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Great place to work group wants YOU

THE Trust has established a Great Place to Work group to help improve staff satisfaction and engagement across all areas of the organisation and wants YOU to be involved.

ALL members of staff across ALL job roles and areas are being invited to join the group to give their input into how improvements can be made to help make the Trust maintain its objective of being a "Great and Safe Place to Work."

Nicky Ingham, Director of Human Resources and Organisational Development, leads the group. She said: "We have had a great response so far and had some great input and ideas which we think will really benefit staff but we are always looking for more people to join us."

"We really do want to hear the views of the widest range of staff as

possible and I would encourage people to come forward and help."

Two meetings have so far been held and four workstreams have been highlighted as areas for developing:

- Culture change – 2 way engagement
- Dynamic and effective leadership
- Recruitment and retention
- Open culture – challenge and raise concerns

Groups of staff are looking into how improvements can be made in these areas and if anyone has any ideas they can join the next meeting of the groups or send their ideas to Susan



Nicky Ingham.

Traylor from the HR department on susan.traylor@bfwhospitals.nhs.uk or ring her on 01253 956870.

If you would like further information about the work of the group so far contact Susan on the above numbers.

- AS part of the work the Trust would like to re-establish its Staff Social Group.

The group is looking for new members who may be able to help put on events for colleagues such as social evenings, charity nights, shopping and theatre trips to name but a few. All ideas would be welcomed from as many people as possible. If you would like to help contact Derek Quinn, Head of Communications, on 01253 956941 or email derek.quinn@bfwh.nhs.uk

Raising concerns encouraged at Grand Round

This week's Grand Round highlighted the importance of reporting all clinical incidents. Medical Director, Prof Mark O'Donnell, hosted the session entitled 'Freedom to Speak Up - Creating an Open and Honest Reporting Culture' linked to a report

by Sir Robert Francis published earlier this year which showed that nationally only 72% of staff were confident that it was safe to raise a concern.

Prof O'Donnell said: "I cannot stress enough how important it is for staff to feel confident and informed

about raising concerns. It is vital that we learn from all incidents that may increase the possibility of a harm to our patients. I would urge all staff to report any incidents when they feel it is necessary because I can guarantee that we will look into each and every one of them."

Kate Granger Awards now open

FOLLOWING the success of the inaugural Kate Granger Awards for Compassionate Care which celebrate people making a positive difference to patient care are back for a second year. There is one award for an individual working in the NHS or delivering NHS funded services while the second is for teams or organisations who are part of the NHS or who deliver NHS funded services. These services can be delivered in hospitals, or in a primary care, community or residential setting. For details go to: www.nhsemployers.org/~media/Employers/Documents/Kate%20Granger%20Awards%20factsheet.pdf. The closing date is May 29.



Still time to enter top NHS awards

STAFF are being encouraged to showcase their work by entering this year's top NHS awards. The



HSJ Awards are now open for entries with 22 categories in the awards this year. There are 22 categories this year including: Clinical Leader of the year, Enhancing Care by Sharing Data and Information, Improving Care with Technology, managing Long term Conditions, patient Safety, Secondary Care Service Redesign, Acute Sector Innovation, Workforce Redevelopment. Deadline for entries is June 19, 2105. For full details go to: www.awards.hsj.co.uk

Appraisal system and mandatory training

THE appraisal system is now available to all non-medical staff and will close at the end of August. Staff will need to use your payroll number in order to sign in to the system. It is also a reminder that staff should ensure all mandatory training is up to date as well before booking in their appraisal. Access to the appraisal system is via the [intranet homepage](#).

There have been a number of changes this year including:

- The Pre-Review tab is now much shorter;
- The 'self-assessment' tab has been removed – ratings should be discussed at the face-to-face meeting and recorded on the 'performance' tab (discrepancies or disagreements should be recorded on the summary tab);
- Talent Management is no longer part of the appraisal process;
- Objectives and PDP are now limited to a maximum of six items;
- Staff who are recorded in ESR as having started in post since January 1, 2015 will be asked to complete a 'mini-appraisal' – this involves a shorter pre-review, and objective and PDP setting.

