

Prima Linea Training Associates



Menu of Training 2026 - 27 G.P.STAFF TRAINING MODULES

Specialist Training for Targeted Outcomes



Scroll down for more

High quality training with proven outcomes

Making a difference

We offer specialist, unique and award-winning training programmes which have been designed to support GP practices in achieving their training objectives.

Our trainers have exceptional, unique experience and abilities.

We are the only specialized training company to offer creative approaches using unusual and unique techniques, for all staff members regardless of grade, length of service and previous experience.

We have expertise in engaging staff and bringing about real behaviour changes – and we include fun! (not to be underestimated)

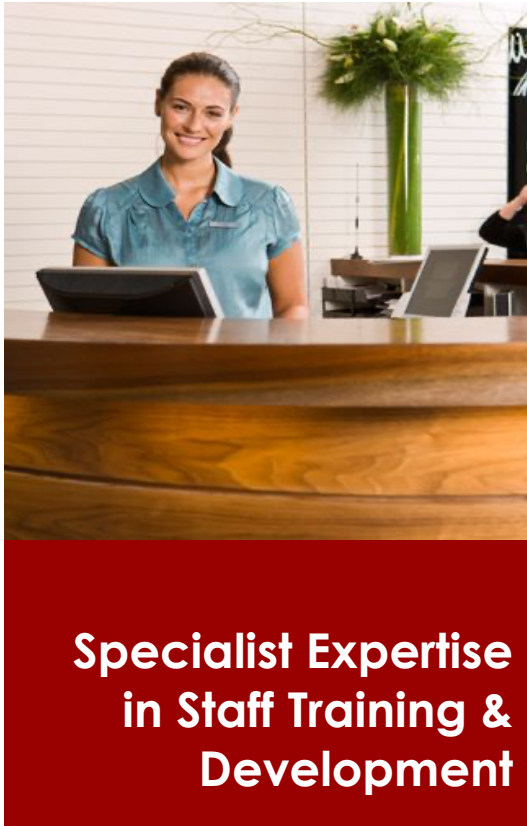
In this brochure you will see some of our most popular training agendas and modules, however we offer a wide range of topics – contact us.

We have a flexible approach to training and will work within your time constraints, whether it's a series of sessions, a day or a focused short session.

We deliver training across the UK for a wide range of practices. We have vast experience in the healthcare field and specialise in General Practice. All our training is focused on this important healthcare specialty

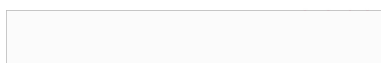
Our trainers are highly qualified and accredited and are exceptionally talented at delivering to large or small groups of staff

We are members of the Kindness Foundation® and we carry this ethos into our business and support our customers in our pricing strategy and by working ethically to deliver training which is second to none.



**Specialist Expertise
in Staff Training &
Development**

TJ Awards





Building the capacity and skills of our front line staff in the GP Practice

“EMOTIONAL INTELLIGENCE & DEALING WITH COMPLAINTS AT THE GP RECEPTION”

Half Day Session

An interactive, multi-media training session with reflective learning built in. Topics covered are:-

- Using **emotional intelligence** (EI) in our everyday work at reception.
- Understand the **impact of emotions** (ours & the patients) and what is really happening?
- Examining the **range of emotional situations** in many patient interactions
- Highlighting a range of **skills** for dealing well with a range of emotional situations from **grief to anger**
- **Complaints** – common causes, the part receptionists have to play, advice from the ombudsman’s office and how to manage complaints well at the front line.

“RECEPTIONIST CALL HANDLING & NOTE TAKING SKILLS

Half Day Session

Building the communication capacity of staff

- Expectations of reception by the practice and patients
- The real impact of increased phone calls & navigating patients
- Working in the “Gap”
- Communicating well on the telephone – who are you?
- Are you an active listener? – test it out
- Barriers to good call handling – aggression, jargon, assumptions, body language
- Asking good questions
- The 3 C’s of taking good messages in a short time
- A subjective view – v – an objective view
- Write five words



**Mix & match modules
to suit your needs**

Non-Clinical Chaperone Training

Background to why chaperoning is required. Step by step through the different types of chaperoning for different examinations and patients. Dealing with a range of different patients such as language barriers, learning difficulties, etc. Includes a chaperone's checklist and end assessment

Dealing with anger, aggression or (threat of) violence at the front line.

What are the common triggers for aggression? How do I behave – helpful or hinder? Being observant and risk managing potential aggression. What does policy say? Keeping safe face to face and on the phone. Safety netting our phone calls. NHS Protect de-escalation strategies and some unique, practical approaches to de-escalating.

Medical Terminology for non-medical staff

Looking at the origins of terminology & rules of word building. Testing what you already know and trying out real translations using practical tools for you to keep. Translating common medical, surgical, pharmaceutical abbreviations. Testing applied learning and assessment throughout

Problem solving skills for practice staff

Using problem solving tools in the workplace. Helping staff to develop initiative and confidence to tackle problems and become empowered to take ownership where appropriate. We need our staff to be empowered to be everyday leaders in their own right



MIX AND MATCH

Data Protection/GDPR

The importance of confidentiality in healthcare – what do patients say? The key principles of confidentiality. Overview of data protection legislation what it means and how to ensure it, what is 'patient identifiable information'?

