

NHS Greater Manchester Stockport Locality – General Practice Mandatory Training Guide

Most training is required to enable the workforce to demonstrate the competence and expertise to undertake the care and treatment activities each individual is responsible for. This may be to comply with your GMS / PMS contract, LCS / DES requirements, or standards promoted by bodies such as the CQC. There is also the optional participation in the training requirements of guidance such as QOF.

Core Skills Framework

This table forms part of the UK wide Core Skills Training Framework developed by Skills for Health*. The guidelines offered here reflect the minimum standards expected and the ones relevant to general practices in Stockport only are shown below. Many healthcare organisations will already meet and exceed these guidelines, and it is not the intention of this guidance to disturb this.

Please note the Safeguarding Adults and Children recommendations are based on the adult and children intercollegiate documents.

Subject	Audience	Proposed Refresher Period	Comment
1. Equality, Diversity and Human Rights	All staff, including unpaid and voluntary staff	3 Years	This can be accessed via the VC LMS e-learning (https://nhsgmstockport.vc-enable.co.uk/ - Statutory and Mandatory Training: Equality, Diversity & Human Rights
3. Health, Safety and Welfare	All staff, including unpaid and voluntary staff	3 Years	Further job specific training may be needed based upon local risk assessment. This Health & Safety module can be accessed via the VC LMS e-learning – 'Statutory & Mandatory Training: Health, Safety & Welfare'
4. NHS Conflict Resolution (England)	All frontline NHS staff and professionals whose work brings them into contact with members of the public	3 Years	Tutor Led Training available in Stockport – see details in this Portfolio.

5. Fire Safety	All staff, including unpaid and voluntary staff	<p>Induction: Site specific training followed by regular updated fire safety training.</p> <p>The frequency of refresher training should be determined by training needs and risk analysis with an assessment of competence at least every 2 years</p>	<p>Staff who may need to help evacuate others, should receive training more frequently than those who may only be required to evacuate themselves.</p> <p>E-learning cannot be used as the sole mode of training.</p> <p>Training provider identified. Practices required to fund this themselves.</p>
6. Infection Prevention and Control	<p>Level 1: All staff including contractors, unpaid and voluntary staff</p> <p>Level 2: All healthcare staff groups involved in direct patient care or services</p>	<p>3 years</p> <p>1 year</p>	<p>Available via VC LMS:</p> <p>-Statutory and Mandatory Training : Infection, Prevention & Control (Non- Clinical)</p> <p>-Statutory and Mandatory Training : Infection, Prevention & Control (Clinical)</p>
7. Moving and Handling	<p>Level 1: All staff, including unpaid and voluntary staff</p> <p>Level 2: All staff, including unpaid and voluntary staff , whose role involves patient handling activities</p>	<p>Required refresher periods based upon local assessment. (we have set 2 yearly)</p> <p>2 yearly</p>	<p>Available via VC LMS – ‘Statutory and Mandatory Training: Moving & Handling (Non-Clinical)’</p> <p>Available via VC LMS – ‘Statutory and Mandatory Training : Moving & Handling (Clinical)’</p>
8. Safeguarding Adults	Level 1: All staff working in healthcare settings (inc. GP Admin)	<p>Induction followed by every 3 years</p> <p>Refresher training at 2 hours minimum every three years. The e-learning programme can also be accessed as part of refresher training</p>	Available on the VC LMS – ‘Statutory and Mandatory Training: Safeguarding Adults’