* IF you need assistance please contact a member of the IT Team on 01253 951016.

Conflict Resolution

A NUMBER of Conflict Resolution training sessions are now available. Frontline staff who have not completed the training before MUST attend the full course as soon as they can. All sessions run from 9am-1pm and take place in Rooms 3 and 4 in the Education Centre at BVH. The dates available are: April 21, April 29, May 14, May 20, May 28. Book your place through OLM on 01253 955392 or via olm@bfwhospitals.nhs.uk.

New staff handbook

THE Trust's new Staff Handbook is now available. The handbook is available at: <http://blackpoolhr3.multi2.sitekit.net/Documents/Blackpool%20Teaching%20Hospitals%20NHS%20Foundation%20Trust%2020151%20v2.pdf>

Fire Lecture dates

A NUMBER of Fire Lectures have been organised over the coming months. To book onto one of the courses Email: Stephan.Haigh@bfwhospitals.nhs.uk or Telephone: 01253 956799.

Date	All Held in Education Centre	Time
1/4/2015	Room 1	11.00 – 12.00
8/4/2015	Room 1	11.00 – 12.00
17/4/2015	Lecture Theatre	10.00 – 11.00
20/4/2015	Room 1	14.00 – 15.00
29/4/2015	Room 1	12.00 – 13.00
5/5/2015	Lecture Theatre	11.00 – 12.00
15/5/2015	Room 1	10.00 – 11.00
20/5/2015	Room 1	13.00 - 14.00
26/5/2015	Room 1	13.00 - 14.00
2/6/2015	Room 1	10.00 – 11.00
9/6/2015	Room 1	14.00 – 15.00
15/6/2015	Room 1	14.30 – 15.30

E-learning support

ARE you using E-learning for Mandatory Training? Remember we have all the tutorials and user guides you need on our designated e-learning pages on oneHR, To access them please go to: <http://blackpoolhr3.multi2.sitekit.net/Mandatory%20Training/elearning.htm>. * IF you are using e-learning to complete your mandatory training you need a username and password. Please use the flowchart below to acquire these: <http://blackpoolhr3.multi2.sitekit.net/Documents/Mandatory%20Training/Guides/e-Learning%20Username%20and%20Password.pdf>

Research opportunities available

RESEARCH and Development can now provide a range of funding opportunities, including schemes and initiatives. Our funding opportunities enable individuals and groups within Blackpool Teaching Hospitals NHS Foundation Trust to pursue high quality research for our patients. There are now four different funding opportunities available from requests under £100 to requests over £2,000 with full details including timeframes and application forms are live on the R&D SharePoint site at: <http://fcsharepoint/divisions/corporateservices/clinicalquality/randd/Pages/ResearchFundingOpportunities.aspx>



* If you have any questions or queries please get in touch with Michelle Stephens on 01253 955336 or Siobhan Shelliker at Siobhan.Shelliker@bfwhospitals.nhs.uk

Promoting Parkinson's Disease awareness

PEOPLE with personal experience of Parkinson's Disease have been promoting a special awareness week. The volunteers from the Blackpool, Fylde and Wyre Branch of Parkinson's UK were at Blackpool Victoria Hospital this week to highlight the condition. Parkinson's is a progressive neurological condition and around one person in every 500 has it. Scientists are still trying to



Volunteers promote awareness of Parkinson's Disease this

understand why people get Parkinson's. The condition is not infectious and does not usually run in families. Although life with Parkinson's can be difficult, many people with the condition lead active, fulfilling lives. Mary said the local support group can offer a huge amount of comfort and advice to people with Parkinson's and their friends and families.

