



Thornfields

Primary Care Training Specialists

General Practice Forward View

Correspondence Management



Programme Agendas - Correspondence Management

Correspondence Management Level 1

A Half Day Workshop

Course Objectives: By the end of this workshop delegates will have an overview and a clear understanding of the operational value and importance of “Correspondence Management”. Both for improving the patient journey and for helping their Practice to manage workload more effectively and efficiently.

This level promotes a shared understanding and awareness of the potential positive impact of “Correspondence Management” on General Practice

09.15/13.15	Tea/Coffee
09.30/13.30	<p>Welcome, introductions and objectives</p> <p>Where are we now ?</p> <p>What is “Correspondence Management” ?</p> <p>What are its benefits ?</p> <p>How does it work ?</p> <p>What may be some of the barriers to introducing this change?</p>
11.00/15.00	Tea/Coffee
11.15/15.15	<p>What is Clinical Governance and why it is important?</p> <p>How to ensure work and information is progressed in a Safe, Efficient and Timely manner</p> <p>How “Correspondence Management” improves the Patient experience</p> <p>The importance of understanding Read Codes & medical terminology</p> <p>How to recognise clinically relevant information within correspondence</p> <p>How to process and action a letter to completion or forward to correct recipient</p> <p>The importance of - Audit - feedback tools– Significant event reviews</p> <p>Action Plan</p>
12.15/16.15	Questions and Close

Correspondence Management Level 1 for GPs

A Half Day workshop or a minimum of 1 hour Presentation – One CPD Point awarded

Course Objectives: By the end of this workshop delegates will have an overview and a clear understanding of the operational value and importance of “Correspondence Management”. Both for improving the patient journey and for helping their Practice to manage workload more effectively and efficiently.

This level promotes a shared understanding and awareness of the potential positive impact of “Correspondence Management” on General Practice

Start	Welcome, introductions and objectives
Key Topics	What is “Correspondence Management” ? What are its benefits and how does it work? Why Clinical Governance is important Safe, efficient and timely processing of information Will it affect indemnity? Responsibilities as Partners and the importance of: <ul style="list-style-type: none">• Audit and feedback tools• Significant event reviews The Next Steps.

Finish	Questions and Close
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Correspondence Management Level 2

A Half Day Workshop

Course Objectives: By the end of this workshop delegates will have an overview understanding of the Read coding, and medical terminology needed to enable them to fully contribute to the safe, practical application of “Correspondence Management”.

Delegates will also receive a number of standard checklists and templates which they will then be able to adapt for their Practice.

Level 2 incorporates an on line assessment for each candidate taken in their own time at the practice.

09.15/13.15

Tea/Coffee

09.30/13.30

Welcome, introductions and objectives

Read Codes

- Purpose
- Definition
- Structure
- Episodicity

Common abbreviations

Codes derived from Secondary Care

11.00/15.00

Tea/Coffee

11.15/15.15

Medical Terminology

- Word structure and building blocks
- Major body systems and organs
- Common tests & investigations

Action Plan

12.15/16.15

Questions and Close

Correspondence Management Level 2

A Full Day Workshop (Recommended)

Course Objectives: By the end of this workshop delegates will have a clear understanding of the basic Read Coding and medical terminology needed to enable them to fully contribute to the practical application of “Correspondence Management”.

The workshop aims to encourage delegates to have greater confidence in dealing with Read Codes and Medical terminology, whilst appreciating the importance of patient safety, in an effort to deliver increased safe practice productivity. Delegates will also receive a number of standard checklists and templates which they will then be able to adapt for their Practice.

Delegates will have the opportunity to learn, share and reflect during the workshop.

Level 2 incorporates an on line assessment for each candidate taken in their own time at the practice.

09.15	Tea/Coffee
09.30	Welcome, Introductions and Objectives Read codes - Definition – Purpose – Role in “Correspondence Management” Their structure – Chapters & hierarchy Common abbreviations Codes derived from secondary care
11.00	Tea/Coffee
11.15	Common Coding Errors The importance of Episodicity Some hints and tips on coding correctly
12.45	Lunch

Continued...

13.45 Medical terminology and its role in Correspondence Management

The building blocks – Beginning – Core – Ending - of words

Awareness of:

- Cardiovascular system
- Blood & lymphatics system
- The digestive system
- The respiratory system
- Urinary system

15:00 Tea/Coffee

15:15 Awareness of ;

- Sensory organs
- The nervous system
- The musculoskeletal system
- The reproductive systems
- The endocrine system

Common tests and investigations

Action Plan

16:15 Questions and Close

Correspondence Management Level 3

A Full Day Workshop

Course Objectives: The Importance Of Protocols & Audits

By the end of this workshop delegates will have both consolidated their learning from previous workshops and also grown their understanding of the importance, for patient safety, of both working to protocols and learning from experience.

Delegates will not only have time to learn, share and reflect but will also develop a personal action plan and some simple templates

Level 3 incorporates an on line assessment for each candidate taken in their own time at the practice.

09.15	Tea/Coffee
09.30	Welcome, introductions and objectives What are we doing now ? What is the required change ? What is our route map ?
11.00	Tea/Coffee
11.15	How to do this safely? Managing potential risk – a 5 stage approach The importance of Clinical Governance <ul style="list-style-type: none"> • GP Champion Medico-legal considerations
12.30	Lunch
13.30	How to work effectively and efficiently The importance of protocols <ul style="list-style-type: none"> • What are they ? • What makes a good, safe, effective protocol ? • Knowing your limitations • Reviewing a simple protocol
15:00	Tea/Coffee

Continued...

15.15

The Importance of the audit cycle/feedback cycle

- Who is responsible for what ?
- Compliance with CQC's 5 key questions
- Learning from experience and the the PDSA cycle

Action Plan

Questions and Close

Correspondence Management Level 4

A Full Day Workshop

Course Objectives: By the end of this workshop delegates will have an overview and a clear understanding of the continuing operational value and importance of “Correspondence Management” and how to sustain and improve this approach for their Practice.

There is also a train-the-trainer element to the workshop to enable delegates to train newcomers to their Practices into the future

09.15	Tea/Coffee
09.30	<p>Welcome, introductions and objectives</p> <p>The benefits of “Correspondence Management”</p> <p>The potential barriers to sustaining this approach</p> <p>How to overcome such barriers</p> <p>How to deal with common issues and problems – learning from experience</p>
11.00	Tea/Coffee
11.15	<p>How to promote and cultivate an improvement culture</p> <p>Identifying potential training needs – a TNA</p> <p>Coaching for sustained high performance</p> <p>The value of a patient’s eye view</p>
12.30	Lunch
13.130	<p>How to deliver effective training</p> <ul style="list-style-type: none"> • Effective communication skills • How people learn best • The importance of effective induction
15:00	Tea/Coffee
15.15	<p>The importance of a support and advice structure</p> <p>Review, for learning points, a number of operational case studies</p> <p>Action Plan</p>
16.15	Questions and Close