



# BNSSG Training Hub

**01 May 2020**  
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## Foreword

All of us at [BNSSG Training Hub](#) would like to thank you, for everything you've been doing - whether it's at your regular place of work, or from your home - during this outbreak.

To support you, we at the [Hub](#) have been compiling a list of useful resources for you to take advantage of — general information, specific training, and support materials. Please see [page 2](#) for more.

This crisis has placed a strain on us all. Some far more than others. But it is imperative we all continue to look out for one another, and to do our best to help others as best we can.

Thank you,  
And stay safe,

**BNSSG Training Hub Team**

# COVID-19 Resources

## **BNSSG Training Hub's COVID-19 Resources**

### **Access our collection today**

Our collection of [COVID-19 resources](#) is now publicly available. As of the time of writing, it features a range of sources providing general guidance to a number of professions (including AHPs, GPs, pharmacists, nurses, and social prescribing link workers), as well as a few on remote consultations specifically.

We will continue to amend and update this collection, with useful resources and tools for staff returning to work to be added ASAP.

If you would like to share a resource for us to include, please do make sure to get in touch with our administrator, at [jessie.saul@nhs.net](mailto:jessie.saul@nhs.net).

To access our COVID-19 resources

Please [click here](#)

## **AWP's Telephone Response Line**

### **A 24/7 support line for patients, families and carers, and the public**

**Avon and Wiltshire Mental Health Partnership** has established a 24/7 telephone response line, to offer advice, guidance, and support to patients, their families and carers, and members of the public whom may be worried about their own or someone else's mental health.

Call **0300 3031320**, any time of day.



**Avon and Wiltshire  
Mental Health Partnership**  
NHS Trust

## **Time for Care**

### **Offering support to PCNs and practices**

Funded by NHS England and NHS Improvement, the **Time for Care** team are providing free support to PCNs and practices, to help you overcome obstacles in your work life.

Please look at the flyer on the next page for more.

## Covid-19 Time for Care support for general practice

Practices and Primary Care Networks (PCNs) are rapidly changing how they work.



We can help you implement changes **smoothly, safely and sustainably** – whatever stage you are at.

Fully funded support to implement rapid changes in response to COVID-19 is available for practices and PCNs to access at no charge.

### Benefits for you

- Accelerate the launch of new models in practices and PCNs.
- Ensure new ways of working run smoothly, safely and sustainably.
- Free up staff time to focus on the highest priorities.
- Help practice and PCN leads to support their teams through rapid change.

Support will be wrapped around your needs. A typical package will include the following.

- Peer support and shared problem solving.
- Rapid work on redesigning work and implementing change.
- Expert coaching as you lead the team through change and uncertainty.

*All support is virtual.*

### How can I access Time for Care?

Complete the Expression of Interest form at <https://bit.ly/timeforcarecovid>, which is quick and simple to do. A member of our team will contact you to discuss your support needs.

## NHS Leadership Academy's Well-being Support

#OurNHSPeople Well-being Support is for everyone in the NHS

NHS Leadership Academy has a free well-being/health service, to provide 24/7 support on a range of issues, as listed below.



### #OurNHSPeople Wellbeing Support

is for all our NHS people and  
we're there, now, for YOU



**Free NHS health/wellbeing service, enhancing local care**

**Someone to listen**

**Psychological support**

**Mental health**



**Peer mentoring**

**Bereavement care**

**Everyday pressures**

**Crisis help**

**Practical needs, from food to housing**

**Financial assistance**

**Online support for building resilience**

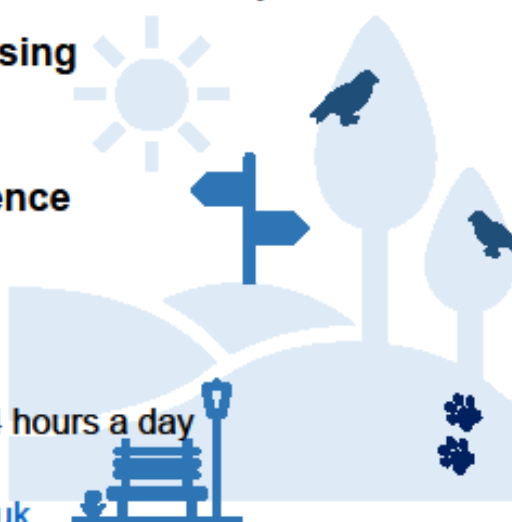
**Specialist coaching**

7am – 11pm every day **0300 131 7000**

**Text 'frontline' to 85258** anytime, 24 hours a day

7 days a week

<https://together.leadershipacademy.nhs.uk>





# Wider Developments

## Apprenticeships

The **Education Skills Funding Agency** (ESFA) have provided guidance on apprenticeships during the pandemic. For more, please [click here](#).