Patient Experience secondment on offer

EXPRESSIONS of interest are being sought for a Band 7 secondment opportunity in the Patient Experience Department. A nine month secondment opportunity has arisen to cover maternity leave. The post holder will be responsible for delivering the Trust's Patient and Carer Involvement Strategy which ensures that the Trust's services are developed as a result of local patient and public consultation. Permission will need to be sought from your line manager and head of division before applying for this role and the appropriate cover sought. Expressions of interest and CV's should be sent to Simone Anderton, Deputy Director of Nursing and Quality, by April 29th 2015. For further details about this role please contact Eleanor Walsh, Lead in Patient Experience on 01253 956374.



To read the latest copy of the new staff magazine click [HERE](#)

Pre-retirement sessions

ARE you intending to retire within the next two years? If so then there is still time to book your place on our next specialist seminars. We offer up to date financial information on: NHS and state pensions, tax, savings and investment options, wills, Inheritance tax and financial advisors. The next sessions are:

- BVH Education Centre, June 8, 2015, 9.30am–1pm
- BVH Education Centre, September 25th, 2015, 9.30am–1pm
- Heysham PCC: October 12, 2015, 9.30am–1pm
- BVH Education Centre, December 1, 2015, 9.30am–1pm

Book your place through OLM on 01253 955392 or via olm@bfwhospitals.nhs.uk.

New and revised documents

NEW and Revised Procedural Documents which have been uploaded onto the Document Library in the last 60 days can now be accessed on the link below <http://fcsharepoint/trustdocuments/Documents/Forms/Uploaded%20in%20the%20last%2060%20days.aspx>

E-Rostering training

IF you are responsible for creating and/or managing rosters and would benefit from some training then there is help available. Members of the e-Rostering team are providing drop-in support sessions on Wednesday May 20 between 1 and 4pm in the Lifelong Learning Suite in the Education Centre at Blackpool Victoria. There is no need to book.

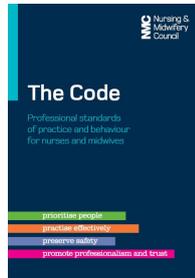
THINK! Why A and E film

A QUIRKY animated film has been produced to help in the battle to ease the pressure on over-burdened A&E departments. The film has been launched across the Fylde coast as part of the 'Think! Why A&E?' campaign run by Blackpool CCG in partnership with the Trust and Fylde and Wyre CCG. You can view the film at: <https://youtu.be/ZHeFgK2CtKE>



Revised NMC code now available

THE revised Nursing & Midwifery Council Code for all UK registered nurses and midwives has been published. [The Code](#) has been updated to reflect changes in contemporary professional nursing and midwifery practice and to reflect the public expectations of care. All nurses and midwives were sent a copy of the Code before it became effective on March 31 2015. Nurses and midwives will start receiving copies from March onwards. For full details go to www.nmc-uk.org/The-Code/



Annual leave advice for staff

STAFF are asked to note that in the annual leave year 2015/16 there are 10 bank holidays as Easter fell in April 2015 and occurs again in March 2016. Consequently in the annual leave year 2016/2017 there will be only six bank holidays as Easter 2017 falls in April once again. Line managers must make the necessary adjustments to the bank holiday allocation in both those years. Please note that eight bank holidays are allocated in each calendar year in accordance with the European Working Time Directive for January to December. As we operate an annual leave year from April to March, the number of bank holidays is subject to change dependent upon where Easter falls. Anyone with any queries is asked to contact their relevant HR contacts.

Staff can access Stop Smoking support

MEMBERS of staff are welcome to attend a Stop Smoking Clinic at Blackpool Victoria Hospital on Friday, May 1. The staff clinic will be held in the Occupational Health Department and each appointment lasts for approximately half an hour. Advisors discuss smoking habits and can recommend appropriate nicotine replacement products. Vouchers for nicotine replacement products are available to staff who wish to stop smoking.

If you would like to attend the staff clinic you must make an appointment. The half-hour sessions start at 2pm and the last one is at 4.30pm. To make an appointment please call the Blackpool Stop Smoking Service on 01253 951 570 or email stop.smoking@blackpool.nhs.uk.

