

# GPMplus wellbeing courses

## For the whole practice team

GPMplus offers a range of high-quality courses, free to access thanks to funding from NHSE/I, with something suitable for all members of the practice team.

The courses, all held on Zoom and delivered under the banner of 'The Healthy Practice', focus on practical tips and advice to

- learn practical tools and techniques to support your wellbeing
- build resilience
- develop strategies to resolve work issues
- improve understanding within teams

The programme includes a range of courses focused on different challenges and targeted at different audiences – some are designed for those in leadership roles, some are particularly for clinicians and many are for all members of the practice team.



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Find out more and book your place at [gpmplus.co.uk](https://gpmplus.co.uk)

### What is resilience?

Our Healthy Practice courses and other GPMplus programmes talk about building resilience – but what does this mean?

Resilience is the ability to adapt or recover after a period of change or difficulty e.g. to be able to survive a crisis and thrive in a world of uncertainty.

It is NOT absorbing whatever work throws at you and coping with an increasingly toxic environment. Nor is it becoming insulated against, or disengaged from reality.

**Personal resilience** is the ability to cope well and recover from setbacks. In primary care we are experts at managing risk so it should come as no surprise that things often don't turn out as predicted. Resilience training teaches self-care, adaptability, and the knowledge of where to deploy our often limited & stretched resources for optimal gain.

**Team resilience** is a learned set of skills and behaviours producing engaged, thriving team-members able to perform at their best, particularly when under stress. Engendering a sense of shared values, allowing frequent and honest feedback to inform change, enabling leadership and expertise to develop, and fostering co-dependency and a no-blame culture are fundamental to this state.

**Systems resilience** recognises that to be a Healthy Practice requires not just Personal & Team resilience but also systems /processes that are effective and flexible enough to adapt to the changing requirements of primary care.

# Personal Resilience courses for everyone

Personal Resilience

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## Personal Resilience half day 4 hours

This course aims to support individuals working within General Practice and decrease the risk of burnout through tools and techniques in mindfulness, positive psychology and resilience.

Personal Wellbeing

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## Personal Wellbeing - 1.5 hours

This course will help you explore your own wellbeing and discuss how you can maintain your wellbeing through evidence based approaches and practical exercises.

Burnout: prevent & repair

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## Burnout: prevent and repair 1.5 hours

You will learn about what burnout really is and how to recognise it in ourselves and those around us. You will explore ways of avoiding burnout, and what to do if you are heading towards burnout, or already experiencing it.

Tiny Habits

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## Tiny Habits - 1.5 hours

Do you want to make a change in your work or personal life but don't know where to start? Does the change seem too big, are you struggling to find the motivation to implement it?

In this workshop you'll discover that BJ Fogg's scientifically established system of behaviour change can help you build strong and positive habits quickly and effectively in all areas of your life.

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# Coming soon..... Mindfulness course

# Teams resilience courses

For everyone, but may be most suited to those in a leadership or supervisory role

Teams Resilience

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## Team Resilience half day

4 hours

This course will provide practical tools and techniques to build team resilience, appreciating current gaps in resilience, identifying how to use limited resources for maximum benefit and helping help to develop a Healthy Practice as a great place to work and be a patient.

Conflict resolution toolkit

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## Conflict Resolution Toolkit

1.5 hours

This session aims to provide members of the practice team with a simple framework to help you to analyse and resolve conflicts at work. This will allow you to focus on areas of dissatisfaction in work and professional life and the possibilities that might exist for change. The tool can be used on ourselves but is best when worked through with a trusted colleague.

Team Wellbeing

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## Team Wellbeing - 1.5 hours

This interactive course will explore ways in which you can improve the Practice Team's Wellbeing. Through practical exercises we will explore wellbeing activities that have proved useful in local practices. You will leave with various activities for you to consider introducing in your own practice.

Having Better Conversations - Mentoring Lite

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## Having Better Conversations: Mentoring Lite - full day

This course aims to improve communication and understanding of each other, within a practice team. The course teaches simple coaching techniques to help improve team working, communication and culture, and is suitable for practice management, team leaders/supervisors and partners.

# Teams resilience courses

For everyone, but may be most suited to those in a leadership or supervisory role



## Team Leadership - 1.5 hours

This course will define good and bad leadership, share important tools to take back to your organisation to develop leadership skills and allow you to formulate your own leadership action plan.



## Team Values and Culture

1.5 hours

This course looks at the research behind developing team culture, the importance of ensuring psychological safety, why establishing the values of an organisation underpins everything else, and the 'sweet spot' when passion, values and signature strengths all intersect, and teams move to high performance mode.

We introduce case studies, individual /group exercises, tools and top tips, all relevant for leaders in primary care teams, and you will formulate your own action plan to take back to your practice to help support change.



