



City Health Training Brochure



About us

City Health Care Partnership CIC (CHCP CIC) is an independent for better profit co-owned business providing a wide range of health and care services to over a half a million people in Hull, the East Riding of Yorkshire, North and North East Lincolnshire, Wigan, St. Helens and Knowsley. We employ approximately 2500 people. As a staff-owned organisation we are a proactive, forward thinking organisation and work hard to ensure our teams feel valued, motivated and trained to the highest standards.

We developed our City Health Training package to offer education and training opportunities for external partners alongside our own staff, using our dedicated training team. The team has a strong track record of providing excellent, evidence based courses and all our trainers have a recognised teaching qualification. We are quality assured through Health Education Yorkshire and the Humber (HEYH) and Skills for Health, and we conduct annual audits against recognised national quality standards. Continually striving for excellence, we also carry out our own regular evaluations of training courses.

Course Dates

Enquiries

For general enquiries and course dates, please contact us by email or telephone at:

Email: CHCP.CityHealthTraining@nhs.net

Telephone: 01482 347660

Bookings

Please complete the booking form at the back of this brochure and send via email to;

Email: CHCP.CityHealthTraining@nhs.net

Bookings must be made at least 14 days in advance of the date of the course.

Sometimes in exceptional circumstances we may be able to accommodate at short notice - call 01482 347660 to check.

Payment

All customers will receive an invoice for bookings made. Payment is required within 7 working days of the invoice issue date or prior to the date of the course (whichever is sooner). All bookings must be paid for prior to attendance on the selected course.

Payments can be accepted via BACS, credit or debit card or cheque.

Bespoke Training

We are able to deliver bespoke training to meet more specific workplace needs in a range of subject areas. We can also provide training in your own workplace on request.

Charity & Voluntary Bookings

We are pleased to offer a 20% discount for all charity & voluntary organisations. This applies to both individual and bespoke bookings.

Terms & Conditions

Further detail and terms and conditions are available at the back of this training brochure or separately on our website www.chcpcic.org.uk.

Contents

Section 1 Business, IT and Administration

Customer Care	7
Presentation Skills	8
Time Management	9
Chairing Meetings	10
Microsoft Excel Basic Level	11
Microsoft Excel Intermediate Level	12
Microsoft Word	13
Microsoft Outlook (Emails & Calendars)	14
Microsoft Power-point	15

Section 2 Clinical Skills and Clinical Support

Phlebotomy	17
Safe and Effective Chaperoning	18
Introduction to Medical Terminology	19
Record Keeping & Documentation	20
Basic Observations	21
Oxygen Therapy and Pulse Oximetry.....	22
Gastrostomy	23
Tracheostomy	24
Pressure Ulceration Management	25
Respiratory Academy	26
Paediatric Respiratory Academy	27
Inhaler Training	28

Section 3 Person Centred Working

Dignity and Respect	30
Equality, Diversity and Inclusion	31
Mental Capacity Act Awareness	32
ADHD Awareness	33
Clinical Holding	34
Moving and Handling Basic	35
Moving and Handling Advanced	36
Dementia Awareness	37

Contents

Section 4 Life Support and First Aid

Level 3 Award in Emergency First Aid at Work	39
Level 3 Award in First Aid at Work	40
Level 3 Award in First Aid—Requalification	41
First Aid refresher /update	42
Level 2 Award In Basic Life Support, AED and Anaphylaxis (Adult)	43
Paediatric Basic Life Support and Anaphylaxis	44
Anaphylaxis in Schools	45

Section 5 End of Life Care

Sensitive Communication & Telephone Skills	47
End of Life Care Academy	48
End of Life Care Academy (Non Registered Staff)	49

Section 6 Women's Health Training

Understanding the Menopause	51
Ring Pessary Training	52
Essentials of Contraception for Midwives.....	53
Dates for Women's Health training	54

Business, IT & Administration

Customer Care

Who is the course for? Individuals who are required to deal with patients / customers on the phone or in person.

Course duration 2.5 hours

Aim/objectives **Aim**

By the end of this session, delegates will be able to demonstrate how good customer service can help an organisation prosper and encourage repeat business.