<http://www.blackpoolstopsmokingservice.nhs.uk>

BLACKPOOL
STOP SMOKING SERVICE
T: 01253 951 570

Film raises stalking awareness

THE Suzy Lamplugh Trust has produced a film as part of National Stalking Awareness Week to help staff identify what actually counts as stalking behaviour. The animated film, called [Is It Stalking?](#) lasts just two minutes long and is particularly effective.



Health Records transit advice

THERE have been a number of untoward incidents and complaints from staff regarding overfilling transit bags with Health Record folders. Health and Safety regulations stipulate the bags must not exceed 10kg in weight, otherwise staff may refuse to collect them. Please use more transit bags and not overfill them.

Important expenses note

SOME essential work is due to take place to the Expenses system starting May 2 2015. This means that expense claims for April **MUST** be submitted and approved by 4pm on May 1 2015. If necessary, you can add the last few days of April expenses to May's claim. You will not be able to start May's claim until May 11 2015. Any April claims that are not submitted and approved by May 1 2015 may become obsolete and you may have to re-enter them on a new claim. If you have a query please contact either Nick Gill on 01253 955928 or Katie Lee on 01253 95 7006.

Sage & Thyme course

THE next available Sage & Thyme Workshop takes place on Wednesday, May 27 between 1.30pm and 4.30pm. Book your place through OLM on 01253 955392 or via email at: olm@bfwhospitals.nhs.uk.

Chronic illness support

TINA Russell from ward 23 at Blackpool Victoria Hospital is wanting to set up a support group for those people who suffer from chronic illness. This group will meet on a regular basis to discuss their experiences and provide mutual support to one another, possibly providing new ways of dealing with a problem. If you are interested in being a part of this group please email tina.russell@bfwhospitals.nhs.uk by Friday May 22, 2015 who will also be able to provide you with more information.

A "Grand" offer

THE Grand Theatre is offering NHS staff a 2 for 1 deal for the opening night showing of the Forbidden Plant. Telephone the box office on 01253 290190 for details quoting reference number FP241.

Leadership Forum

Strengthening leadership capacity is a key priority for the Trust as we need leaders who can lead with care and compassion whilst engaging teams and delivering results in challenging times.

In order to support you as our leaders to enhance your leadership skills and capacity, a programme of bi-monthly leadership forums have been organised.

These sessions could include a range of activities such as seminars from key leadership thinkers; updates on big issues for the Trust and the development of collaborative working relationships with key partners. They will also provide leaders with an opportunity to network with other leaders and share their ideas with members of the Executive Team.

The first of these events has been organised for June and will focus on you helping to shape your future events - we want you to tell us what would help you become a better leader. The session will be facilitated by Nicky Ingham, Director of Workforce and OD.

The session is open to all leaders at Band 7 and above from both medical and non-medical backgrounds.

So, if you're interested in supporting us in our ambition in creating a great and safe place to work then please contact Helen Hampson on the number below.

Date: Tuesday 2nd June 2015

Time: 12.00 – 1.00pm

Venue: Classrooms 3&4, Education Centre

To book a place on this please contact **Helen Hampson** on **1184** or via email helen.hampson@bfwhospitals.nhs.uk

Workplace Coaching

The Trust offers an in-house Coaching service which is open to all.... Whether you are a new employee adjusting to the organisation or an experienced employee who wants to become more effective in the workplace, a coach may be able to help you reach your goal.

Just as a sports coach motivates athletes to perform better on the field, a workplace coach works one-on-one with you to help identify old behaviours that aren't effective and push you to improve your job performance and working relationships.



Essentially, coaching is about one person helping another to excel by working through problems that present a barrier to personal success.

It is an equal partnership, where the person being coached sets the agenda, and the coach helps them find the best way to reach their goals.

Coaching is not about giving advice or telling someone what to do. A good coach will present more questions than answers and will challenge you to consider new perspectives and different approaches to dealing with problems at work. They are there to help *you* find your own path to success.

Typical reasons for requesting a coach (non-exhaustive).....

