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# N2PC Programme

Primary Care Integrated Development Programme

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## Frequently asked questions...

### **Is the Programme free?**

The N2PC Programme as part of the Primary Care Integrated Development Programme is a fully funded programme.

### **Is there backfill or salary support?**

No, learners will have to attend in practice, employer or own time.

### **When does the Programme start?**

Our Welcome Days are 8<sup>th</sup>/9<sup>th</sup>/10<sup>th</sup> October 2024. There is also opportunity to join the Programme in January and April 2025, subject to available spaces.

### **How are the sessions delivered?**

Weekly sessions are delivered virtually (typically, on Wednesday afternoons, 1-4pm) , with a face-to-face full day every couple of months.

### **Are there any assignments/coursework to complete during the programme?**

No, no formal assignments will be required. There will be times learners are asked to bring case study examples or complete reflective logs to contribute to discussions. And we hope learners will be able to undertake quality improvement work within their job.

If you have any further questions, please email Heather Chadwick ([heather.chadwick@nhs.net](mailto:heather.chadwick@nhs.net)).



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## 1. Roles and Responsibilities

### Learning Outcomes:

- Introductions to the Clinical Educators
- Context of NHS and PCNS
- Roles and responsibilities of healthcare professionals
- Develop a greater understanding of other roles within primary care
- Develop greater efficiency in utilising other roles within primary care

### Feedback

*It was a great introductory session.*

*I learned a lot.*

*I now understand the limitations and expectations of my role.*

*I enjoyed learning about other people and how they contribute to providing the best healthcare service.*

*Interactive networking.*



## 2. Leadership – Part 1

### Learning Outcomes:

- Explore the concept of values-based leadership
- Explore the 'Strength Deployment Inventory' to help support effective leadership development
- Appraise your own and others behavioural styles and values
- Develop effective leadership communication and motivation techniques

### Feedback

*Chris was excellent! Very enthusiastic and understandable.*

*Thank you for making it easier to understand who I am, why I am who I am and to know and understand the people and system around me better and more clearly now.*

*Very informative/ engaging and entertaining.*

*Fantastic for self-reflection and a lot can be taken into practice.*



## 3. MECC (Making every contact count)

### Learning Outcomes:

- Explore what is meant by the term MECC
- Understand how MECC fits into the national and local health strategy
- How MECC fits into your role
- When and how to start a conversation
- Consideration of your role in change management with barriers and benefits
- Resources to enable you to signpost when the opportunity arises

### Feedback

*It was very interactive and informative.*

*Very good information in regard to how to approach patients and utilising the time to fix multiple issues.*

*I now understand how to bring a holistic approach into a consultation.*

*Very helpful resources/signposting... Also great to hear other's thoughts on how they would manage the patient.*



## 4. Patient Engagement

### Learning Outcomes:

- Explore the pros, cons of various consultation models i.e. face to face, telephone, video call, group, digital
- Explore how we might adapt our communication through these models
- Consider the safeguarding risks of these

### Feedback

*It was great to have exchanging of ideas, experience and knowledge experienced/shared by different professionals using different modes of consultations to make my practice more effective.*

*I learned about getting the most out of patient appointments by encouraging patient participation in their own healthcare.*



## 5. Systems Management and QOF

### Learning Outcomes:

- Understand what good clinical coding is and why it is important
- Locate and understand NHS Key Performance Indicator (KPI) documents that apply to Primary Care
- Explore how you can contribute to these KPIs in your role
- Learn some tips and tricks to make your clinic run more efficiently

### Feedback

*I learned about navigating systems and now have a better understanding of QOF points.*

*It was useful to learn how to obtain QOF goals for the practice and how doing these simple things can help my practice.*

*I enjoyed everything. It been so helpful and I feel so enlightened.*

*Very useful to understand QOF / DES, EMIS protocols and reporting.*



## 6. Typical Clinic Day - 1

### Learning Outcomes:

- To explore the strategic aims for the ARRS and AHP roles in Primary Care
- To work together to explore the challenges faced by being a member of the extended MDT team in practice
- To consider strategies to address challenges to ensure your role is safe/efficient and supported

### Feedback

*It was useful being able to hear from others and how their work is and what can be improved. The session gave lots of different suggestions which I hadn't considered.*

*I enjoyed sharing experiences in the break-out rooms, learning that every role can face the same problems.*

*Every part of the session was useful and enjoyable. It was great to get information from different professions.*