Objectives

- Delegates will learn tools and techniques for handling a variety of situations
- Understand the principles of effective communication
- Provide an overview of best practice skills required to exceed customers expectations

Course Content

- Defining who are our customers
- What is good customer service and how important is it?
- Why how we perform matters
- Customer service standards and principles
- What does excellent customer service look like?
- Effective communication skills
- Building rapport, knowledge, skills and demeanour
- Tips and techniques for dealing with difficult customers

Cost £40 plus VAT (one delegate place on a course)

£250 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“Good refresher on dealing with customers, tips, techniques and seeing issues from customer's perspective. Managing customer expectation”

“I think it has helped the staff to improve the service we provide and refresh how we should be speaking to patients”

Presentation Skills

Who is the course for? Individuals who are preparing for or are required to deliver presentations or training.

Course duration 2.5 Hours

Aim/objectives

To provide delegates who carry out short presentations or training to internal or external staff, with the knowledge and skills to design and deliver effective presentations.

To give delegates the confidence to use their skills through practice and constructive feedback.

Course Content

By the end of the session, participants will be able to:

- Define what constitutes an effective presentation
- Identify what should be considered when planning, developing and delivering presentations
- Identify the key skills required for effective presentation
- Identify a range of training methods and facilitation techniques to enhance presentations
- Recognise the usefulness and limitations of PowerPoint

Cost

£40 plus VAT (one delegate place on a course)

£250 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“This will help me develop teaching packages appropriate to my work environment and colleagues/ student nurses that are interesting, informative and accurate”

“Very good delivery enjoyed and learnt a lot. Got some great tips!”

Time Management and Personal Effectiveness

Who is the course for? All staff who are required to improve their time keeping and time management skills for the workplace

Course duration 2.5 Hours

Aim/objectives To make delegates aware of the concept of managing time as a crucial business and personal resource.

To enable delegates to plan and control their own time and the influence they have on other peoples time.

Course Content By the end of the course delegates will be able to:

- Identify what effective time management is and its impact on themselves and the business
- Analyse how their own time is used and time stealers
- Formulate SMART objectives
- Integrate proven time management techniques into daily processes
- Proactively schedule tasks and construct weekly plans/ daily 'to do' lists
- Assertively apply time management techniques to handle procrastination and interruption

Cost £40 plus VAT (one delegate place on a course)
£250 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

"Some extremely good tips, gave loads of time saving advice, thank you!"

"I will take some of the advice given to try and delegate tasks and re-assess my workload"

Chairing Meetings

Who is the course for? Anyone who will be required in their role to lead/ chair meetings

Course duration 3 Hours

Aim/objectives Aim;
To be able to act as an effective chairperson in meetings

Objectives;

To be able to explain the purpose of effective meetings

To understand the role of the chairperson before, during and after the meeting

To be able to demonstrate the characteristics of an effective chairperson

Have an understanding of the personality types and group behaviours that impact on effective meetings

Course Content

- What is a meeting/ what is the purpose
- Co-ordination
- Quorum
- Role of the Chair
- Agendas
- Minute Takers
- Do's and Don't's
- How groups behave
- Closing the meeting

Cost £40 plus VAT (one delegate place on a course)
£300 plus VAT for a group (to deliver at your workplace)

Microsoft Excel (Basic)

Who is the course for? Individuals who would like to improve their IT skills and gain a better understanding of the Microsoft Excel software.

Course duration 3 Hours

Aim/objectives To improve the skills and knowledge needed to effectively use Microsoft Excel through demonstration and practical exercises.

Course Content This session is an introduction to the spreadsheet software Microsoft Excel and includes:

- Navigate and print worksheets
- Amend headers and footers
- Cell data, auto fill and copying data
- Creating hyperlinks
- Format worksheets and cells
- Create rows and columns
- Use page set up options
- Find and replace
- Filter and sort

Cost £50 per session plus VAT (one delegate place on a course)
£235 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“Excellent - Thank You. I am not very IT literate and Ellie was very patient, explained things in a simple, clear and concise way. I was nervous at attending today and feel so much more confident, Thank You”

“I'm new to role and have not used spreadsheets on the scale I am, so was very useful to me”

“Well worth doing this course, delivered really well, easy to understand”

Microsoft Excel (Intermediate)

Who is the course for? Individuals who would like to improve their IT skills and gain a better understanding of the Microsoft Excel software.

