



Buckinghamshire, Oxfordshire
and Berkshire West
Integrated Care Board

BOB Personalised Care Training Courses

2023 – 2024





Introduction

Personalised Care – involving people in discussions and decisions about their care – improves outcomes and leads to greater satisfaction for patients and professionals.

A Personalised Care approach enables more meaningful and effective conversations by involving service users as active participants in their care, delivering better results and helping to reduce demand for services.

The following pages outline the full range of free Personalised Care training available to all health and care professionals in Buckinghamshire, Oxfordshire and Berkshire West (BOB) from a dedicated BOB ICS team based locally, along with online courses from the Personalised Care Institute (PCI).

Courses range from face-to-face in person workshops and live, virtual sessions (via MS Teams) to 30-minute online modules from the PCI.

The following pages outline:

- All courses available now
- Courses coming soon and in development
- Free online learning from the PCI

Bespoke training sessions – online or in person – for specific organisations and teams can also be arranged with the BOB Personalised Care training team.

For more information or to view this list online visit: primarycare-bob.nhs.uk/articles/78
If you are unsure if any of these training options are for you or if you have any questions, please contact bobicb.personalisedcaretraining@nhs.net

AVAILABLE NOW

Free training from a dedicated NHS team for BOB ICS

CLICK HERE TO REGISTER

Or email bobicb.personalisedcaretraining@nhs.net



Course	Course summary	Suitable for	Time requirement / format
Understanding Personalised Care – Bitesize intro	<p>The session covers all of the main elements of Personalised Care, including the background and how it can benefit patients and professionals. It explores what matters to both healthcare staff and service users.</p> <p>The session will help delegates understand what's new in NHS England's Personalised Care policy and gain an overview of its six core components.</p>	All patient-facing staff	1-hour online Whole team sessions also available on request Booking required

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Course	Course summary	Suitable for	Time requirement / format
Making Every Contact Count (MECC)	A practical approach to short, opportunistic conversations about healthy lifestyles and behaviour to inspire others to think about future behaviour change.	All patient-facing staff	2 or 3-hour online training options available. See website for details In person options available upon request Booking required

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Course	Course summary	Suitable for	Time requirement / format
<p>Making Every Contact Count (MECC): Train the Trainer</p> <p>Receive full trainer's pack, support tools and certificate of attendance.</p> <p>Network and ongoing support available once trained.</p>	<p>Making Every Contact Count (MECC) is about using our everyday conversations to support the people around us to make healthy lifestyle changes.</p> <p>MECC focuses on 5 key lifestyle factors: smoking, alcohol, diet and weight, physical activity and mental wellbeing.</p> <p>This training course will help you develop the confidence and competence to become a MECC trainer, enabling you to run training sessions for others to learn about MECC.</p>	<p>Anyone delivering training in MECC within Buckinghamshire, Oxfordshire and Berkshire West for NHS, Local Authority, or charitable organisations.</p>	<p>4 x 2-hour online sessions</p> <p>Attendance required at all 4 sessions</p> <p>Booking required</p>

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Course	Course summary	Suitable for	Time requirement / format
Motivational Interviewing and Behaviour Change	<p>How to increase motivation in people so they feel more inclined to change their behaviour and / or lifestyle.</p> <p>This session aims to support clinicians to feel more confident guiding patients through a reflective and pro-active health-based conversation.</p> <p>It covers helping patients think, plan, make their own decisions and set personal goals to improve wellbeing and outcomes.</p> <p>Includes some theory, guidance and practical tools to help you have more effective conversations and to build motivation.</p>	<p>Health and social care staff (including Personalised Care roles) who engage in lifestyle and behaviour change conversations.</p> <p>Including:</p> <ul style="list-style-type: none">• Any physical or mental health long-term condition reviews that take place, for example, within GP Practices or specialist community and public health roles.• Peri-operative/planned care services.• Staff working in healthy lifestyles services, for example, smoking cessation, weight management, and physical activity.	<p>3-hour online or in person</p> <p>Booking required</p>

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Putting Shared Decision Making into Action - Year of Care© PCI© Accredited	<p>Introduction to what shared decision making is, in line with national policy. Healthcare professionals can explore service improvement opportunities to embed this approach into clinical pathways.</p> <p>The session introduces tools to enable the patient to work in partnership with a healthcare professional, as well as advanced communication skills to help people to articulate what matters to them, their priorities and values, and how that affects decisions about their treatment and care options.</p>	<p>Teams or groups of clinicians (medical, nursing, midwifery, pharmacists, and allied health professionals) who work together. Examples of clinical pathways include, but non-exhaustive:</p> <ul style="list-style-type: none">• Perioperative teams• Medicines optimisation teams• Physical and mental health long term conditions pathways• Continuing healthcare• Maternity• Frailty	<p>1 full day (recommended) or 2 half day sessions</p> <p>In person recommended</p> <p>Online also available</p> <p>Booking required</p>