- You would like to be more assertive/ confident to deal with certain work colleagues/ situations
- You have just been promoted and need support adjusting to your new role
- You feel overwhelmed/ stressed with work
- You would like to have a better relationship with a colleague/ your manager
- You have lost your 'spark'/ motivation
- You would like to manage your emotions/ reactions more effectively
- You want a better work/ life balance
- You want to re-evaluate your management style

Next steps.....

If you feel this maybe something of interest and would like further information please contact the OD Team on ext 5405 for an informal discussion.

Alternatively you can access the application form via oneHR / OD page clicking on 'Access a Coach'. We will then contact you to discuss our coach matching process - all our 'In House Coaches' are certified, experienced and follow a strict ethical code that ensures all conversations are confidential.



Army Medical Services
MODERN MILITARY MEDICINE
"Delivering against the odds"

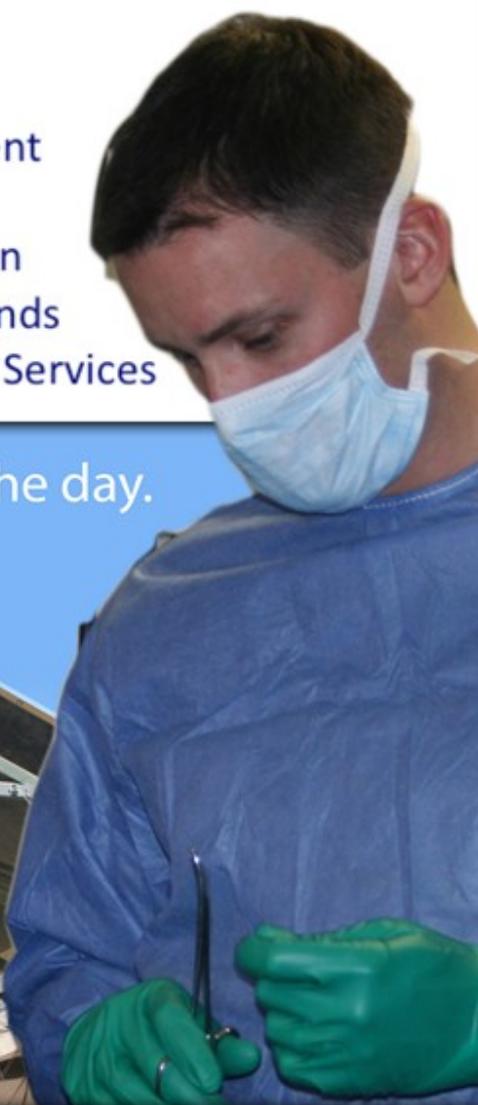
208 (Liverpool) Field Hospital invite you to a series of Lectures and Demonstrations, the aim of which is to give an insight into the diverse nature, skill and commitment of the Army Medical Reserve and their valuable contribution in support of global military operations.

This 1 day programme will take place on 3 consecutive days:
23rd 24th & 25th April
9am to 4:30pm

Lectures and Demonstrations:

- Operational Medicine and Trauma
- Surgical Intervention within the austere environment
- Nursing Capability beyond the conventional arena
- 'Clinician and Army Reservist' a symbiotic reflection
- A series of Clinical demonstrations and interest stands showing the adaptive nature of the Army Medical Services

Lunch and refreshments will be provided on the day.



To book a place on this event contact Christine Horrocks:
208HOSP-RHQ-OSA@mod.uk or call on 0151 488 1549.

Our address: 208 (Liverpool) Field Hospital, Chavasse House, Sarum Road
(Off Childwall Valley Road), Liverpool, L25 2XP

Conflict Resolution Training Dates 2015

Conflict Resolution Sessions for 2015 are now available for booking – see list below. Frontline staff who have not completed this training before MUST attend this FULL COURSE which covers the KEY principles of Conflict Resolution. To book your place please email course bookings on OLM@bfwhospitals.nhs.uk or Phone either 01253 655392 (internal 5392), or 01253 303175 (internal 3175).