Course duration 3 Hours

Aim/objectives To improve the skills and knowledge needed to effectively use Microsoft Excel through demonstration and practical exercises.

Course Content This session is an intermediate level training on spreadsheet software Microsoft Excel and includes:

- Autosum functions
- Data validation
- Concatenate formula
- Enforcing precedence in calculations
- Formulas and functions explained
- Using logical conditions and arguments
- Look up functions in Excel
- Creating charts
- Presenting data
- Conditional formatting

Cost £50 per session plus VAT (one delegate place on a course)
£235 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“Completely changed the way I would work with presentations and spread sheets”

“Ellie has shown us ways to use Excel to make tasks more efficient and effective. Ellie is a fantastic teacher. So knowledgeable, informative and friendly. Thank you”

Microsoft Word

Who is the course for? Individuals who would like to improve their IT skills and gain a better understanding of the Microsoft Word software.

Course duration 3 Hours

Aim/objectives To improve the skills and knowledge needed to effectively use Microsoft Word through demonstration and practical exercises.

Course Content This session is an introduction to the word processing software Microsoft word and includes:

- Work in different views, windows and magnify
- Save a document, apply a template to a document
- Format content in word
- Change indentations, space settings and paragraphs
- Create a basic table in word
- Apply bullets and numbering to documents
- Set page breaks and section breaks
- Create page backgrounds
- Insert and use headers and footers
- Use images and graphs
- Add Text Boxes
- Use spell checking and auto correct
- Use referencing and hyperlinks
- Create a 'Table of Contents'
- Mail Merge

Cost £50 per session plus VAT (one delegate place on a course)
£235 plus VAT for a group (to deliver at your workplace)

Outlook (Emails & Calendars)

Who is the course for?	Individuals who would like to improve their IT skills and gain a better understanding of the Microsoft Outlook software. This course is aimed at staff who are new to using outlook/ beginners
Course duration	3 Hours
Aim/objectives	To improve the skills and knowledge needed to effectively use Microsoft Outlook through demonstration and practical exercises.
Course Content	<p>This session is an introduction to emails, calendars and tasks software 'Microsoft Outlook ' and includes:</p> <ul style="list-style-type: none">• Managing calendars• Managing contacts and tasks• Use of various flagging systems and message status• Search and filter email messages in inbox• Create and send Emails• Insert pictures into a message• Insert Hyperlinks into a message• Manage styles and themes• Attach content to emails• Create an auto signature• Manage your inbox and junk mail• Create contacts and group contacts• Use meeting requests• Create appointments
Cost	<p>£50 per session plus VAT (one delegate place on a course)</p> <p>£235 plus VAT for a group (to deliver at your workplace)</p>

Microsoft Power-Point

Who is the course for? Individuals who would like to improve their IT skills and gain a better understanding of the Microsoft PowerPoint software.

Course duration 3 Hours

Aim/objectives To improve the skills and knowledge needed to effectively use Microsoft PowerPoint through demonstration and practical exercises.

Course Content This session is an introduction to the presentation software Microsoft PowerPoint and includes:

- Understanding the power point layout
- How to add and delete slides
- Creating presentations and formatting slides
- Customising slides
- Inserting pictures
- Formatting graphics and images
- Word art and shapes
- Inserting video files and embedding internet streams
- Inserting audio content
- Inserting tables and charts
- Introduction to transitions and animations

Cost £50 per session plus VAT (one delegate place on a course)
£235 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“This training will definitely enhance my presentations going forward. Lots of timesaving tricks learned that will be very beneficial – thanks”

“I often need to put together power-point presentations, I was self taught - now I will use the tools used on this course”