## Conflict on the frontline

1.5 hours

This bite-size course is for non clinical staff to help dealing with Conflict and difficult interactions with patients. It is suitable for the reception team, administrators, and Practice Managers, particularly staff with a direct patient contact role, or those supporting them.

## Feedback from GPMplus course attendees....

**"I can't think of any staff within a practice that this programme wouldn't benefit."**

**"The balance of evidence based information and practical applications was really helpful."**

**"Really well put together and delivered, excellent facilitation and encouraging contributions from all."**

# Systems resilience courses

For everyone, but may be most suited to those in a management role



## Practice Systems Resilience half day - 4 hours

This course will allow you to reflect and share processes currently in place in your practice, discover tools and techniques to help your organisation become more resilient and access resources and a community of practices to provide ongoing support.



## Successful Complaints Management: A Systems Approach - 1.5 hours

This course will cover both the factual and process elements of complaints but will also focus on the emotional aspects of managing complaints. It will help you to consider why complaints happen, why a robust complaints system can be effective and efficient and how, by encouraging a positive mindset, we can look after ourselves and each other.



## The Green Practice - 1.5 hours

There is huge scope in primary care to have a positive impact on our climate. Making green changes can improve health, reduce health inequalities, improve workload and reduce costs whilst mitigating against the climate crisis. This course is designed to help you understand where you can make changes, and give you the tools to begin.



## Contingency Planning for Crisis Aversion - 1.5 hours

Events are varied and hard to predict, but we can classify them and ensure simple contingencies are in place to improve our chances of business continuity and even thriving. We will discuss the steps in formulating a business continuity plan (a CQC requirement) and share ideas and best practice in facilitated group discussions.

# Systems resilience courses

For everyone, but may be most suited to those in a management role

Financial and  
business  
resilience



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## Financial and Business Resilience 1.5 hours

This course, for practice managers, GPs and senior leaders, highlights the steps required to gaining greater financial confidence.

We cover how to identify all income streams, reimbursements, deductions, expenditure, negotiating maintenance costs, forecasting, economic planning and ensuring shared responsibility for savings and efficiency.

Previous attendees have told us the great benefit of these workshops are the sharing of ideas and best practice, and the facilitated group discussions are a unique opportunity to learn from each other.

# Other courses

For everyone, but may be most suited to those in a management role

Managing,  
Maintaining &  
Monitoring  
Change



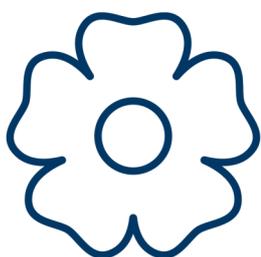
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## Managing, Maintaining and Monitoring Change - 1.5 hours

This course underpins all the other courses that are part of the Healthy Practice Model.

The course will give you the skills to help bring about, maintain and monitor the changes you wish to implement after you have attend any of the other courses.

You will be shown tools to help bring about both team and individual change, and you will also be given tools to measure the effectiveness of the changes that you implement.



# GPMPLUS

# Dates for forthcoming courses

14 April – Successful complaints management, a systems approach

12noon - 1.30pm

25 April – Personal Resilience

1pm-5pm

3 May – Tiny Habits for Wellbeing

12noon-1.30pm

4 May – Team Wellbeing

10.30am - 12noon

9 May – Team Resilience

9am - 1pm

10 May – Burnout: Prevent and Repair

12noon - 1.30pm

11 May – Conflict on the Front line

12noon - 1.30pm

16 May – Team Leadership

10am - 11.30am

16 May – Team Values and Culture

2pm - 3.30pm

17 May - Having Better Conversations

9am - 5pm

23 May – Conflict Resolution Toolkit (Non-clinical)

10.30am - 12noon

23 May – Contingency Planning and Crisis Reduction

1.30pm - 3pm

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# Dates for forthcoming courses

## 24 May – Personal Resilience

9am - 1.30pm

## 24 May – Finance and Business Resilience

2pm-3.30pm

## 6 June – Practice Systems Resilience

1pm - 5pm

## 7 June – Conflict on the Front Line

12.30pm - 2pm

## 13 June – Team Resilience

9am - 1pm

## 14 June – Successful Complaints Management – a Systems Approach

10am - 11.30am

## 14 June – Team Leadership

1pm - 2.30pm

## 20 June – Conflict Resolution Toolkit (Clinical Staff)

12noon - 1.30pm

## 22 June – Personal Wellbeing

10am - 11.30am

## 22 June – The Green Practice

12.30pm - 2pm

## 28 June – Managing, Monitoring and Maintaining Change

12noon - 1.30pm

## 29 June – Team Wellbeing

10am - 11.30am

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