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## 7. Haematology

### Learning Outcomes:

- Overview of primary care presentations
- Aetiology
- Exploration of red flags and management of haematological conditions including sickle cell, thalassemia, platelet disorders and cancers

### Feedback

*I gained understanding on areas of the clinical assessment I would not have considered.*

*The entire session was informative, productive and so very relevant to our practice.*

*I learnt so much about medication and the importance of bloods.*

*There were lots of useful resources that will be beneficial in practice. Great knowledge, detailed explanations and delivery from the educators.*



## 8. Interpretation of bloods and data as a diagnostic tool

### Learning Outcomes:

- Requesting bloods
- Actioning common results
- Secondary care referral
- Project Work

### Feedback

*It was good to use case studies of worked examples of which/what tests are needed when a person with certain symptoms presents.*

*Examples in the breakout rooms were very helpful and made me aware of things I probably wouldn't have considered.*

*... everything, the teaching, the content, the tutor, the entire session, training package is helpful productive, enriching and open, accessible and relevant.*



## 9. Cardiovascular Disease

### Learning Outcomes:

- Overview of primary care presentations
- Disease burden
- Aetiology
- Exploration of red flags
- Management of CVD including CVD risk assessment, interpretation of lipid profile, HTN management pathways, TIA risk stratification with case studies

### Feedback

*I feel that it was appropriate and at the level of the professionals in attendance.*

*Helpful session. Thanks!*

*Interaction and collaboration of ideas... I always enjoy networking with others and sharing of ideas and practices*

*Excellent*

*I will utilize all the clinical knowledge.*



## 10. MECC for Mental Health

### Learning Outcomes:

- Understand the statistics of Mental Health and the common MH disorders
- Define the MECC for MH approach and explore how this can be applied in health, care and education settings
- Develop skills and confidence to engage in conversation with others about MH and wellbeing and help them understand their distress, feelings and experience
- Develop awareness of local support services and how to effectively signpost people to the appropriate support

### Feedback

*The group session was interactive, enjoyable and meaningful. The pool of resources and strategies shared are very helpful. I am going to use a lot of what we shared and learnt today in my practice.*

*It was useful to interact with my peers and gain insight about challenges faced in GP practice.*

*I found it beneficial to have a discussion with the group to share knowledge and experiences, how to overcome/manage some situations seen in primary care.*



## 11. Handling difficult conversations using TA

### Learning Outcomes:

- Understanding where Transactional Analysis (TA) came from and what it can be used for?
- Learning about Ego states and the PAC model
- Learning how to use Complementary and Crossed transactions to diffuse challenging interactions
- Discuss TA knowledge involving Strokes and Life Positions
- Understand how to apply this knowledge to deal with challenging conversations

### Feedback

*It was such a helpful, excellently delivered and relevant session.*

*The training session was very informative and encouraging to take with me for the future.*

*Chris is always looking to get people involved and make the session interactive.*

*I found the whole session very informative and will be able to utilise everything that I learned going forwards.*



## 12. Diabetes

### Learning Outcomes:

- Understand the 9 Key Care Processes of Diabetes
- Understand the clinical coding you can use to meet practice targets
- Understand benefits and drawbacks of groups of medications
- Familiarise self with devices and paraphernalia

### Feedback

*Thank you for the helpful and informative session. Relevant to current practice.*

*The session gave me resources and a clearer understanding of how diabetes is managed in primary care.*

*It was a lot of information on a complex subject, very detailed. I enjoyed it.*

*The website links and external resources are very helpful for patients.*



## 13. Nephrology

### Learning Outcomes:

- Overview of common primary care presentations
- Aetiology
- Exploration of red flags and management including AKI, CKD, nephrotoxic medication management using case studies

### Feedback

*I enjoyed the interaction from several specialists and their knowledge with regards to nephrology.*

*The use of investigations opened up my differential diagnosis list.*

*It was a very interactive session and the quiz at the end was very good.*

*Very informative as always and relaxed atmosphere.*



## 14. Metabolic problems, endocrinology and pharmacology

### Learning Outcomes:

- Overview of common primary care presentations
- Aetiology
- Exploration of red flags and management of metabolic disorders including summary of hormonal axis Diabetes type 1 and 2, Hyperthyroidism, Hypothyroidism, Addisons, Prolactinoma using case studies

### Feedback

*Excellent - learned loads!*

*I particularly enjoyed the depth of knowledge and understanding of the topic by the lecturers.*

*I have improved my knowledge about conditions such as hypothyroidism and gout which will help me when talking to patients.*