	<p>Level 2: All non-clinical and clinical staff who have any contact with adults (GP Practice managers, Health Care Assistants, APs, Pharmacists)</p> <p>Level 3: All NHS GM Stockport Locality clinical staff working with adults and who could potentially contribute to assessing, planning, intervening and evaluating the needs of adults where there are safeguarding concerns (inc GPs/NPs/PNs)</p>	<p>Within 6 months of coming into post.</p> <p>Over a 3 year period staff should receive refresher training equivalent to a minimum of 3-4 hours.</p> <p>Training at level 3 will include the training required at level 1 and 2 and will negate the need to undertake refresher training at levels 1 and 2 in addition to level 3.</p> <p>Over a three-year period, professionals at level 3 should receive refresher training equivalent to a minimum of eight hours</p> <p>Required within twelve months of appointment require to have completed equivalent to a minimum of eight hours of education and learning at L3</p>	<p>Available on the VC LMS – ‘Statutory and Mandatory Training: Safeguarding Adults’</p> <p>The refresher requirement for L1&2 can be completed by undertaking the e-learning as a refresher plus by receiving training from the GP Safeguarding Lead, reading and reflecting on newsletters etc.</p> <p>Must complete training at Level 1 and 2 (above e-learning is combined 1&2) to complete level 3 in first instance. See separate page in the Portfolio for Safeguarding Adults Level 3 training.</p> <ul style="list-style-type: none"> • FGM • Self-Neglect • NHS Healthcare Entitlements <p>Range of other level 3 training available – see Portfolio page for Safeguarding Adults Level 3</p> <p>Each Masterclass (x 4 per year) for GPs and their practice staff will have a dedicated session for safeguarding children/adults training which is mapped at the level 3 competency.</p> <p>Links sent out by the Designated Nurse of local and national safeguarding conferences, multi agency updates, on Local and National SARs/DHR’s including 7 minute briefings, local multi agency updates and new NHS GM guidance and can be discussed and reflected on with practitioners and their safeguarding lead as part of their level 3 training and put into their training passport.</p> <p>Safeguarding Level 3 Training Passport – This is also shown as a course on the VC LMS (accessed via ‘learning’ and ‘available learning’ and it is called Safeguarding Level 3 Training Passport – Children and Adults) so you can access it and mark it as completed for your training record. Please note it is essential that you keep all evidence of completion as this self-assessment will not be enough to demonstrate compliance.</p>
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<p>8a. Preventing Radicalisation</p>	<p>Level 1: All staff working in the healthcare settings, including non-clinical managers and staff</p> <p>Level 2: All non-clinical and clinical staff who have regular contact with patients, their families or carers, or the public. In a GP Practice this may include: GP Practice managers Clinical Reception Managers and Receptionists</p> <p>Level 3: All clinical staff working with adults, children, young people and/or their parents or carers, who could potentially contribute to assessing, planning, intervening and/or evaluating the health needs of a service user</p> <p>NHS GM (Stockport) staff – to include: Safeguarding team On call managers Pharmacists CHC Primary Care – to include: All GP's Advanced Practitioners Practice Nurses Any Counsellors employed by practice</p>	<p>3 years</p> <p>3 years</p> <p>All staff should receive annual updates and a 3-yearly refresher. This refresher can be in the form of training or a blended learning approach, to be determined at a local level by individual providers and organisations. Organisations should ensure that staff are provided with appropriate updating and/or briefing on Prevent at least yearly</p>	<p>Basic Prevent awareness training should be included in all staff induction training. Competency at level 1 and level 2 can be acquired by completing targeted Prevent training, including:</p> <ul style="list-style-type: none"> • basic Prevent awareness (level 1 to 2) e-learning (e-LfH) • Prevent awareness e-learning (GOV.UK) • Royal College of General Practitioners (RCGP) safeguarding people with a vulnerability to radicalisation e-learning (accessible by registering as a user on the RCGP website) <p>Please note if Level 3 is required, individuals do not need to complete Level 1 and 2 first.</p> <p>Training at level 3 can be delivered through a combination of face-to-face and e-learning, including:</p> <ul style="list-style-type: none"> • face-to-face training (for example, workshop to raise awareness of Prevent (WRAP) • preventing radicalisation level 3 e-learning (e-LfH) • preventing radicalisation (mental health) level 3 e-learning (e-LfH) • Prevent referrals e-learning (GOV.UK) <p>Examples of completing the annual update could be receiving cascaded updates from the GP Safeguarding Leads and reading/actioning information shared from the NHS GM Stockport Locality Team in the GP Bulletin.</p> <p>Please see the competency framework for more details if required - NHS Prevent training and competencies framework - GOV.UK</p>
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	<p>Pharmacists Paramedics, Physiotherapists and other AHPs</p> <p>Level 4: Named Professionals</p> <p>Level 5: Designated Professionals</p>		<p>www.gov.uk(www.gov.uk)</p>
9. Safeguarding Children	<p>Level 1: All staff including non-clinical managers and staff working in health care settings (GP secretaries/ administrators).</p> <p>Level 2: Non-clinical and clinical staff who have some degree of contact with children and young people and/or parents/carers. <i>(This includes Practice Managers/Reception Managers/Safeguarding Administrators/HCAs/APs/ /Pharmacists (see L3 for pharmacists in General Practice). PNs and NPs should as a minimum attain</i></p>	<p>Induction followed by every 3 years. Over a three-year period staff who require level 1 training should undertake refresher training equivalent to a minimum of 2 hours.</p> <p>3 years. Over a 3 year period staff should receive refresher training equivalent to a minimum of 3-4 hours. Training should be undertaken within 6 months of coming into post.</p> <p>NB: Staff are required to have accessed level 1</p>	<p>Available on the VC LMS - The course name is 'Statutory & Mandatory Training: Safeguarding Children' (this course is also suitable as initial level 2 training).</p> <p>The refresher requirement can be completed by undertaking the e-learning as a refresher plus by receiving training from the GP Safeguarding Lead, reading and reflecting on newsletters etc.</p> <p>Available on the VC LMS – 'Statutory & Mandatory Training: Safeguarding Children' See above for information about how to attain the minimum level of refresher training hours.</p>