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Personalised Care and Support Planning – Fundamentals	<p>We can deliver bespoke sessions tailored to the needs of your service.</p> <p>Learn or revisit:</p> <ul style="list-style-type: none">• Principles and guidance that underpin care and support planning.• General tools and skills to develop a care and support plan. For helping patients personalise their plans, set goals, and improve self-management of (single or multiple) long-term conditions or relevant healthcare journeys.• Processes including record keeping.	<p>Primary and secondary care staff supporting patients to develop care and support plans suitable for them. For example, staff working in GP Practices, palliative care, mental health, and intermediate/integrated care services.</p> <p>Co-production of session with practitioner leads may be required for specialist pathways.</p>	<p>Between 2 and 4 hours (as needed). 4-hour sessions recommended</p> <p>In person recommended</p> <p>Online also available</p> <p>Booking required</p>

IN DEVELOPMENT – FOR LATE 2023 / 2024

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Course	Course summary	Suitable for	Time requirement / format
Understanding Personal Health Budgets – Introduction	<p>This session will provide an overview for clinicians of what a personal health budget is.</p> <p>For those who work with patients, carers, and other multi-disciplinary teams to facilitate the transfer or discharge of patients between services, or to home, and recognise who may have a right-to-apply for a personal health budget.</p>	All patient-facing staff.	1-hour online In development

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Course	Course summary	Suitable for	Time requirement / format
Understanding Social Prescribing	<p>Understanding new Personalised Care roles and how they can help influence people's health and wellbeing.</p> <p>The session includes how to access support for patients and service users.</p>	All healthcare staff who want to discover more about the role and service.	<p>Up to 1-hour online</p> <p>In person available</p> <p>In development</p>

FREE ONLINE LEARNING

Training from the Personalised Care Institute



CLICK HERE

To register for any of these courses



Course	Suitable for	Time requirement / format
Core Skills	All health and care professionals	1 hour online – any time
Shared Decision Making	All health and care professionals	30 mins online – any time
Personalised Care and Support Planning	All health and care professionals	45 mins online – any time
Personalised Care and Support Planning – Maternity	All health and care professionals	45 mins online – any time
Leading personalised care as a junior doctor	All health and care professionals	30 mins online – any time
Remote Consultations	All health and care professionals	30 mins online – any time
Person Centred Approaches	All health and care professionals	5 hours online – any time
Healthy Weight Coach	All health and care professionals	4 hours online – any time
Supporting Link Workers (PCN teams) to deliver social prescribing	All health and care professionals	5 hours online – any time
Make Every Contact Count	All health and care professionals	1.5 hours online – any time
Tackling Loneliness and Social Isolation	All health and care professionals	45 mins online – any time
Physical Activity and Health Programme	All health and care professionals	6.5 hours online – any time
PRosPer – Foundation level – introduction to personalised care, prehabilitation and rehabilitation	All health and care professionals	3 hours online – any time
Personal Health Budgets – NHS England	All health and care professionals	2 hours online – any time
Other PCI accredited and endorsed training	See PCI website	Various

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Course	Suitable for	Time requirement / format
Frailty: Tier 1 and Tier 2a	<ul style="list-style-type: none"> First responders Rapid response nurses Rapid response community Matrons Allied health professionals Unregistered healthcare staff Care navigators Emergency care nurses (bands 5 and 6) Emergency department doctors Pharmacist technicians Nursing associates Physician associates Community and social services staff Care home staff 	3 hours online – any time
Frailty: Tier 1 and Tier 2b	<ul style="list-style-type: none"> Primary care staff plus: GPs in emergency departments Registrars and senior doctors in emergency departments Consultant physicians Acute care social workers Nurses (bands 6 and 7) Occupational therapists Physiotherapists Speech and language therapists Dietitians Pharmacists Emergency department Advanced nurse practitioners Acute frailty practitioners Same day emergency care workforce 	3 hours online – any time

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Course	Suitable for	Time requirement / format
PCI webinars	Subjects include: <ul style="list-style-type: none">• Personalised Care roles in PCNs• Commissioning training	Online – any time
PCI podcasts	Subjects include: <ul style="list-style-type: none">• Personalised Care and long covid• Personalised Care – tackling health inequalities• Veterans' care and social prescribing• Women's Health• Personalised Care in undergraduate and postgraduate training	Online – any time