*Mindblown... I enjoyed talking through real life scenarios.*





## 15. Respiratory disease

### Learning Outcomes:

- Overview of common primary care presentations
- Aetiology
- Exploration of red flags and management including COPD and Asthma, acute exacerbations and chronic monitoring, affect on mood of chronic illness, PE

### Feedback

*The case studies covered many aspects of respiratory.*

*I enjoyed discussion on the detailed and simplified guidelines.*

*Interactive...informative...engaging.*

*It was very specific to my role, but it was important to know more about COPD and asthma.*



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## 16. Smoking Cessation

### Learning Outcomes:

Delivered by ABL Health

[Stop Smoking - ABL Health | A Better Life](#)

### Feedback

*This is a new session, feedback to follow shortly.*



## 17 & 18. Gastroenterology

### Learning Outcomes:

- Consider the presentation, diagnosis and management of commonly encountered gastrointestinal presentations in Primary Care
- Week 1  
Anatomy review, dyspepsia, IDA, Diarrhoea, constipation, IBS and IBD
- Week 2  
Conditions affecting the Liver, Pancreas and Gall bladder

### Feedback

*The resources provided are really good.*

*The topic itself was really beneficial.*

*I learnt a vast amount, thank you!*

*I enjoyed the whole session, very relevant to my post.*

*The session as a whole was very informative and I feel will help me in my career.*



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## 19. Clinical Skills Day

### Learning Outcomes:

A day of practical activities guided by our Clinical Educators:

- ECG - tracing / use of stethoscope
- Manual BP & taking a pulse
- Glucometer
- Venepuncture
- Urinalysis
- Peak flow & Inhaler technique
- Intimate Examination - PR & use of chaperone
- Skin survey

### Feedback

*All of the clinical skills were relevant to my practice.*

*Interactive, hands on learning.*

*I enjoyed all the clinical skills tables, the lay out and being hands on, I loved it!*

*Really informative session without judgement when practising new skills, very supportive team.*

*Informative, excellent!*



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## 20. ENT and Allergy

### Learning Outcomes:

- Overview of common primary care presentations
- Aetiology
- Exploration of red flags and management of anaphylaxis, ENT, neck lumps, URTI, antimicrobial stewardship and community pharmacy services

### Feedback

*It was most useful examining eyes and ears, I feel much more confident in what I am looking for.*

*I enjoyed the variety of case studies.*

*Great awareness of common presentations and how to manage these.*

*The entire session was enjoyable and helpful.*

*Great session, feel much more confident!*



## 21. Dermatology

### Learning Outcomes:

- Overview of common primary care presentations
- Aetiology
- Exploration of red flags and management including how to describe skin, eczema, nappy rash and safeguarding, psoriasis, acne, rosacea

### Feedback

*I enjoyed the structure, content, format, delivery and the pictures/quiz.*

*I found it very useful that a doctor who specialises in Dermatology presented it.*

*I gained far more confidence in diagnosis, referring and management. Dermatology isn't a subject that is widely taught, and I feel I have gained some essential knowledge to build upon.*

*It was brilliant so useful.*



## 22. Lumps and bumps

### Learning Outcomes:

- Exploration of common Head and Neck presentations (cancers)
- Discussion of common lumps and bumps
- Case presentations

### Feedback

*The session was useful for identifying common lumps and bumps, spotting red flags and knowing when to refer.*

*I felt all the session will help me going forewords, as we see a lot of 'lumps and bumps' in the primary care setting.*

*All the session was useful and enjoyable.*

*The session was clear, easy to understand and follow.*



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## 23 & 24. Children and young people

### Learning Outcomes:

- Week 1  
Anatomy and Physiology, Pharmacokinetics and Prescribing, MSK Presentations in Children, Assessment of the sick child
- Week 2  
Safeguarding, Clinical Topics, Question and Answers

### Feedback

*The session gave me different resources and guide to assess sick children.*

*Easy to understand, good topics covered in depth.*

*Interactive, informative with great group discussions.*

*I find paediatrics is always one of the hardest consultations - so it was good to learn tips and how to approach the consultation.*





## 25. Male Health

### Learning Outcomes:

- Male health statistics – setting the scene
- Urological emergencies
- Haematuria and its management
- Renal/urological cancers
- Renal and ureteric calculus
- Scrotal lumps
- Prostate pathology
- Erectile dysfunction
- Incontinence
- Congenital abnormalities

### Feedback

*It was useful and gave me more awareness of the inequalities related to male health.*

*The session gave me an understanding of a holistic approach and care, especially in the mental health care of the male population.*

