether your employer is meeting the objectives of the policy and everyone is receiving the mandatory training identified?

http://www.rcn.org.uk/_data/assets/pdf_file/0003/254865/mandatory_trainingv4.pdf

Clinical guidelines- the links have all been checked 5.2015

National Institute for Clinical Excellence (NICE) guidelines www.nice.org.uk

Scottish Intercollegiate Guidelines network SIGN guidelines www.sign.ac.uk

Guidelines for primary care www.equidelines.co.uk

British Thoracic Society guidelines <https://www.brit-thoracic.org.uk/>

British Hypertension Society www.bhsoc.org

Software support / Health Care Advice

www.cks.library.nhs.uk useful evidence based guidance

www.patient.co.uk for patients

www.gpnotebook.co.uk medical reference

www.fpa.org.uk family planning association

www.ffprhc.org.uk Faculty of sexual and Reproductive healthcare

www.diabetes.org.uk for patients and healthcare professionals

www.labtestsonline.org.uk information on lab tests

www.bettertesting.org.uk for health care professionals-scenarios

www.nhsdirect.nhs.uk for patients and health care professionals

www.resus.org.uk for patients and health care professionals

www.asthma.org.uk for patients and health care professionals

www.entnursing.com for health care professionals

www.bhsoc.org British hypertension Society

www.bpassoc.org.uk Blood pressure association

www.bhf.org.uk British Heart Foundation

www.heartuk.org.uk Heart UK

www.lunguk.org British Lung Foundation for patients and healthcare professionals

Neonatal Screening Information session

<http://cpd.screening.nhs.uk/annb-elearning-> is the link- please do the E- learning section for your certificate

Nursing:

http://www.rcn.org.uk/development/practice/clinical_governance/england/national_standards_and_strategies

<http://www.hpc-uk.org/>

<http://www.england.nhs.uk/nursingvision/>

Practice Nurses & Nurse Practitioners (including HCA*) suggested Training Intervals for Core Training. CCG's have received training allocations for primary care and access to university CPD budget which allows GPN to access all the courses plus commission bespoke courses this year plus the CCG allocations for membership practice development funds . CCGs can also access the acute trust underspend and other university funding from 4 universities as highlighted below. CCGs should also be able to access- London Southbank, Kingston, Greenwich and Kings- It is important that we attend local CPD meetings with universities to share some commissioning benefits.

Quarterly meetings should be arranged with Universities to monitor spend and pick up training issues. Each CCG should have a lead training nurse who acts as a signatory and receives back monitoring and spending reports. The university will require a signature of the CCG signatory for their records.

Basic training for GPN/HCA*

<p>Ear care*</p> <p>3 year update</p>	<p>Must be completed and assessed</p>	<p>www.kcl.ac.uk</p> <p>www.lsbu.ac.uk</p> <p>www.kingston.ac.uk</p> <p>www.gre.ac.uk</p>
<p>ECG- if practice has a machine</p> <p>Annual update</p>	<p>Quality control process in place for equipment and GP responsible for interpreting results or commissioned if 24 hrs ECG</p>	<p>www.kcl.ac.uk</p> <p>www.lsbu.ac.uk</p> <p>www.kingston.ac.uk</p> <p>www.gre.ac.uk</p>
<p>2 day immunisation course for children</p> <p>HCA injection course 3 days- flu/pneumococcal/B12 only</p> <p>, nasal flu as per NHS England advice</p>	<p>Must be completed and assessed</p> <p>Entry requirement- assessment process and supervision arrangements in place</p>	<p>www.kcl.ac.uk</p> <p>www.lsbu.ac.uk</p> <p>www.kingston.ac.uk</p> <p>www.gre.ac.uk</p>
<p>Diabetes – diploma or equivalent- annual CPD</p> <p>Including blood glucose monitoring* and foot</p>	<p>If providing a nurse led service</p>	<p>www.kcl.ac.uk</p> <p>www.lsbu.ac.uk</p> <p>www.kingston.ac.uk *</p>

assessment*		www.gre.ac.uk for updates
Asthma/COPD-diploma – annual CPD/CHD /Heart failure Anti-coagulation- annual update after original course Spirometry training as per ARTP standards Annual updates- or self directed learning	If providing a nurse led service	www.kcl.ac.uk www.lsbu.ac.uk www.kingston.ac.uk www.gre.ac.uk for updates
Leg ulcer training- including Doppler assessments	If providing a nurse led service	www.kcl.ac.uk www.lsbu.ac.uk www.kingston.ac.uk www.gre.ac.uk for updates
Introduction to practice nursing Introduction to HCA (Care Certificate standards- need to apply to all training courses for HCA's)		www.kingston.ac.uk www.gre.ac.uk
Minor surgery If assisting with minor surgery- formal course including infection control*	Annual supervision if providing a service	www.kingston.ac.uk
Ambulatory blood pressure or ECG monitoring- 3 yearly update or if machine change	From suppliers (if reading/interpreting results- annual update)	
Minor illness, substance misuse, minor surgery, mental health, epilepsy,		www.kingston.ac.uk www.gre.ac.uk