	<p><i>level 2 and work towards level 3 safeguarding children)</i></p> <p>Level 3: Clinical staff working with children, young people and/or their parents/carers and who could potentially contribute to assessing, planning, intervening and evaluating the needs of a child or young person and parenting capacity where there are safeguarding/child protection concerns. <i>(This includes GPs, Pharmacists working in general practice and some NPs. PNs and all NPs should work towards this)</i></p> <p>GP's, NPs and PNs should undertake a minimum of 12-16 hours level 3 training over 3 years.</p> <p>Pharmacists working in General Practice should undertake a minimum of 8 hours level 3 training over 3 years. Min of 50% of this should be face to face training.</p>	<p>training (with VC, L1 & L2 are combined).</p> <p>3 years</p>	<p>There is no specific course to become level 3 competent. Practitioners should complete level 1 and 2 once then access training/development opportunities to gain the additional level 3 competencies and then refresh at Level 3 only.</p> <p>There are a range of level 3 modules available on e-lfh. These modules can be accessed via e-learning for Healthcare: https://www.e-lfh.org.uk/programmes/safeguarding-children/</p> <p>See the Safeguarding Level 3 page for more information regarding how to access Level 3 training.</p> <p>Safeguarding Level 3 Training Passport – This is also shown as a course on the VC LMS (accessed via 'learning' and 'available learning' and it is called Safeguarding Level 3 Training Passport – Children and Adults) so you can access it and mark it as completed for your training record. Please note it is essential that you keep all evidence of completion as this self-assessment will not be enough to demonstrate compliance.</p>
10. Resuscitation (including recognition and treatment of anaphylaxis)	Level 1: Any clinical or non-clinical staff, dependent upon local risk assessment or work context	Once e.g. at induction (*see across)	*The Resuscitation Council UK recommends - Non-clinical staff generally should have annual updates also. However, a local risk assessment may be undertaken to assess the likelihood of them encountering a patient requiring resuscitation (for example a driver for an out-of-hours doctor's car may be required to assist at a cardiorespiratory arrest more frequently than a secretary in some

	<p>Level 2: Staff with direct clinical care responsibilities including all qualified healthcare professionals</p> <p>Level 3: Registered healthcare professionals with a responsibility to participate as part of the resuscitation team</p>	<p>1 year</p> <p>1 year</p>	<p>daytime General Practices). NHS GM Stockport Locality recommends face to face training should be undertaken initially and then every 3 years. In between the e-learning module can be completed – SMT: Basic Life Support (non clinical)</p> <p>General Practices in Stockport can access Basic Life Support - Adult & Paediatric training (details in the GP L&D Portfolio). This course meets the requirements specified for Level 2 training on the Core Skills Framework and is suitable for staff with direct clinical care responsibilities, including all qualified healthcare professionals. The course is 2 hours, those requiring L1 only can attend for the first hour only.</p> <p>Anaphylaxis - Recognise and apply emergency treatment of anaphylactic reactions is included in the BLS training.</p>
11. Information Governance (England)	All staff	1 year	This is available on the VC LMS – Statutory & Mandatory Training : Information Governance

*Skills for Health is the Sector Skills Council for Health. It helps the whole UK health sector develop a more skilled and flexible workforce.

Additional Core/Mandatory Training

Dependent on role the following training/updates may also be required, please note this list is not exhaustive. Individuals should only undertake tasks that they suitably trained and are competent to undertake.