*The session delivery was very knowledgeable and easy to understand.*

*Informative, good use of resources and statistics.*



## 26. Women's Health

### Learning Outcomes:

- Vaginal Discharge
- STI
- UTI
- Breast
- Menstrual issues and contraception
- HRT and Menopause

### Feedback

*I really enjoyed the common gynae presentations, such as vaginal discharge and how to manage it. I also thoroughly enjoyed learning about red flags and when to be worried.*

*I found it useful learning how to approach the history when it comes to not missing important questions. Everything was very relevant.*

*The session improved my understanding of the breast cancer pathway for inflammatory breast cancer and clinical indications.*



## 27. Contraception

### Learning Outcomes:

- Review the menstrual cycle
- Consider different contraceptive options available and how they interact with the menstrual cycle
- Work through case studies and explore principles of safe prescribing

### Feedback

*The case studies were really insightful.*

*It was useful to expand my knowledge on the variety of contraception available, and what to consider with each one. The activity was very helpful and great use on resources.*

*Case studies were useful to put knowledge into practice.*

*Engaging, group discussions, useful resources and links were shared.*



## 28. HRT & Menopause

### Learning Outcomes:

- Explore the diagnostic criteria for perimenopause/menopause
- Consider diagnosis/risks and management of menopausal symptoms including HRT
- Discuss risks and benefits of strategies discussed

### Feedback

*I enjoyed learning about the drugs management and treatments for menopausal presentations.*

*The session was interactive and easy to follow.*

*The case studies were really good.*

*Being aware of the importance of menopause as it is something that can be missed and can have a massive impact on the quality of life of women going through it.*



## 29. Musculoskeletal & Rheumatology

### Learning Outcomes:

- Overview of the three most common MSK presentations: inflammatory conditions; conditions of MSK pain; Osteoporosis and fragility fractures
- Exploration of MSK Red flags
- Management of MSK conditions (including falls risk assessment, prevention of fragility fractures, assessment of chronic pain, DMARDS) via series of case studies.

### Feedback

*This session gave me confidence in assessing a patient.*

*I found it really useful to learn about MSK and rheumatology assessment tools, red flags, treatment, investigations, and a pragmatic approach to a consultation.*

*I enjoyed the case studies, content, structure, and discussions in the session.*



## 30. Common Mental Health Difficulties

### Learning Outcomes:

- Discussion of common mental health presentations in primary care (depression, anxiety, sleep)
- Diagnosis, risk factors, risk assessment
- Management

### Feedback

*Delegates particularly enjoyed:*

- *Open discussions*
- *Interactivity*
- *Resources*
- *Links to useful support*
- *Signposting*
- *Opportunity to meet face to face*



## 31. Change Management

### Learning Outcomes:

- Understand what change management is
- Better understand the challenges that arise from change
- Understand the emotional responses/reactions to change
- Understand how to help people engage, adopt, and use a change in their day-to-day work
- Have an awareness of effective change management strategies
- Have access to resources for managing change

### Feedback

*Thank you for a productive and enriching session. I enjoyed the team work activities.*

*Thoroughly enjoyed the day and the interaction with the group/session.*

*I found it useful to understanding differing stakeholder needs.*

*It was interesting to learn about the change management cycle and transitioning through change process.*



## 32. Introduction to QI

### Learning Outcomes:

- Understand the difference between Quality Assurance & Quality Improvement
- Understand what quality improvement is and the concept of 'Continuous Improvement'
- Be able to start a to undertake continuous improvement
- Understand what quality improvement as a project means
- Be able to start a quality improvement project
- Become enthusiastic about quality improvement

### Feedback

*It has given me insight in the implementation of how to put forward a plan to develop or change something that would benefit the people working with me.*

*It was useful to have the live guidance of how to navigate the relevant information, applying the knowledge to real life situations.*

*I enjoyed learning about how to plan a project and make it run smoothly.*





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## 33. Serious Mental Illness

### Learning Outcomes:

- Communication skills
- Crisis management
- Referring to secondary care
- Psychological therapy
- Q & A

### Feedback

*Thank you for an extremely informative and enriching session.*

*Enjoyed the session, very worthwhile and informative.*

*The guest speakers were very good on this topic and provided useful info going forward.*

*I enjoyed the role play scenarios, discussions and breakout rooms.*



## 34. Neurology

### Learning Outcomes:

- Overview of most common neurological presentations in primary care (diabetic neuropathic pain, headaches, dementia)
- Aetiology and risk factors
- Exploration red flags and management