substance misuse,- evidence of keeping up to date annually- self directed learning following original course. (3 yearly)		
Wound care management* Minor and complex wound care- annual update	HCA must have supervision arrangements in place	www.kingston.ac.uk www.gre.ac.uk
Venepuncture*	No updates required but competence must be maintained with regular practice	www.kcl.ac.uk www.lsbu.ac.uk www.kingston.ac.uk www.gre.ac.uk

<u>Subject</u>	<u>Interval</u>	<u>Possible Course Providers- including university providers- updates and basic courses</u>
Basic Life Support	Annual	<p>In your practice as a team- GP responsibility- part of CQC</p> <p>The Resuscitation Council (UK) has combined forces with award-winning production company UNIT9 to develop LIFESAVER an interactive film to teach CPR. It's free to use so please share it with your colleagues, friends and family.</p> <p>You can see a 3-minute video introduction to LIFESAVER here: http://vimeo.com/65653781</p> <p>To play LIFESAVER on your computer, please visit: www.life-saver.org.uk/</p> <p>The iPad app is here: www.tinyurl.com/lifesaver-ipad</p> <p>The iPhone app is here: www.tinyurl.com/lifesaver-iphone</p> <p>The app for Android tablets is here: www.tinyurl.com/lifesaver-and-tablet</p> <p>And the app for Android phones is here:</p>

		www.tinyurl.com/lifesaver-and-mobile For more information visit www.resus.org.uk
Anaphylaxis	Annual	www.kcl.ac.uk www.lsbu.ac.uk www.kingston.ac.uk www.gre.ac.uk or commissioned with resuscitation training by the practice
Fire training	Annual in practice	Awareness of fire exits/ extinguishers sites
Information Governance Lone working policies Conflict resolution	Annual as part of a primary health care team meeting	Online https://nww.igt.hscic.gov.uk/ (ask your manager and the practice's Caldicott guardian) CCGs will have local arrangements to provide membership practices staff with Information governance training. Please seek local advice from your primary care lead nurse.
Lifting and handling (1 hr for update)	Annual in practice	Awareness of risks- investigate on line training or part of a mandatory day
Infection Control (1 hr for update)	Annual	In your practice as a team Basic infection control are run by universities 2 day infection control course if the lead for the practice in order to meet CQC guidance.
Child Protection Adult protection safeguarding is the preferred title - Awareness to level 3 (3 hrs original course and annual 1 hr	Annual Annual	Run by Merton/ Sutton/ Kingston Wandsworth/ Richmond/ Croydon CCG www.kcl.ac.uk www.lsbu.ac.uk www.gre.ac.uk www.kingston.ac.uk Level 3 is recommended for protection leads within a practice-protection awareness is an annual requirement for all GPN

updates)		
Smoking Cessation (1 hr for update)	Annual	Run by Public health - awaiting final hosting arrangements
Imms and Vaccs (1 hr for update) 2 hours if new vaccines being taught. Must include Patient group directive update	Annual	<p>www.kcl.ac.uk</p> <p>www.lsbu.ac.uk</p> <p>www.kingston.ac.uk</p> <p>www.gre.ac.uk</p> <p>On-line training</p> <p>1. http://www.nursingtimes.net/online-nurse-training-courses/childhood-immunisation</p> <p><u>Immunisations</u></p> <p>www.immunisation.org.uk Department of health website on immunisation</p> <p>www.immunisation.nhs.uk for patients and health care professionals</p> <p>www.dh.gov.uk/greenbook Immunisation against Infectious Diseases (Green Book)</p> <p>www.dh.gov.uk/en http://www.dh.gov.uk/en/Publichealth/healthprotection/immunisation/Greenbook/DH_4097254 The Green book</p> <p>www.hpa.org.uk Core Curriculum for Immunisation Training</p> <p>www.hpa.org.uk National Minimum Standards for immunisation Training</p> <p>http://www.hpa.org.uk/webw/HPAweb&Page&HPAwebAutoListName/Page/1204012992964?p=1204012992964</p> <p><u>Vaccine update.</u></p> <p>vaccine.supply@dh.gsi.gov.uk for vaccine update e-mailed to you directly</p> <p>www.who.int/vaccines/globalsummary/immunization/scheduleselect.cfm Worldwide vaccination schedules</p>