Subject	Proposed Refresher Period	Comment
ANTT	3 yearly	The initial individual trained in ANTT MUST be re-assessed by the Health Protection Nurse and a competency certificate re issued on a three yearly basis to ensure standards of competence are maintained. All individuals assessed in house must be assessed following the initial individuals re assessment on a three yearly basis. New certificates of competency to be re-

		issued. See the full details in the GP L&D Portfolio.
The Oliver McGowan Mandatory Training on LD and Autism	At tier 1, it is recommended that training for understanding autism is refreshed at least every 3 years. At tiers 2 and 3, each employer organisation will need to determine the required refresher education and training as part of the continuing professional development for staff groups providing care and support for autistic people. Local Authority, NHS bodies and NHS Foundation Trusts should ensure that both general awareness and specialist autism training is provided on an ongoing basis and that new staff or staff whose roles change are given the opportunity to update their autism training and knowledge.	<p>From 1 July 2022, all health and social care providers registered with CQC must ensure that their staff receive training on learning disabilities and autism appropriate to their role.</p> <p><u>Tier 1</u> – (GP Receptionists and Administrators etc). This is for people who require a general understanding of autism, and the support autistic people may need. This is relevant to those in working in any sector who may occasionally interact with autistic people, but who do not have responsibility for providing direct care or making decisions about autism-specific care or support. For example, this may include those working in public services, commercial or charitable organisations providing health, social care, education, policing, custodial care, housing, transport, careers, employment or benefit services. It would include front-of-house and reception staff.</p> <p>Complete the e-learning package, available now and link below AND a 1 hour online interactive session (the interactive session should be available from 2023).</p> <p><u>Tier 2</u> – (Clinical roles) For people with responsibility for providing care and support for an autistic person or people, but who could seek support from others for complex management or complex decision-making for example, Tier 2 will be relevant to health and social care workers, including frontline care staff who are not autism specialists and those in other roles such as education and housing services that are providing care and support for autistic people.</p> <p>Complete the e-learning package, available now and link below AND attend a 1-day face to face training session (the face to face session should be available from 2023).</p> <p><i>For those needing to do Tier 2 they do not need to first complete Tier 1.</i></p> <p><i>The e-learning is now live. The online interactive sessions and face to face training are planned to commence in 2023. Updates can be found on the HEE webpage - https://www.hee.nhs.uk/our-work/learning-disability/current-projects/oliver-mcgowan-mandatory-training-learning-disability-autism .</i></p> <p><u>Tier 3</u> - For Health, social care and other professionals with a high degree of autonomy, able to provide care and support in complex situations and/or may also lead services for autistic people. This is relevant to staff working intensively with autistic people, including those who take a lead in decision making, practice management, commissioning and developing or disseminating good practice. Some indicative roles may include specialist healthcare professionals such as psychologists, psychiatrists, GPs with special interest, learning disability</p>

		<p>nurses, counsellors, psychotherapists, allied health professionals, social workers, educators etc. This will include LD Care Co-ordinators and all clinicians who undertake the annual health check for people with learning disabilities.</p> <p>Tier 3 training is yet to be made available</p> <p>The Oliver McGowan Mandatory Training on Learning Disability and Autism - elearning for healthcare (e-lfh.org.uk)</p>
Cervical Cytology	Minimum 3 yearly update and additional updates as required in the event of major programme changes. For all sample takers.	<p>Information in the GP L&D Portfolio re face to face and e-learning sessions https://www.gov.uk/government/publications/cervical-screening-good-practice-in-cervical-sample-taking Please ensure your updates are recorded on the CTSD - http://cstd.cmft.nhs.uk/</p>
Chaperoning	Once	A formal chaperone implies a clinical health professional, such as a nurse. In a GP practice it can also mean a specifically trained non-clinical staff member, such as a receptionist.
Health Checks for those with Learning Disabilities	Once	<p>As outlined in the DES - for the lead GP, lead PN and either the PM or the Senior Receptionist.</p> <p>Tutor Led Training available in Stockport – see details in this Portfolio.</p>
Immunisation and Vaccination Childhood/Adult/Flu	Annual	<p>Information in the GP L&D Portfolio re face to face and e-learning sessions. Those who are new to immunising MUST complete a 2 or 3 day face to face fundamentals of immunisation course, as is set out in the 'National Minimum Standards and Core Curriculum for Immunisation Training for Registered Healthcare Practitioners'.</p> <p>As a minimum, yearly updates should be attended by all immunisers who have completed a basic immunisation course</p> <p>National minimum standards and core curriculum for immunisation training for registered healthcare practitioners (publishing.service.gov.uk)</p> <p>https://www.gov.uk/government/publications/immunisation-training-of-healthcare-support-workers-national-minimum-standards-and-core-curriculum (Page8)</p> <p>It is recommended that travel health training is also refreshed as required if part of the HCPs role.</p>
Mental Capacity Act and Deprivation of	3 yearly	Available on the VC LMS – 'Statutory and Mandatory Training : Mental Capacity Act & Deprivation of Liberty Safeguards'