Clinical Skills and Clinical Support

Phlebotomy Skills

Who is the course for?	Registered nurses and health care support staff.
Course duration	2 Hours—Basic Phlebotomy 3 Hours—Advanced Phlebotomy
Aim/objectives	This session provides the theoretical knowledge of venepuncture (obtaining venous blood samples for analysis) prior to participants undertaking supervised clinical practice in the workplace with a named mentor in order to achieve competence.
Course Content	<ul style="list-style-type: none">• How to reassure individuals prior to, during and after blood collection• Recognition of infection control and risk measures appropriate to the procedure• Factors to consider in choosing the most appropriate site• The correct technique for taking blood samples, potential problems and how to overcome them, including the procedure to follow when a specimen is not obtained.• The importance of accurate and concise documentation• The legal and professional responsibilities in relation to NMC guidance• The Code of Professional Conduct, accountability, delegation and supervision of support workers <p>Following this session, participants need to undertake a period of supervised practice in the workplace with a suitably qualified registered nurse mentor in order to achieve competence.</p>
Cost	£50 plus VAT (one delegate place on a course) Basic Level £60 plus VAT (one delegate place on a course) Advanced Level £300 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“Friendly, knowledgeable facilitator - delivered the course content in a manner which I understood. Plenty of opportunity to ask questions and practical practice.”

“Really enjoyed this training session! Very informative in a relaxed atmosphere! Anna makes it easy to understand.”

Safe and Effective Chaperoning

Who is the course for? Clinical or non-clinical staff who are expected to act as chaperones i.e. receptionists, support workers, nurses and managers.
Doctors and nurses who delegate this responsibility or use chaperones would also benefit from this session.

Course duration 2 hours

Aim/objectives **Aim**

To ensure that the participants are able to act as a safe and effective chaperone in a clinical setting.

Objectives

- To understand what is meant by the term “Chaperone”
- To understand what an intimate examination is
- To know when a chaperone might be required or requested
- To be aware of the rights of the patient
- To understand the role and responsibilities of the chaperone
- To know how to raise concerns

Course Content

The role of the chaperone

Chaperoning in relation to:

- Confidentiality
- Consent
- Capacity
- Children and consent
- Key cases leading to changes in practice
- Raising concerns
- Practice scenarios

Cost £40 plus VAT (one delegate place on a course)
£300 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“Trainer was very informative and her explanations very well delivered she gave us every opportunity to make suggestions and ask questions”

Introduction to Medical Terminology

Who is the course for? Staff who need to understand commonly used medical terminology in order to undertake their role i.e. receptionists, secretaries and clinical support workers.

Course duration 2 Hours

Aim/objectives **Aim**

To gain a basic awareness of commonly used terminology and abbreviations relating to medical conditions and treatments.

Objectives

- To understand the basics of word building and pronunciation
- To have a basic knowledge of anatomical terms
- To develop an awareness of the systems of the body
- To have an understanding of commonly used terms and abbreviations relating to investigations and treatments

Course Content

- Prefixes, suffixes and root words
- Systems of the body
- Endocrine system
- Gastrointestinal system
- Urinary system
- Respiratory system
- Nervous system
- Musculo skeletal system
- Circulatory system
- Reproductive system
- Common abbreviations
- Quiz

Cost £40 plus VAT (one delegate place on a course)
£300 plus VAT for a group (to deliver at your workplace)

Record Keeping & Documentation

Who is the course for? Anyone involved in maintaining clinical records

Course duration 1.5 hours

Aim/objectives

Aim

To refresh the basic principles of record keeping

Objectives

- To explore the potential difficulties in record keeping
- Establish what constitutes documentation
- Explore the variety of methods of keeping records
- Examine legal issues relating to record keeping
- Understand professional standards associated with record keeping

Course Content

- What constitutes records
- Why keep good records
- Examples of poor record keeping
- Key principles of good record keeping
- Negligence and the law with real life scenarios

Cost

£40 plus VAT (one delegate place on a course)

£300 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“Well presented, informative and relevant course timescale and participation was just right”

“I am now more confident in my knowledge in keeping records to a good standard. Enabling me to write records from a defensible stance”

Basic Observations & Sepsis in the Community

Who is the course for?	HCA's Telehealth Staff Care /Residential Home Staff Intermediate Care Staff
Course duration	2 hours
Aim/objectives	<p>Aim</p> <p>Give theoretical knowledge of the NEWS2 process in order to support the holistic assessment of the deteriorating patient and explore the appropriate reporting mechanisms within practice</p> <p>Objectives</p> <p>By the end of the session participants will be able to;</p> <ul style="list-style-type: none">• Evidence an understanding of NEWS2 documentation• Demonstrate knowledge of the normal parameters of basic observations including temperature, blood pressure, O2 sats and respirations• Explore an awareness of reporting mechanisms when identifying a deteriorating patient• Demonstrate the process of undertaking basic observation measurement within the classroom environment• Sepsis Awareness
Cost	£40 plus VAT (one delegate place on a course) £300 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“Fantastic trainer. Great knowledge. All questions answered fully”

“Trainer made it not "just another" training course. Trainer was good and involved in keeping in practice and made it fun and interesting to learn”

“Really good, clear accurate, Good knowledge, good understanding. Really positive. Really friendly”

Oxygen Therapy Safety & Pulse Oximetry

Who is the course for? Any health care or non health care profession who needs to use a pulse oximeter within their role. Any health care professional or non health care professional supporting the care of patients with oxygen at home.