### Feedback

*I've gained an increased understanding on motor neurone disease and identifying symptoms.*

*I enjoyed going in depth with different diseases and putting the elements into practice.*

*It was great to learn about the different medications used to treat epilepsy and the adverse effects associated with anti-epileptic medications.*

*Delivery as always is very informative.*



## 35. Neurodevelopmental conditions and learning disabilities

### Learning Outcomes:

- Understanding the cognitive and developmental differences that characterise individuals who are neurodivergent (Autistic people, ADHD) and those who have a developmental disorder (Learning Disability)

### Feedback

*Helps me with settling into primary care with the conditions taught today.*

*Interactive through case study discussion.*

*Given me a better understanding of learning disabilities overall.*

*Easy to follow slides, presentation was excellent.*

*Very useful to pick up tips from colleagues.*



## 36. Ophthalmology

### Learning Outcomes:

- Common ophthalmological presentations
- Referral criteria for secondary care
- Management of ophthalmological emergencies (retinal detachment, iritis)

### Feedback

*There was a vast amount of detail and information covered, thank you.*

*External speaker was very good, very clear and concise information.*

*Pictures and diagrams very helpful. I enjoyed the Q&A with the expert.*

*Very useful to understand differentiating conditions and severity such as acute open vs closed angle glaucoma.*



## 37. Using QI

### Learning Outcomes:

- A practical insight into how QI is implemented and undertaken within primary care

### Feedback

*It was very useful to reflect on how to utilise clinic's time more efficiently.*

*The guest speaker simplified a confusing subject.*

*The speaker is very knowledgeable and very helpful for specific cases.*

*The session was to the point and illuminating.*

*100% of delegates found this session worthwhile.*



## 38. Leadership - Part 2

### Learning Outcomes:

- Explore the concept of leadership
- Explore the qualities of an effective leader
- Explore a variety of leadership models to help support effective leadership development
- Appraise your own and others behavioural styles and values
- Explore effective leadership communication and motivation techniques

### Feedback

*I particularly enjoyed the interactivity and the cases brought forward.*

*It was very interesting to learn about leadership styles.*

*Thank you for making this session face to face.*

*Chris' deliver is second to none!*

*This session helped me with settling into primary care. Thank you!*



## 39. Chronic conditions management

### Learning Outcomes:

- Understanding the difference between chronic disease and chronic illness or persistent disabling long term conditions
- Exploring the common presentations of LTC in primary care (Complex Trauma, Medically unexplained symptoms, Functional Disorders, Chronic Pain)

### Feedback

*We see chronic disease and illness on daily basis and this session just hit the nail on the head. Such a huge impact of ACEs on our vulnerable younger population and SG must be a part of every encounter.*

*It was really useful to hear from other specialities.*

*The session was informative, I enjoyed the case studies and learning evidence based practice. Thank you!*



## 40. Complex Care, Frailty & De-prescribing

### Learning Outcomes:

- Understanding the difference between multimorbidity and frailty
- Managing multimorbidity and frailty (including management of polypharmacy and deprescribing)

### Feedback

*It was useful to discuss the management of frail patients.*

*I would recommend this training session to a friend/colleague.*

*This session has improved my knowledge and skills.*

*I found this session worthwhile, thank you!*

*I enjoyed the whole session today!*





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## 41. Oncology, Palliative care and Delivering Bad News

### Learning Outcomes:

- Recognising and managing end of life and palliative care
- Communication skills
- Symptom management

### Feedback

*It was useful to discuss and review the various medications and how they can be dosed.*

*I will take away what I learned about medication management - knowing what medications should be stopped when a patient is palliative or end of life.*

*The case studies were relevant and incorporated a lot of clinical knowledge.*

*Very engaging session!*



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## 42. Typical Clinic Day - 2

### Learning Outcomes:

- This session is currently in development, learning outcomes to follow shortly.

### Feedback

*This is a new session, feedback to follow shortly.*



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## 43. Programme reflection & your Primary Care future using NLP

### Learning Outcomes:

- Review and share your N2PC experiences
- Develop your confidence to lead, influence and persuade others
- Develop your understanding of the communication process
- Develop your confidence in understanding the behaviour of others

### Feedback

*It was a great, engaging session. Chris was brilliant as always!*

*Engaging activities, opportunity for reflection, practical techniques to improve my role.*

*I enjoyed thinking about different ways we communicate and how I can adapt my style.*

*It was useful to applying into practice within the session (small tutorial) and be given feedback on performance.*