

MAKING PERSONALISED CARE WORK FOR YOU AND YOUR PATIENTS

UNLOCKING THE POWER OF PERSONALISED CARE

Choice plays a big factor in everyday life, and that should be no different when it comes to decisions about the care we receive for either our physical or mental health. With personalised care, people are more involved in the decision making process, and should be supported to talk about the things or outcomes that matter most to them, and what is the best course of action to achieve these outcomes.

A personalised care approach allows patients to feel seen, heard, informed and empowered to take back control of their lives. It will only strengthen the relationship between people, health and care professionals and local communities. The result is better health and wellbeing for them, plus more effective and joined-up services.

Research has shown that when patients have the opportunity to be involved in decision making around personalised healthcare, there are generally better outcomes and better experiences through better adherence to medical advice and therefore increased patient and clinician satisfaction.

Yet upon reflection to what extent have we succeeded in assisting individuals in recognising what genuinely matters to them and motivates them to progress?

Imagine health conversations where people identify something so important to them, it ignites their will to learn and changes their thinking and habits around issues such as diet, exercise, and medication-taking.

Having a productive, personalised conversation with a patient is a skill.

Health-related goals aligned to personal values create focus, energy and commitment to change, and tap into the internal motivation of patients.

Imagine what might happen if one small success led to another, creating the confidence people needed to thrive and reduce their reliance on already over-extended services.

In reality this could be sparked by a better conversation.

JOIN US FOR OUR HALF DAY PROGRAMME

£350 PER SESSION FOR UP TO 10 DELEGATES / £500 PER SESSION FOR UP TO 20 DELEGATES

***PRICES ARE EXCLUDING VAT**



Delivery Methods

✓ Sessions are currently delivered online via Microsoft Teams however delivery face to face at your choice of venue are also available to suit demand

Benefits

- ✓ Access online training on phone, tablet or desktop
- ✓ Breakout Rooms allow pairs and group working, and skills practice
- ✓ View presenter slides and fellow participant screens at the same time



COURSE CONTENTS

Master personalised care fundamentals and unlock the potential of the ARRS

Discover strategies to optimise the benefits of personalised care for patients and practices

Universal personalised care elements; social prescribing and shared decision making

How to empower your patients through effective conversational skills

Demonstrating the impact of personalised care

MAXIMISE YOUR PROTECTED LEARNING TIME

Make the most of your practices protected learning time by encouraging open discussions on the potential benefits of personalised care, including enhancing patient engagement, improving health outcomes, increasing staff job satisfaction and delivering a more fulfilling healthcare experience.

The session will:

- Provide an overview of personalised care and the NHS vision for its role in the future of healthcare management and patient interactions
- Support NHS colleagues in recognising their individual and collective responsibility to deliver personalised care and the benefit of delivering personalised care
- Demonstrate effective conversational skills and techniques for conducting personalised care conversations
- Explore opportunities and methods for demonstrating and evaluating the effectiveness and impact of personalised care

ABOUT US

The Personalised Care Training Academy is part of Pathways CIC, an award winning, forward thinking, innovative Social Enterprise operating since 2006.

Pathways CIC delivers a range of pioneering health, work and wellbeing programmes designed to create sustainable change for individuals and for local communities, with a focus on enabling people to live happier and healthier lives.

Pathways CIC has direct experience as a host employer in providing PCN's with NHS Additional Role Reimbursement Scheme ARRS roles, and in delivering effective personalised care, that is impactful for both patients and health professionals.

As a host employer, and as an ambassador of Personalised Care with the Personalised Care Institute (PCI), we have worked closely with PCN Leads, PCN staff to embed personalised care through the ARRS roles and in providing Social Prescription, Care Coordination and Health Coaching, ensuring that our staff are well learned and competent in delivering the Personalised care effectively

RESERVING A PLACE

To reserve a place on our training programme or if you'd like further information or are interested in commissioning a tailored programme please contact us using the details below:



**PERSONALISED CARE
TRAINING ACADEMY**

Provided by Pathways CIC



0161 974 73 73



info@Personalisedcaretrainingacademy.co.uk



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WHO HAVE WE SUPPORTED

LONDON

Orpington PCN R, Barnet PCN, Hammersmith and Fulham Central PCN, Five Elms Network, Waltham Forest Training Hub, North Lewisham PCN, Merton Training Hub, Hackney Downs PCN

EAST OF ENGLAND

Ivry Street Medical Practice, Dacorum health providers LTD/Alpha PCN, Uttlesford South PCN, Symonds Green Health Centre, Portmill Surgery, Graceage Care LTD, Dolphin House, Grove Medical Centre, North Uttlesford PCN, The Elms Surgery, Spring House Medical Centre, NHS Hertfordshire and West Essex ICB R, Broxbourne Alliance PCN R, Burvill House Surgery, Chorleywood Health Centre, Knebworth and Marymead Medical Practice, Southgates & The Woottons Surgeries, Castle Maltings, Dacorum Healthcare Providers Limited, Bancroft Medical Centre

WEST MIDLANDS

Burnley West PCN, Ettingshall Medical Centre, Solihull Rural PCN, GPS Healthcare

NORTH WEST

Oaklands Medical Centre R, South Sefton PCN R, Blackpool Central West PCN, Waters Green Medical Centre, Green Moss Medical Centre, Oakwood Medical Centre, Danebridge Medical Practice R, Cedars Medical Centre, Firdale Medical Centre, Bridgedale Primary Care Network, Mid Furness PCN, Bolton GP Federation - Rumworth PCN and Central PCN R, Bolton GP Federation - Chorley Roads PCN, Farnworth and Kearsley PCN & Brightmet and Little Lever PCN, Haslington Surgery, Primary Care Cheshire R, Malpas Doctors Surgery, Healthbox CIC, CHAW PCN, Merepark Surgery, Earnswood Medical Centre, Millcroft Medical Centre, Chester East PCN, Chester Central PCN, Middlewich Road Surgery, Bootle, Crosby and Maghull Primary Care Network, Rope Green Medical Centre, SMASH PCN R

EAST MIDLANDS

Kingsway Surgery R, South Derbyshire Healthcare LTD, Derbyshire Dales PCN, Collingham Medical Centre

SOUTH WEST

Tamar Valley Health R, Launceston Medical Centre, West Somerset PCN

NORTH EAST

CBC Health Federation R, The Gables Medical Group, Sedgefield North PCN, Primary Healthcare Darlington

YORKSHIRE AND THE HUMBER

Wakefield North PCN, Primary Care Doncaster LTD R, Connect Healthcare - Rotherham CIC, Barnsley PCN, CPA Healthcare, The Menston and Guiseley Practice, Connexus Healthcare

SOUTH EAST

Willesborough Health Centre, Adur Health Partnership, Ashford Medical Partnership R, Bromley Connect PCN, Dorking Health Centre