Course duration 2 Hours

Aim/objectives

Pulse Oximetry

To understand how a pulse oximeter works and recognise poor waveforms

- Identify factors that may effect pulse oximetry readings, including external influences and the patients condition
- Learn how to assess respiratory distress and hypoxia
- Recognise different oxygen delivery systems, advantages and disadvantages

Oxygen Therapy Safety

To understand

- The background and benefits for Home Oxygen Assessment and Review Services
- The Referral and Exclusion Criteria to the HOSAR services
- HOOF and IHORM documentation
- Holiday Oxygen Orders
- When oxygen is appropriate in palliative care
- The different oxygen provisions
- When oxygen therapy is appropriate in cluster headache treatment
- The Good practice guide to blood gas sampling
- Ambulatory oxygen assessments
- The dangers of oxygen therapy near any heat source and the importance of safety messages

Cost £195 plus VAT for a group (to deliver at your workplace)

Gastrostomy

Who is the course for?	Staff who may care for people who have a gastrostomy
Course duration	2 Hours
Aim/objectives	<ul style="list-style-type: none">• Understand what a gastrostomy is, and why one may be required• Associated Anatomy & Physiology• Identify the different types of gastrostomy device, and when they may be used• Stoma care• Methods of feeding• Be aware of the important do's and don'ts when caring for someone who has a gastrostomy tube• Understand your role within gastrostomy care• Develop new skills or refresh existing skills –Feeding someone who has a gastrostomy• Trouble shooting• Develop new skills or refresh existing skills –Administering medication via a gastrostomy
Course Content	<ul style="list-style-type: none">• Why / What of gastrostomy• NICE guidance• Button devices• Feeds• Infections/ Problems• Practical Session
Cost	<p>£50 plus VAT (one delegate place on a course)</p> <p>£300 plus VAT for a group (to deliver at your workplace)</p>

Tracheostomy

Who is the course for? Those registered and non-registered staff who are caring for adult

Course duration 5.5 hours

Aim/objectives The aim of the tracheostomy care workshop is for the student to have an awareness of what a tracheostomy is and the possible reason for one being in situ. Following the session, the student will have an awareness of the safe care of a patient with a tracheostomy tube.

Course Content

- Recognise what a tracheostomy is and why one may be necessary
- Label relevant anatomy and physiology
- Be aware of procedure and discuss the patient journey
- Identify and discuss complications and trouble-shooting
- Recognise different types of tracheostomy
- Nursing care
- Life with tracheostomy
- Discuss emergency procedure and your role

The learner must be compliant with the annual Basic Life Support training (link for elearning is available by request).

Cost £50 plus VAT (one delegate place on a course)
£350 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“Really learnt a lot. Relaxed atmosphere. Down to earth training. Thank you”

Pressure Ulceration Management

Who is the course for?	Clinical Practitioner/registered nurse (presentation can be adapted for HCA's)
Course duration	2.5 Hours
Aim/objectives	<p>Aim</p> <p>To ensure all staff have an understanding of how and why pressure ulcers develop</p> <p>Provide the knowledge and tools required to assess pressure damage</p> <p>Ensure that staff are aware of the most the appropriate equipment available to minimise pressure damage or further deterioration in a wound.</p> <p>Objectives</p> <p>By the end of the session the participant will be able to:-</p> <ul style="list-style-type: none">• Describe what is meant by the term pressure ulcer• Discuss the basic structure and functions of the skin• Identify the common sites where pressure damage can occur• Demonstrate knowledge of the assessment process in the management and prevention of pressure ulceration• Demonstrate why good record keeping is essential in the management of pressure ulceration• Explain what you need to do when a pressure ulcer is identified
Course Content	<ul style="list-style-type: none">• Structure of the skin• Function of time and pressure• Extrinsic factors• How to stop ulcers• Grading ulcers• How to assess and factors to consider• NICE guidance and equipment• Prevention of recurrence•
Cost	<p>£50 plus VAT (one delegate place on a course)</p> <p>£350 plus VAT for a group (to deliver at your workplace)</p>

