



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (17/03/2021)



Care navigation training – new places available!

Care Navigation training is probably one of the best received training packages we've ever offered. A happy combination of good training, and good timing, this is designed for general practice staff and covers a handful of local services that patients can be signposted to.

The training sessions aim to empower and enable front line staff to be more confident to signpost patients to the most appropriate service **without the need to go through a GP/clinician**, and this will save valuable time for clinicians to see the patients they need to see. A separate training session is also available, more bespoke to clinical manpower and managers (a word I *hate* and type with reluctance, the latter!).

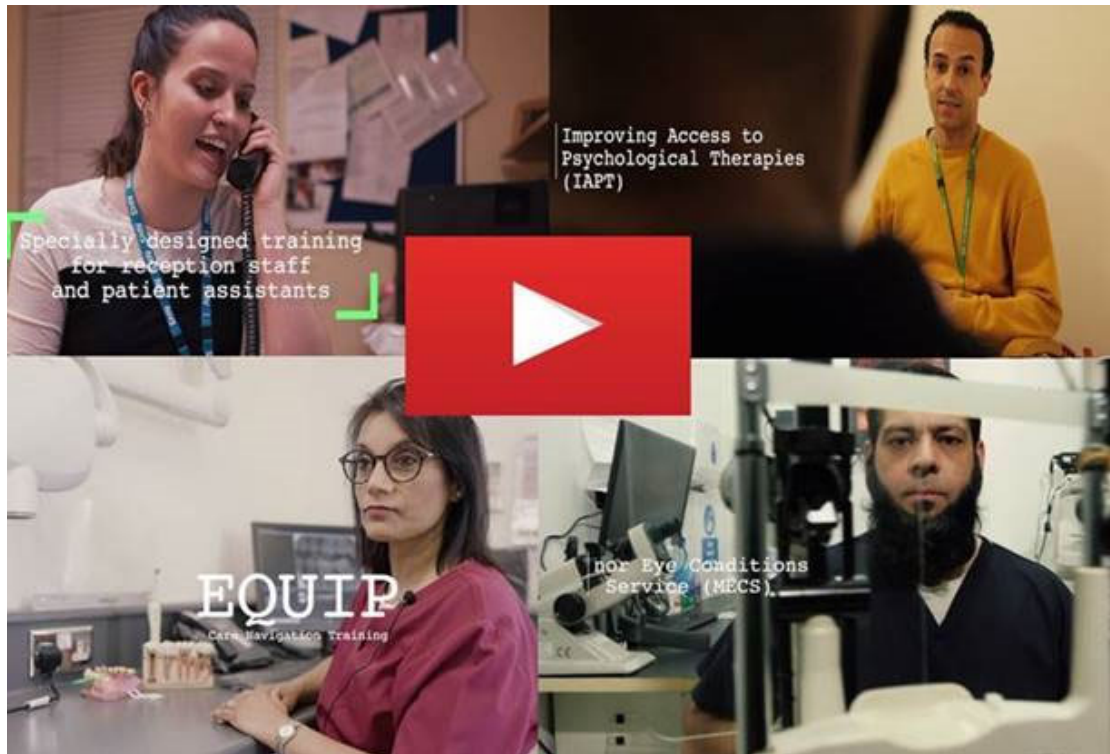
The training contains some really useful tips, stimulate discussions and informative videos that makes it a much more interactive session. You won't want to miss out on this – at the moment we have one date available, 13th April PM, but will add a handful of others in a few weeks' time, using the same registrations links.

The future is empowering front line staff. The future is here. **Click to watch the trailer below**, and links to **register for the training are beneath this**.

And before you do, please also accept our apologies – our last comms included a jolly picture of three of us in front of the vaccination centre, taken and shared with the best intentions, but it's been called to our attention that we were standing too close together in the pictures, even if wearing masks. So we want to make super extra clear – we do not wish to add to the widespread social misunderstanding that

masks mean that physical distancing is not needed – this is wrong!! We will learn to better show our love for each other standing two metres apart.

Virginia



For clinicians/managers (*shiver*): <https://www.eventbrite.co.uk/e/care-navigation-for-gps-and-practice-managers-tickets-134773133069>

For front line non-clinical staff: <https://www.eventbrite.co.uk/e/care-navigation-for-reception-and-admin-tickets-126798873845>