Date	Timing	Venue
5 th June 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
17 th June 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
25 th June 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
10 th August 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
21 st August 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
26 th August 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
4 th September 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
14 th September 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
23 rd September 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
9 th October 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
14 th October 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
19 th October 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
2 nd November 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
11 th November 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
16 th November 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
2 nd December 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
11 th December 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
14 th December 2015	09:00 – 13:00	Room 3-4 HPEC, BVH

People Centred Positive Compassion Excellence



Sunday 10th May, 11am
Enter online NOW at www.blackpoolfunrun.co.uk



Support Trinity Hospice in our special 30th anniversary year!

With official chip timing technology

For more information please call 01253 359362
Be part of Blackpool's biggest fun run for all abilities



Fylde Coast Birth Centre

at Blackpool Victoria Hospital

OPEN DAY



Tea and cakes



Tombola & Raffle

EVERYONE WELCOME
Saturday 9th May 2015
10am - 3pm

Raising money for 



Focus Groups

Investors In People

Please join me, Alex Latham for a chat about our liP plan and how we can retain our GOLD award.

I really want to know what you think and how we can continue to invest in each other.

Please ring Lauren Butterworth on ext 1185 to
Book a place or email her on;

Lauren.butterworth@bfwhospitals.nhs.uk

Available Sessions:

13th May - Room 3 HPEC (10am-11am)

19th June - Lytham PCC, Seminar Room (2pm-3pm)

6th July - Queen Victoria Centre (10.30am-11.30am)

14th July - Moor Park (10am-11am)

5th August - Wesham PCC (2pm-3pm)

Our Four Values:

People Centred

Positive

Compassion

Excellence

MOVING & HANDLING

Theory and Practical Objects and People

UPDATE SESSIONS

Wednesday 15 th April 2015	11.00	-	12.00
Thursday 14 th May 2015	14.00	-	15.00
Monday 8 th June 2015	11.00	-	12.00
Tuesday 7 th July 2015	14.00	-	15.00
Wednesday 23 rd September 2015	11.00	-	12.00
Thursday 15 th October 2015	14.00	-	15.00
Tuesday 17 th November 2015	11.00	-	12.00
Friday 18 th December 2015	14.00	-	15.00

Training room 2, Trust Offices, Wesham

UPDATE SESSIONS

Wednesday 15 th April 2015	14.00	-	15.00
Thursday 14 th May 2015	11.00	-	12.00
Monday 8 th June 2015	14.00	-	15.00
Tuesday 7 th July 2015	11.00	-	12.00

Clinical Skills Lab, Moor Lane Mills, Lancaster

UPDATE/FULL SESSIONS

Wednesday 8 th April 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Thursday 7 th May 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Tuesday 9 th June 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Wednesday 15 th July 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Tuesday 1 st September 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Monday 12 th October 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Wednesday 11 th November 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Friday 4 th December 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.

Room 4, Simulation & Skills Centre, BTH

TOPICS COVERED

Legislation, Responsibilities, The Spine, Policies and Procedures, Principles, Risk factors, Equipment, Storage, Waste Disposal and Work Station Ergonomics

To book a place please email OLM@bfwh.nhs.uk

This is part of your mandatory training!!! Are you compliant?



Community Medicines Management Training



Medicines management training is mandatory within the Trust for all community staff that administer or prescribe medicines.

You are required to attend training with the Medicines Management Specialist Nurse every three years.

Sessions are being held at community sites, places are limited .

To book a place please email OLM@bfwhospitals.nhs.uk or
phone the booking lines 01253 955392 or 953175

Thursday 7th May 2015 at 1.30 pm

Training Room, South Primary Care Centre

Thursday 14th May 2015 at 1.30pm

Meeting Room S26, Moor Park Health and Leisure Centre

Thursday 21 May 2015 at 9.30am

Large Meeting Room, Slyne Road, Lancaster

Thursday 28 May 2015 at 9.30 am

Meeting Room 1, Whitegate Health Centre

Thursday 4 June 2015 at 9.30am

Seminar Room, Lytham Primary Care Centre

Thursday 11th June 2015 at 9.30 am

Training Room, South Primary Care Centre

Thursday 18 June 2015 at 1.30pm

Large Meeting Room, Slyne Road, Lancaster

e-Rostering Drop-In Help & Support Sessions



HealthRoster Employee Online

Do you have your login details and know how to access the Employee Online system?