Included is information on:

- Delivering apprenticeships flexibly to those working at home
- Continuing training and end-point assessment for furloughed apprentices
- Applying the policy on breaks in learning
- Delays to end-point assessment (EPA)
- Alternative arrangements for EPA and external quality assurance

Beyond these measures, the usual funding guidance will apply to support apprentices whom cannot currently continue in learning or whom fall out of work as a result of COVID-19.

Further guidance documents and FAQs can be found [here](#), on **Skills for Health's** site, like the flyer overleaf.

*Below: Rhian Loughlin talking at our social prescribing workshop on Wednesday 26 February.*



## OFF THE JOB (OTJ) OPPORTUNITIES DURING THE COVID-19 PANDEMIC

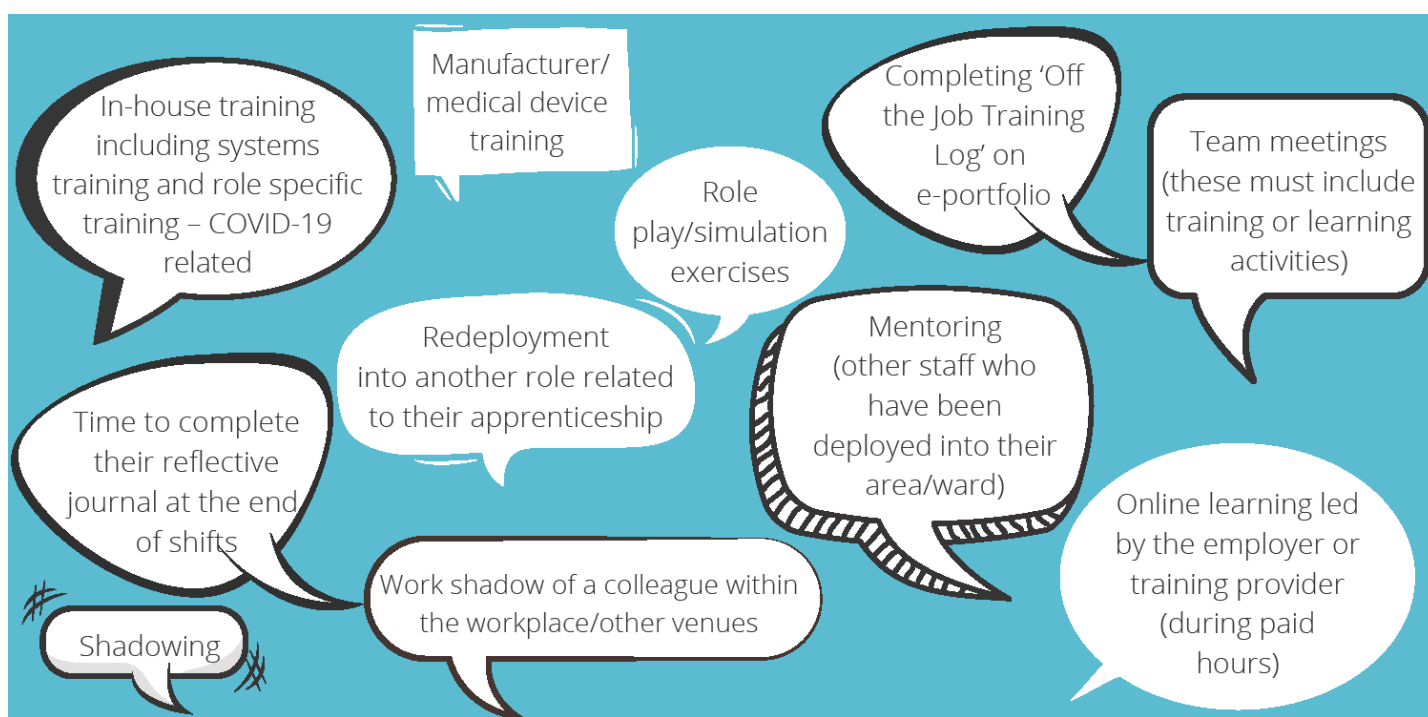
Learning does not have to stop during Covid-19; this could be an opportunity for apprentices to complete their off the job (OTJ) training requirement and prevent them taking a break in learning/pause.

If your apprentices are taking up alternative duties during this period it might be a valuable opportunity to develop their skills and behaviours relevant to their apprenticeship.

**Please note for OTJ to be counted during their redeployment it must be related to their apprenticeship.**



**Remember off the job can be several things including:**



- Please encourage your apprentices to complete a [recording sheet](#) of all OTJ activity.
- [Off-the-job training](#): steps to help you determine whether an activity counts as off-the-job training.
- For more information about OTJ please see the [HASO toolkit](#) or contact your regional [Relationship Manager](#).



