

Roadmap to Care: Unlocking the Potential of Effective Signposting for Frontline Staff

www.networkforpractices.co.uk

Trainer Information

Tracy Madgwick has delivered management development, supervisory, team facilitation, interpersonal skills and HR training for line managers for a wide variety of organisations in the private, public and not for profit sector. She also advises organisations on how to manage challenging staffing situations as well as providing mentoring and coaching for other HR professionals. For the last 10 years she has run her own HR Consultancy company and works with a small team of Associates. She is a fully qualified member of the CIPD (Chartered Institute of Personnel and Development) and licenced to deliver MBTI (Myers Briggs Type Indicator), DiSC and C-me tools.

Booking Information

To book a place/s email

bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked.

To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.

Date:	3 rd July 2024	
Times:	0930-1300	
Venue:	Zoom Online Platform	
Places available:	12	
Fee/s:	NfP Members	£65
	Non Members	£110

Suitable for: Frontline reception / Care Navigation staff

During the workshop participants have an opportunity to explore how to effectively signpost patients to the right external services so that patients are able to access the right support for their needs.

LEARNING OUTCOMES:

At the end of the workshop, you will:

- Have increased your confidence in signposting when speaking with patients and in gaining the trust of patients in this approach
- Be aware of resources available for patients
- Know the importance of ensuring you have robust policies in place and be confident in applying these
- Understand the importance of a whole team approach and how your role fits with this
- Have had the opportunity to network with colleagues and share good practice

Available option, but not compulsory:

We are delighted to be working with the Welsh awarding body Agored Cymru, to offer the award of 2 credits for the Care Navigation Unit. This unit and its awarded credits is fully accredited and is therefore recognised in both England and Wales and may be of interest to Practices/Individual Learners who are not undertaking an apprenticeship. The cost of the individual unit is £87 per person which includes assessment and award. If you are interested or would like further information, let us know when booking.