Respiratory Academy

Who is the course for? Nursing Staff

Course duration 1 full day OR
4 x two hour sessions (one per week)

Aim/objectives This academy programme will cover the following topics;

- Asthma
- Cryptogenic fibrosing alveolitis
- Hazards of oxygen
- Inhaled device techniques
- Pulse Oximetry
- Smoking and oxygen therapy
- Staged approach to COPD management

Cost £80 plus VAT (one delegate place on a course)
£450 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“Thought provoking training and great to be made aware of crucial role of healthy routes”

“Very engaging presentation. Useful pointers for when doing COPD home visits”

“Very useful session, will help towards my role in the community”

Paediatric Respiratory Academy

Who is the course for? Nursing Staff

Course duration 1 full day OR
4 x two hour sessions (one per week)

Aim/objectives This academy programme will cover the following topics;

- Children and oxygen therapy
- Paediatric Asthma
- Paediatric inhaled device techniques
- Respiratory examination

Cost £80 plus VAT (one delegate place on a course)
£450 plus VAT for a group (to deliver at your workplace)

Inhaler Training

Who is the course for?	Care Home Staff
Course duration	One hour
Course Aim	To provide theoretical and practical training on inhaled device technique
Course Objectives:	<ul style="list-style-type: none">• To discuss the history of inhaled medicine• To learn how to use different inhalers• To support learning with a telephone app
Course Content	Theory and practical demonstration of inhalers, their use and effects / side effects
Cost	£185 + VAT for a group (to be delivered at your workplace)

Person Centred Working

Dignity and Respect

Who is the course for? Individuals who require an awareness of dignity and respect and how to promote this within the workplace.

Course duration 2 hours

Aim/objectives

Aim

To promote dignity and respect in all aspects of business.

Objectives

On completion of the workshop, delegates will:

- Be aware of how patients and customers feel when they are not treated with respect
- Know what constitutes best practice when providing services with dignity and respect
- Understand the reasons why unacceptable staff attitudes and practices must be replaced where they exist

Course Content

- Definition and principles of dignity
- Definition and principles of respect
- How to promote dignity and respect in the workplace
- Benefits of utilising principles of dignity and respect in the workplace
- Legislation and policy
- Best practice

Cost

£40 plus VAT (one delegate place on a course)

£220 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“Informative, good pace, informal and interactive. Ideal! All common sense stuff”

“Very interesting, reaffirmed things relating to dignity and respect in all our areas”

Equality, Diversity & Inclusion (incl Hate Crime)

Who is the course for? All staff groups

Course duration 1 hour

Aim/objectives

Aim

To raise awareness of corporate and individual responsibilities regarding Equality and Diversity in the workplace.

Objectives

By the end of the session delegates will:

- Explore and understand the difference between equal opportunities and diversity
- Understand the responsibilities of individuals and organisations according to current and relevant legislation
- Explore the seven types of discrimination

Course Content

- Definition of Equality and Diversity
- Principles of Equality and Diversity
- Legislation and legal aspects
- Protected characteristics
- What is discrimination
- How to tackle discrimination
- What is hate crime

Cost

£40 plus VAT (one delegate place on a course)

£170 plus VAT for a group (to deliver at your workplace)

Mental Capacity Act—Awareness

Who is the course for? Aimed at all staff that work with adults aged 16 or over

Course duration 1 hour

Aim/objectives

Aims :-

To familiarise staff with the main aspects of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards.

Objectives:-

In this session we will cover:

The 5 principles of the MCA 2005.
How and when to assess capacity including the 2 stage test for capacity.
Best interests decisions making and Lasting Powers of Attorney (LPA) .
When to instruct an Independent Mental Capacity Advocate (IMCA).
Advance Decisions to Refuse Treatment (ADRT)
The Deprivation of Liberty Safeguards (DoLS).
Section 44 offence of ill-treatment and wilful neglect.