Liberty Standards		<p>All clinical staff including GPs, Nurses, Pharmacists, Pharmacy Technicians, Assistant Practitioners and HCAs.</p> <p>Required as part of the Stockport Locality Safeguarding Assurance Toolkit.</p> <p>More MCA training is available via e-lfh. There are 11 e-learning modules that can be accessed via the e-LfH Hub - https://portal.e-lfh.org.uk/ , selecting My Account > Enrolment and selecting the programme (search for MCA). You can then access the programme immediately in the My e-Learning section. Completion of these modules can contribute to your level 3 Safeguarding Children and Adults intercollegiate training requirements.</p>
National Early Warning Score (NEWS) 2 Standardising the assessment of acute-illness severity in the NHS	Once	The Royal College of Physicians Report highlights that the NEWS provides the basis for standardising the training and credentialling of all staff engaged in the care of patients in hospitals and the prehospital assessment of patients. They recommend that this should be extended to undergraduate education for all medical, nursing and allied healthcare professionals. The NEWS is supported by an online training module and certification of completion of training - https://news.ocbmedia.com/ . We also recommend that the NEWS becomes part of mandatory training for NHS clinical staff.
Smoking Cessation	Annual	This update training needs to be completed annually in order to practice smoking cessation under the Stockport MBC PHES contract (smoking).
Spirometry	3 yearly re-certification required	Relevant ARTP Certificate required (dependant on role)
The Care Certificate	Once	All Health Care Assistants/APs new to Health and employed after 1 st April 2015 must complete The Care Certificate. It is recommended that all Support Workers undertake this. Please see further information under 'Care Certificate'.
Venepuncture	3 yearly	The National Patient Safety Agency advises that the update training should be undertaken a s a minimum 3 yearly.

Recommended Training

This list outlines training that is not mandatory but is highly recommended.

Subject	Audience	Proposed Refresher Period	Comment
Reducing Antimicrobial Resistance	Whole general practice workforce	No recommendation – as required	This e-learning session provides key facts about antimicrobial resistance and describes the important role everyone working in a health and care environment, including non-clinical staff and the general public has in tackling it. As part of our NHS GM Stockport Locality commitment to increasing awareness of overuse of antibiotics we would like all staff to increase their knowledge on how we can all reduce the risk of antimicrobial resistance developing and spreading by completing this 30 minute on line course which can be accessed here: introductory e-learning session on antimicrobial resistance . You will need to use your E-Learning for Healthcare (e-lfh) login if you have previously undertaken any e-lfh training or alternatively you will need to register via the same link.
Special Educational Needs and Disability (SEND)/ The Children and Families Act 2014	All staff. Clinical staff have additional modules	TBC	All members of the General Practice Workforce should have an awareness of Special Educational Needs and Disability (SEND) and the Children and Families Act 2014 and how this impacts on their work role. There are 2 options for training available: 1) SEND e-Learning course which is aimed at everyone who works with children and young people aged 0-25. See relevant page/s in the Portfolio for details. 2) Focus on Health Advice Council for Disabled Children which includes information on EHCP and has 3 modules suitable for different roles/levels. See the portfolio SEND pages for more information.
Sepsis	All staff. Clinical staff require more in-depth training	No recommendation – as required.	Recommended by the CQC in recent inspections as good practice for all staff. For Clinical Staff - Modules are available for clinicians via e-lfh - In order to access any e-LfH programme, you will need an e-LfH account. To register use this link - Register > . If you already have an account with e-LfH, then you can enrol on to the Sepsis programme by logging in to the e-LfH Hub - https://portal.e-lfh.org.uk/ , selecting My Account > Enrolment and selecting the programme. You

			<p>can then access the programme immediately in the My e-Learning section.</p> <p>For non clinical staff, CQC have advised that GP practices should take measures to help manage the risks associated with sepsis.</p> <p>Examples of good practice include:</p> <ul style="list-style-type: none"> • conducting staff training in recognising and responding to acutely unwell or deteriorating patients who may have sepsis • discussing sepsis management at practice meetings
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