# Training Updates

## Virtual Training

### We are developing online training

We are working closely with training providers to develop online learning packages, so that we can continue to deliver training and education to you whilst we're unable to do facilitate our usual face-to-face training.

Please make sure to stay tuned for updates on this.

## New Dates

### We have new dates for our postponed events

As you may know, we postponed all of the events we had scheduled from late March up to June. This included all of our [Group Consultations Facilitator](#) training sessions, the last three modules of our [Aspiring Leaders in Health & Social Care programme](#), and our joint conference with [Care & Support West](#), [Embrace the Challenge](#).

We can now confirm new dates for most of these events, as follows:

#### Group Consultations Facilitator training

- Thursday 01 October
- Thursday 15 October
- Thursday 05 November

#### Aspiring Leaders in Health & Social Care programme

- Monday 14 September
- Thursday 22 October
- Wednesday 25 November

For more information on these events, and for further updates, please [click here](#).



# Event Feedback

## HCA Skills Update

Our **HCA Skills Update** was held on Friday 06 March at **The Hive** (BS24 8EE), and was designed to refresh healthcare assistants' knowledge of, and skills in relation to, five important topics: **blood pressure**, **cardiovascular disease**, **mentorship and delegation**, **diabetic foot checks**, and **diabetes** generally.

Fifteen delegates attended this all-day session, and the majority provided very positive feedback; delegates commented that the event was "**well-presented**" and "**very informative**", with particular praise having been given to the diabetic foot checks session, delivered by *Bristol Community Health's* **Katie Boué**.

We also received some constructive criticism, noting that the event's content had perhaps not gone far enough in exposing attendees to new skills and information; we always appreciate suggestions on how we might improve our events going forward, and hope to be able to incorporate this one into re-runs of this event, so as to make them as useful as possible.

We wholeheartedly thank all the delegates for not only attending our HCA Skills Update, but for also being so eager to listen to and engage with our facilitators - the aforementioned Katie Boué, as well **BNSSG CCG's** **John Moore** and **Liz Mallet**. Thanks again to Katie, John, and Liz for all their contributions.



Above: John Moore running the diabetes workshop.

## Aspiring Leaders

The **Aspiring Leaders in Health & Social Care** programme, a four-module course designed for those intending to transition into or newly in leadership positions, had its first session on Tuesday 10 March at **Engineers' House** (BS8 3NB). This opening session, facilitated by **NBA Solutions' Clive Hickman** and **Stuart Morris**, saw twenty-five delegates partake in a day-long workshop on **leadership and management essentials**.

The feedback received was very positive, with over 90% of attendees confirming that the workshop had been completely successful in achieving its objectives. Multiple respondents praised, in particular, the distinction made during the day between the concepts and execution of leadership and management, as well as the lessons that could be taken away regarding emotional intelligence and **"awareness of why people react the way they do"**. One person kindly summed it all up as an **"informative day with an element of fun being brought into learning too"**.

With respect to how the day could have been improved, several delegates proposed it could have been tailored to better suit their particular experiences in leadership and/or management positions, and that less ground could have been covered in greater depth. We hope to run events that will accommodate these suggestions in future.

Thanks again to Clive and Stuart for all the work they put into the workshop, and to everyone whom attended — we hope to see you all again in the autumn.



*Above: Stuart Morris covering the difference between leadership and management.*





## For Next Time

As we adapt how we work during the COVID-19 outbreak, we are beginning to think about how we continue with workforce development. **NHS England** and **NHS Improvement** have asked **Primary Care Networks** to review their workforce plans by the end of August; to support PCNs, we offer our assistance with developing your workforce plans. More information will be available in the next newsletter, this summer.

**Thank you to everyone for all your efforts.**

**We wish you all the best. Keep safe.**



## Trivia

### Historic Graffiti

#### Did you know?

On a completely unrelated note, here is a note of historical interest for you:

Bristol is no stranger to graffiti — it hosts several pieces by Banksy, after all.

Well, have you heard of the **Hagia Sophia**? Now a museum in Istanbul, Turkey, it used to be a site of great religious significance for the **Greek Orthodox Church**, and then a mosque under the **Ottoman Empire**.

It, too, is home to some graffiti: it appears that several centuries ago, a **Viking** carved something along the lines of **'Hafdan was here'** in runes into one of the church's marble parapets, sometime between **793** and **1066 CE**.

As to why a Viking (or **Norseman**, if the artist was not a warrior) was in Turkey, it's actually the case that the emperors of the **Byzantine Empire** (the successor to the Roman Empire in the East, of which Istanbul was once the capital) had many northern Europeans in their personal guard; it's quite possible, then, that one of the mercenaries hired to protect the emperor decided to leave his mark in a longer-lasting fashion.