Cost £40 plus VAT (one delegate place on a course)

£170 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

“I found the training informative, interactive and extremely entertaining. Excellent presentation and the engagement of the 'room' was at the right level”

“Very informative, will continue to use information learnt today in my current practice”

ADHD Awareness

Who is the course for?	Those who are interested in learning more about ADHD including schools, colleges and workplaces
Course duration	2 hours
Aim/objectives	<ul style="list-style-type: none">• For the learner to develop a greater understanding of ADHD and to raise awareness of the condition• To raise awareness of the importance of medication monitoring• To support understanding of the impact ADHD can have in the classroom, workplace and home environment
Course Content	<ul style="list-style-type: none">• Famous faces with ADHD and reported impact of their condition including their self reported benefits of ADHD!• Pathophysiology• The potential impact for children and young people• The potential impact in adulthood• Medication and the effects, including the need to monitor• Strategies/adaptations to manage symptoms
Cost	<p>£40 plus VAT (one delegate place on a course)</p> <p>£300 plus VAT for a group (to deliver at your workplace)</p>

Clinical Holding

Who is the course for? Clinical practitioners & other Staff who work in a range of settings with children and adults who will not or cannot consent to essential care and treatment; who engage in behaviour that compromises the safety of the clinical procedure; and where a failure to safely carry out such care and treatment will compromise the health, safety, and well-being of those involved.

Course duration 1 Day

Aim/objectives **Aims**

To enable participants to hold an individual safely during clinical assessment and treatment procedures.

To enable participants to make evidence-based decisions about the use of Clinical Holding.

Objectives

1. Describe reasoning for decisions made to restrict a person's movement that can be evidenced against legal and professional benchmarks for risk reduction.
2. Explain risks associated with the use of restrictive holds or physical restraints.
3. Demonstrate verbal and non-verbal de-escalation strategies.
4. Demonstrate use of holding skills consistent with a set of physiological principles that may be used in varying clinical environments to restrict movement and minimise risks.
5. Demonstrate how to disengage from various holds using a consistent set of physiological principles.

Cost £80 plus VAT (one delegate place on a course)
£450 plus VAT for a group (to deliver at your workplace)

Moving and Handling Basic Clinical

Who is the course for? Staff who are patient facing in a clinical setting, who do **NOT** use any patient moving equipment. e.g. hoists, in bed systems, stand aids, slide sheets, patient turners.

Course duration 1.5 Hours

Aim/objectives **Aim :-**

- To promote safer methods for patient handling, and assist with the development and maintenance of a healthy workforce.

Objectives:-

- Have a basic knowledge of moving and handling operations and legislation.
- Be aware of safe postures, and the principles of safe moving and handling.
- Understand the process of an ergonomic risk assessment, and the need for ergonomic solutions to moving and handling problems.
- Be aware of unsafe handling practices.

Course Content

- A basic overview on: Health and Safety at Work Act 1974, Manual Handling Operations Regulations 1992, Reporting Injury, Diseases, Dangerous Occurrences Regulations 2013, Provision and Use of Work Equipment Regulations 1998, Lifting Operations and Lifting Equipment Regulations 1998.
- The importance of accurate and concise documentation.
- Risk Assessments formal and fluid, looking at hazards and risks. Recording what has been identified.
- Reporting procedures.
- Function of the spine.
- Principles to reduce injury.
- Highlight controversial techniques.
- Practical aspect will include all techniques which have been identified as required by participants and their manager.

Cost £40 plus VAT (one delegate place on a course)

£220 plus VAT for a group (to deliver at your workplace)

Moving and Handling Advanced Clinical

Who is the course for? Staff who are patient facing in a clinical setting, who use any patient moving equipment. E.g. hoists, in bed systems, stand aids, slide sheets, patient turners.

Course duration 3 Hours

Aim/objectives **Aim :-**

- To promote safer methods for patient handling, and assist with the development and maintenance of a healthy workforce.

Objectives:-

- Have a basic knowledge of moving and handling operations and legislation.
- Be aware of safe postures, and the principles of safe moving and handling.
- Understand the process of an ergonomic risk assessment, and the need for ergonomic solutions to moving and handling problems.
- Be aware of unsafe handling practices.