Ensuring privacy and guarding against inappropriate access

Maintaining Motivation

What is a motivation? Its so easy to become de-motivated with everyday demands and pressures. This insightful module examines our individual motivational triggers and how our job can contribute to our personal goals. What does a motivated staff member do? Does it make a difference?

GP Receptionist Care Navigation

Available in a range of delivery models – including 3 separate half day sessions which covers in-depth skills and behaviours to get the best outcome. Is also available as a half day 'consolidated' session for those already navigating in the practice or where a staff update is required. We examine the case for dealing with demand in a new dynamic way. Will patients accept it? Does every request need a GP appointment? We build the skills necessary for navigating patients – right place right time. What decisions need to be made, and when, in the call? How to engage with reluctant callers. We share a range of tools and skills to make navigation work for the practice.

Managing Change @ Work Personally

How does change make us feel? Everyone reacts differently. Tools to help us adapt. The role of neurodiversity in moving forward through change. Re-focussing and re-energizing in change.

Resilience & Stress Management

What is resilience and how will I know if I have it? How resilient am I at the minute? Impact of everyday demands in a busy practice. Effects of poor resilience on us, the team, the patients. Practical ways to building resilience and maintain it What is stress - physically and psychologically? Creative and practical ways to combat stress in the practice every day.

PRACTICE MANAGER

FOCUS

Being a Change manager

The effects of change on team morale, motivation, performance and management. Is your team ready for change? The psychological contract with staff – what is it, identifying the components and how it impacts on change. Which is easier – slow change or immediate change? Making a persuasive case for change. Skills for negotiation and persuasion, creating buy-in of staff. Dealing well with resistance which invariably appears. Examining a range of change management strategies including the PROSCI® 5 tenets of change and the importance of a communication strategy to keep momentum.

Mental Health First Aid for your team

We work closely with our teams on a daily basis. Mental wellness is a continuum. How can we help if a colleague is experiencing mental ill health or we suspect they may be mentally unwell? What is helpful to say & do? What if we suspect substance misuse or depression? We are not the clinicians but we could be the catalyst for that person seeking professional help. This session offers practical, recommended guidance to help managers respond beneficially to the mental health needs of the team

Mediation Skills for practical use (taught by an accredited mediation facilitator)

Understand the principals and practice of mediation. What can successful mediation achieve and what can it not address? Mediation for 2 party disputes. Your view of the conflict and how this contributes to your handling of the situation. The 5 stage mediation model and how to apply it in simple steps.

Having the challenging conversations

What makes a challenging conversation for you? Do you fear that things will get too emotional? Do you find it hard to say 'No'? This session takes you through a range of really useful tools and build a framework for you to use for any challenging conversation with confidence and success.

The PM - coping with change personally

We have to encourage others to deal well with change but how do I maintain my own motivation and focus during change and how do I approach change myself? Using recommended models to examine my own approach and journey through change and uncovering methods to help.

Managing Conflict in the team

Theory says there are only 3 causes of conflict in the team – is this true? Methods for approaching and addressing the conflict. Why do we sometimes ignore the conflict hoping it will go away or get dealt with on the 'shop floor'? Encouraging the team to deal healthily with interpersonal conflict. How can I do this and still maintain a productive working team?

Teamwork

What is the 'ideal' team? Uncover the different team types and how they interact. Who's in your team and is it moving forward or are there cracks in the team cement? An insightful and enjoyable journey through teamwork. This can include a personalized Belbin analysis of your team if requested.



Think Good to Feel Good @ Work

Are you happy at work– how do you know?
Have you a balanced wise mind and if not, why not? Is your perspective skewed and positivity depleted? What does the longest running Harvard study tell us about what really makes us happy? Is multi-tasking fact or fiction? We look at the phenomenon of wind-wandering at work. Can we retrain our brains to be more focused and happier at work? This interactive and insightful session will help you take control of your own happiness

Resonant Leadership Skills (3.5 hours)

What is resonant leadership and how do we achieve it? Emotions in leadership – friend or foe? Growing our leadership emotional intelligence Resonant – v – dissonant styles which works best in a practice team? Rewiring our approach for greater impact. Dealing with Leadership challenges and using negotiation approaches

Well-being and stress management

For the whole team. Dealing well with everyday demands in the practice. What is stress and how we behave when stressed. Practical stress management to practice everyday.

PM - Investing in my personal resilience

An insightful, unique and informative half day session delivered by an accredited RQI practitioner including the following elements

- What's the pebble in your shoe?
- Discovering your Resilience Quotient Inventory (RQI) - Where are the gaps?
- Actions under the 8 sections of RQI

Being an active bystander in the practice

The practice is a microcosm of society and we can all witness unacceptable behaviours between patients, family and/ or carers. How can we safely deal with this without adding to it. This session teaches the recommended 4-D actions for safe intervention & adds to your aggression policy.



PRIMA LINEA Training Associates
"Communication In Real Life"



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