
TRAINING FOR GENERAL PRACTICE STAFF 2026-27 ©



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SOME TOPICS CAN BE
DELIVERED REMOTELY



PRIMA LINEA TRAINING ASSOCIATES © TRAINING TOPICS 2026/27

ESSENTIAL TEAM SKILLS & CAPACITY TRAINING SESSIONS

ACTIVE BYSTANDER TRAINING FOR ALL GP STAFF NEW!

Often staff will witness unacceptable behaviour but can feel powerless to intervene. We will uncover the active choices and decisions we may have available to us without putting ourselves in danger. Even if we choose not to act at the time this can be a considered, conscious and deliberate decision and we may have other bystander options available to us so that we are not ignoring it.

We will learn about the wide range of bystander interventions and options, examples of how to implement our choice and uphold our own values and those of the NHS and our practice

MENTAL HEALTH FIRST AID KNOWLEDGE FOR NON- CLINICAL STAFF NEW!

Sometimes our patients are in mental health distress when they contact the GP practice, these calls can be very demanding on our front line staff who are struggling to know the best way to handle such calls.

This training is sensitively delivered and is aimed at assisting, on the phone, a patient calling the practice who is:

- Experiencing a mental health problem
- Experiencing a worsening of an existing mental health problem, or
- In a mental health crises

We examine how to listen and communicate non-judgementally – what is helpful to say? How to recognise and assess suicidal thoughts and how to ask them openly about this. We use the ALGEE methodology to speak simply with the person about suicide and self-harm. We cover how to give information and encourage the person to get appropriate help. We also have an example algorithm for mental health issues to bring back to the practice which can be personalised to particular services.

MENTAL HEALTH FIRST AID FOR YOUR TEAM (for PMs) NEW!

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



CALL HANDLING & MESSAGE TAKING FOR RECEPTION STAFF

In this session we examine the impact of the telephone on our communication style and how to encourage patients to engage with our care navigation system. We uncover the 5 levels of listening – which one do you operate on and how does this impact on the quality of the call? What are the barriers to good call handling? Are we asking the same questions every time and wonder why we get the same answers? Objective message taking – v – subjective message taking, what is this and which one is better? We will practice our call skills by using the ‘just 5 words’ exercise

CARE NAVIGATION AT RECEPTION ESSENTIAL SKILLS

A comprehensive updated session aimed at front line staff

- The current demands and constraints practices are facing
- The drivers for care navigation
- The skills of front line staff in navigating patients
- Overcoming the challenges to navigating patients
- Navigation tools to bring back to the practice

DEALING WITH ANGER/AGGRESSION AT RECEPTION

- What is aggression and when does it become violence?
- The triggers for aggression
- Keeping safe at the front of the practice
- Policy and practicality
- Safety netting calls
- Observational skills
- NHS Protect ® de-escalation strategies

EMOTIONAL PATIENT SITUATIONS AT RECEPTION & FRONT LINE COMPLAINT HANDLING

- What is emotional intelligence and why we need it
- Dealing with emotional situations everyday
- What’s good to say, and what definitely is not
- Common complaints in the practice
- Ombudsman’s advice, dealing well with complaints

MEDICAL TERMINOLOGY FOR NON-CLINICAL GP STAFF

- Origins of terminology
 - Rules of word building
 - Testing what you already know
 - Try out the terminology tools
 - Medical, surgical, pharmaceutical abbreviations
 - Applied learning and assessment
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CHAPERONE TRAINING NON-CLINICAL GP STAFF

Based on guidance of GMC, RCN MPS

- Definition and purpose of chaperoning
- Different types of chaperoning
- Personal skills and qualities
- Dealing well with a variety of patients
- Promoting the service to patients
- ‘What would you do if...’

INFORMATION SECURITY & GDPR UPDATE IN THE TEAM

- An overview of information legislation
- GDPR – what it really means
- Considerations in the practice
- What is a breach and how does it happen?
- Inappropriate access
- Everyday situations – what would you do

MOTIVATION & TEAMWORK IN THE PRACTICE

- Qualities of a good team & good team member
- Traditional team roles – which is me?
- “Team Cement”
- What is motivation at work and why is it important?
- What does a motivated team member do?
- Signs and effects of de-motivation
- Barriers to motivation and how to overcome them
- Crafting your own motivation strategy for work

TEAM WELLBEING @ WORK SESSIONS

COPING INDIVIDUALLY WITH CHANGE @ WORK

- Our reactions to change – how does it feel and why?
 - Everyone reacts differently
 - Effects on us personally and as a team
 - Helpful introspections on change
 - Tools to aid our pathway
 - An insight into neuroplasticity in accepting change
 - Refocusing and re-energising
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LOOKING AFTER OUR OWN WELLBEING

- Are you surviving or thriving in the practice?
- Using emotional intelligence at reception
- Achieving a balanced wise mind
- Multi-tasking – fact or fiction?
- How to be more focused at work
- Taking control of your own wellbeing & happiness

BUILDING RESILIENCE & DEALING WITH STRESS IN THE PRACTICE

- Components of resilience
- Impact of everyday demands in a busy practice
- Effects of poor resilience on us, the team, the patients
- Building resilience and maintaining it
- What is stress - physically and psychologically?
- Creative ways to combat stress in the workplace

SESSIONS ARE FOR PRACTICE MANAGERS

Management & Leadership Skills

- Discovering your personal management style. How to incorporate other styles into your everyday work. The impact you have on others. Growing leadership skills and the 'atmosphere' you create. What is your personal power source as a manager? How does your personal style influence your problem solving skills?

Mediation Skills for Practice Managers

- Different approaches to workplace conflict
- The place and function of the mediative approach
- Assessing the suitability of mediation
- Skills required of the mediator
- Setting up a mediation – the steps
- Using a recognized and approved model
- Includes handouts and model

Resonant Leadership Skills

- Emotions in leadership – friend or foe?
 - Growing Emotional Intelligence
 - Resonant – v – dissonant styles
 - Rewiring our approach for greater impact
 - Leadership challenges
 - Negotiation approaches
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Managing Conflict in your practice team

- Causes of conflict and effect on teamwork
- The psychological contract
- The role of perception and unintended bias
- The cycle of conflict
- Approaches to conflict resolution
- Having the difficult conversations

Investing in PM Resilience

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

“ Dealing with Challenging Conversations”

- What makes our challenging conversations?
- We don't see things as they are, we see things as we are
- The people-pleaser effect
- Tools to aid our challenging conversations
- Intent
- W.A.I.T
- Wish – worry -wonder
- 3 point problem solving in negotiation
- Psychological tips to de-escalate high emotions
- Trying it on for size

THINK GOOD TO FEEL GOOD AT WORK

- Are you happy – how do you know?
 - Growing emotional intelligence
 - Emotional leadership
 - Achieving a balanced wise mind
 - Multi-tasking – fact or fiction?
 - How to be more focused at work
 - Taking control of your own happiness
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CHANGE MANAGEMENT – THEORY AND PRACTICE

Examination of the drivers for change in general practice

- The psychological contract with staff – what is it, identifying the components and how it impacts on change
- Typical team reactions and barriers to change
- The process of transition – effects of change on individuals (Fisher's personal transition curve)
- PROSCI® 5 tenets of change – advice from world leaders
- Overview of popular change management models
- Crafting your own hybrid model for change management

Other training topics are available, please ask if you don't see what you need



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