		<p>1. https://www.gov.uk/government/organisations/public-health-england/series/immunisation-against-infectious-disease-the-green-book</p> <p>Primary care training centre: www.primarycaretraining.co.uk</p> <p>Education for Health www.educationforhealth.org.uk</p> <p>Health Protection Agency www.hpa.org.uk</p> <p>Training slide sets and other resources to accompany these new programmes are also available:</p> <ul style="list-style-type: none"> • Rotavirus • Meningococcal C (MenC) • Measles catch-up • Flu for 2013-2014 • Shingles for adults 70 and 79 years
Yellow Fever	Two yearly (one staff member)	www.nathnac.org
Travel Health After completing 2 day basic course	Annual full day- should cover YF update requirements (RCN Competencies)	<p>www.kcl.ac.uk or drug company days</p> <p>www.lsbu.ac.uk</p> <p>www.kingston.ac.uk</p> <p>Websites:</p> <p>www.travax.scot.nhs.uk for health professionals. You need to register through the PCT</p> <p>www.fitfortravel.scot.nhs.uk for patients and health care professionals</p> <p>www.hpa.org.uk health protection agency/malaria guidelines</p> <p>www.istm.org useful website with worldwide travel clinics</p> <p>www.nathnac.org for patients and healthcare professionals</p>

		<p>http://www.travax.scot.nhs.uk accessed via subscription, through the PCT or your GP</p> <p>http://www.yellowcard.gov.uk Yellow card Scheme</p> <p>www.kentlmc.org Information on Payment for vaccines on the LMC website</p> <p>UK guidance on Best practice in Vaccine Administration www.rcn.org.uk</p> <p>RCN guidelines for travel health competencies www.rcn.org.uk</p> <p>Guidelines for Malaria (UK) www.hpa.org.uk</p>
<p>Cytology- 1.5 hrs</p> <p>Cytology trainer update (2 hrs)</p>	<p>Three yearly</p> <p>Three yearly-needs to be QA approved or unless change to a programme</p>	<p>www.kcl.ac.uk</p> <p>www.lsbu.ac.uk</p> <p>www.gre.ac.uk</p> <p>www.kingston.ac.uk</p> <p>1. http://cpd.screening.nhs.uk/elearning- link for E learning re screening</p>
<p>Contraception or sexual health- half day annual</p>	<p>Two yearly</p>	<p>Run by Marsden community services Contraception and Sexual Health dept.) Rmh-tr.smcscontraception@nhs.net</p> <p>www.kingston.ac.uk</p> <p>www.gre.ac.uk</p>
<p>Non - medical prescribing update for those that hold a prescribing qualification</p>	<p>Annual</p>	<p>If V100/V150/V300</p> <p><u>Medicines management and prescribing</u></p> <p>www.bnf.org British national Formulary</p> <p>www.mims.co.uk for independent prescribers</p> <p>www.mimsfornurses.co.uk useful practice handbook and visual aid for inhalers etc</p> <p>www.londonpharmacy.nhs.uk useful for non-medical prescribers</p> <p>www.npc.co.uk National Prescribing Centre</p>
<p>Mentors (if sign off mentor)</p>	<p>Annual</p>	<p>If accepting students for placements update</p> <p>www.kcl.ac.uk</p>

		www.lsbu.ac.uk www.gre.ac.uk www.kingston.ac.uk
Clinical supervision update	3 yearly	www.kcl.ac.uk www.lsbu.ac.uk www.gre.ac.uk www.kingston.ac.uk
Minor surgery/ Infection control for HCA if helping with minor surgery with supervising GPN	Must complete basic training and then annual infection control training	www.kingston.ac.uk

Practice leadership and development: for nurses who aspire to become managers or are advanced nurse practitioners with management responsibility.

<u>Personal leadership</u> <ul style="list-style-type: none"> • Assertiveness • Influencing • Dealing with Difficult Customers- Conflict resolution • Delivering quality customer care Understanding and applying best practice customer management • Coaching/ mentorship 	<u>Effectiveness/</u>	www.kcl.ac.uk www.lsbu.ac.uk www.kingston.ac.uk www.gre.ac.uk AnnJameson (annj@thelearninggateway.org.uk)
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Authors: Fiona White-SLNN facilitators with CCG SW/SE London Network members . June 2015.