

Healthcare Assistant Development Programme

Duration:

4- 6 Weeks

Including:

3 weeks online learning
(students are advised to allow
2-3 hours per week to
complete the online learning
modules and associated
activities)

2 webinars

Interactive clinical study session

Enrolment:

To enrol, please contact
tracy.wood@bradford.nhs.uk
with your **full name, role,**
practice and **email address** by
Friday 12 February 2021
to secure your place.



Course Content:

Healthcare Assistants (HCAs) and Healthcare Support Workers (HCSWs) play a key role in delivering excellent patient care within general practice, and therefore developing and retaining those workers is key to developing a workforce that is capable of meeting the future needs of the NHS.

The HCA and HCSW Development Programme is designed specifically for practitioners within Primary Care. Through our unique programme of interactive blended online learning, students will be able to learn the key knowledge and skills required to enable them to respond to future healthcare requirements and simultaneously develop and progress their career.

The content is practice-based and you will, throughout the programme, develop skills of decision making, team building, effective communication and collaboration. You will explore how to develop practice improvements and gain an overview of quality improvement methodologies and how these can be applied in your workplace to benefit both patients and practice. Most of all, this programme will give you the confidence and skills to manage change.

The course focuses on the four key pillars of the Health Education England General Practice Nurses Service Education and Career Framework (2015) and includes three online learning modules. These are:

- **Introduction to Leadership and Management**
- **Facilitation of Learning**
- **Coaching in Practice**

These online learning resources are supported by practical activities and two webinars. The fourth element of the programme is an interactive clinical study session, facilitated by an expert in the chosen field. This will usually take place during the final week of the course, but can be undertaken at any point in the programme.

Course Outcomes:

This course seeks to expand the capacity and capability of HCAs and HCSWs by supporting the development of knowledge and skills to improve practice and patient care. By the end of the programme students will understand how to apply leadership and coaching theories in their practice, and be able to facilitate effective teaching and learning sessions. Completion of the programme is intended to support career progression by providing an enriched focus on quality care and support for people living with long-term conditions.



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Course information Spaces

available:

25

Date

Start Date: 8 March 2021

Study Week 1 (Leadership)

8 - 14 March 2021

Study Week 2 (Facilitation)

15 - 21 March 2021

Webinar 1

17 March 2021

10:00 - 12:00

Clinical Study Session -

Diabetes (Webinar)

25 March 2021

10:00 - 12:30

Study Week 3 (Coaching)

29 March - 4 April 2020

Webinar 2

31 March 2021

14:00 - 16:00



Programme Structure:

Study Week 1: Introduction to Leadership and Management

During the first study week, students will independently complete an online learning module (45-60 minutes) designed to provide leadership and management skills in order to change practice and improve care. The module will cover:

- Leadership aspects when working with others
- The principles of managing change
- An introduction to Improvement Methodology
- Leadership skills for setting direction for improved care
- Reflective Practice

Study Week 2: Facilitation of Learning

The focus of this week is to understand how people learn and how you can apply this knowledge when delivering training to others. The eLearning materials will help you to understand your own learning preferences and your personal strengths that can be harnessed to improve your communication skills and facilitation of learning. You will also prepare and record a short 'teaching a skill' session (no more than five minutes on which the course leaders will provide individual feedback to further support you to develop your facilitation skills.

Webinar 1: This two-hour webinar will build on the ideas covered in Weeks 1 & 2 and provide an opportunity for peer discussion of best practice initiatives.

Clinical Study Session - Diabetes (webinar)

This interactive session allows students to explore a clinical area in detail, looking at pathophysiology and symptoms, treatment options, and strategies for supporting patient self-management. The webinar topic will be chosen by the local commissioner, and the session will be delivered by one of Education for Health's expert associates.

Study Week 3: Coaching in Practice

The final online learning module focuses on how we think as individuals when applying practical skills, and how coaching strategies can help yourself and others to maximise potential and build on identified strengths. Areas covered include different coaching models, listening and relationship management, and personal growth.

Webinar 2: This two-hour webinar will build on the ideas covered in Week 3 and explore coaching skills in more detail. There will also be an opportunity to collaboratively review teaching and learning approaches.

Entry Requirements

To enrol on this programme you must:

Have achieved or be working toward care certificate level and actively be employed as a Healthcare Assistant with aspirations to be a Nursing Associate.