Do you know how to request duties/record hours or request annual leave?

Would you like help & support from the Trust's e-Rostering Trainers?

HealthRoster Manager

Are you responsible for creating and/or managing rosters?

Do you feel like you would benefit from a system refresher?

Would you like help & support from the Trust's e-Rostering Trainers?

Then why not come and see us! (Just drop in, no need to book!)

When?

Tuesday 17th March, between 13:30pm -16:00pm

Thursday 16th April, between 9:30am -13:00pm

Wednesday 20th May, between 13:00pm-16:00pm

Where?

Lifelong Learning Suite, Education Centre, BVH

erostering@bfwhospitals.nhs.uk

Telephone: 01253 95 3690

PREVENT Training

- Terrorism awareness

For all front line staff (with face to face patient/public contact)

This is COMPULSORY training for staff —there will be further dates to follow during the rest of the year

Blackpool Victoria Hospital Education Centre Lecture Theatre:

May 18th 9.30-11.30am

June 16th 2-4pm

August 6th 9.30-11.30am

September 8th 2-4pm

October 28th 9.30-11.30am

November 5th 2-4pm

December 16th 9.30-11.30am

Objectives of this Training: To ensure you understand the basic principles of the PREVENT agenda, including:

- **What is CONTEST**
- **How vulnerable people are radicalised**
- **Signs and Symptoms of someone being radicalised**
- **What to do - the PREVENT referral process**
- **Understanding the CHANNEL process**

This training is being delivered as a workshop session

Please book through L&D Dept on 01253 955294

Or by E Mail: olm@bfwhospitals.nhs.uk

Leadership at the Point of Care

'An Innovative three day programme for all front line staff

Leadership at the Point of Care is designed for front line staff in the NHS who have regular contact with patients their carers or families. This programme follows and discusses the themes of being a leader in any role with particular emphasis on 'Continuous Improvement' for our patients.

The programme will help you to:

Communicate better with people in your team
Manage conflict
Be assertive
Feel good about your work

Motivate yourself and others
Plan and make real changes where you work
Work more effectively

The programme is run over 1 full day and 2 half days with the 3rd day 4-6 weeks after days 1 and 2.

Day 1	10th June	Lytham Primary Care Centre	9.30am—4.30pm
Day 2	11th June	Lytham Primary Care Centre	9.30am—1.30pm
Day 3	16th July	Lytham Primary Care Centre	9.30am—1.30pm
Day 1	11th August	Room 6 HPEC, BTH	9.30am—4.30pm
Day 2	12th August	Room 4 HPEC, BTH	9.30am—1.30pm
Day 3	23rd September	Old Trust HQ Board Room, BTH	9.30am—1.30pm
Day 1	27th October	Room 1 HPEC, BTH	9.30am—4.30pm
Day 2	28th October	Room 1 HPEC, BTH	9.30am—1.30pm
Day 3	9th December	Old Trust HQ Board Room, BTH	9.30am—1.30pm

To book a place please contact OLM; olm@bfwhospitals.nhs.uk

People Centred

Positive

Compassion

Excellence

Courageous Conversations

Is there a difficult issue you need to approach with another member of staff?
Are you a manager needing to discuss something sensitive with a team member?
Is there a performance issue with a member of staff that you need to tackle?

Need some advice?

29th April—2pm—4pm—Queen Victoria Centre
11th May—2.30pm—4.30pm—Room 1 HPEC
26th May—9.30am—11.30am—Room 6, Simulation and Skills
8th June—10am—12pm—St Annes PCC
14th July—09.30am—11.30am—Moor Park, S65
27th July—10am—12pm—Carnforth Clinic, Health Promotion Room

To book a place please email OLM;
olm@bfwhospitals.nhs.uk

People Centred

Positive

Compassion

Excellence