Course Content

- A basic overview on: Health and Safety at Work Act 1974, Manual Handling Operations Regulations 1992, Reporting Injury, Diseases, Dangerous Occurrences Regulations 2013, Provision and Use of Work Equipment Regulations 1998, Lifting Operations and Lifting Equipment Regulations 1998.
- The importance of accurate and concise documentation.
- Risk Assessments formal and fluid, looking at hazards and risks. Recording what has been identified.
- Reporting procedures.
- Function of the spine.
- Principles to reduce injury.
- Highlight controversial techniques.
- Practical aspect will include all equipment which has been identified as required by participants and their manager.

Cost

£50 plus VAT (one delegate place on a course)

£300 plus VAT for a group (to deliver at your workplace)

Dementia Awareness

Who is the course for? All staff groups

Course duration 2.5 hours

Aim/objectives

Aim

To enable individuals to gain an understanding of the complex issues involved in caring and supporting people with a cognitive impairment and their families and carers

Objectives

To understand what is meant by the term dementia and its prevalence in the UK

To identify and recognise the types of dementia and the different signs and symptoms

To consider various techniques for communicating successfully with people with dementia

To identify some of the 'behaviours' that can present in dementia and how to respond positively to these

To gain an understanding of the 'unmet need' and how to meet the needs of people with dementia

To recognise signs of distress and be able to diffuse anxiety by understanding the person's experience of dementia

To understand the person's need for 'a past reality' and how to meet these needs using Validation techniques

To recognise the impact of diversity, equality and inclusion on the experience of dementia

Cost

£45 plus VAT (one delegate place on a course)

£250 plus VAT for a group (to deliver at your workplace)

Delegates feedback from this course;

"Amazing training, so informative and emotional, definitely come away looking at dementia in a different way"

"Thoroughly enjoyed the course, gave me more knowledge and understanding of how to treat someone with dementia"

Life Support and First Aid

Level 3 Award in Emergency First Aid at Work

Who is the course for? This course provides the basic knowledge and skills required for individuals to become a first aider at work.

Ideal for lower risk businesses in accordance with current Health and Safety (First Aid) Regulations.

Course duration 1 Day

Aim/objectives **Aim**

To promote an understanding of the techniques required for a safe prompt and efficient response to accidents and injuries occurring in the workplace.

Objectives

- Develop knowledge of Health & Safety law in relation to first aid in the workplace
- Exhibit effective communication skills required when dealing with workplace medical emergencies
- Demonstrate competence during assessment of a casualty, placing emphasis on preserve, prevent and promote
- Demonstrate Cardio Pulmonary Resuscitation (CPR) including safe use of AED
- Recognise common medical emergencies and apply recognised treatment
- Demonstrate appropriate skills for a specific range of first aid emergencies within the workplace

Course Content

- First aid priorities
- Managing incidents
- Basic life support
- Examination of a casualty
- Unconsciousness
- Bleeding
- Burns and scalds
- Health & safety
- First aid kits
- Recording and reporting

Cost £60 plus VAT (one delegate place on a course)

Group bookings are available—price on enquiry

This course is accredited by Qalsafe.

Level 3 Award in First Aid at Work

Who is the course for? This course provides the knowledge and skills required for individuals who would like to become a confident first aider at work.

Course duration 3 full days

Aim/objectives

Aims

To promote an understanding of the techniques required for a safe prompt and efficient response to accidents and injuries occurring in the workplace.

Objectives

- Indicate knowledge of Health & Safety law in relation to first aid in the workplace
- Exhibit effective communication skills required when dealing with workplace medical emergency.
- Demonstrate competence during assessment of a casualty, placing emphasis on preserve prevent and promote
- Demonstrate Cardio Pulmonary Resuscitation (CPR) including safe use of AED
- Recognise common medical emergencies and apply recognised treatment
- Demonstrate appropriate skills for a comprehensive range of First Aid emergencies within the workplace

Course Content

- First Aid priorities
- Managing incidents
- Basic Life Support
- Examination of a casualty
- Unconsciousness
- Bleeding
- Burns and scalds
- Common medical emergencies
- Health & Safety
- First Aid kits
- Recording and reporting

Cost £160 plus VAT (one delegate place on a course)

Group bookings are available—price on enquiry

This course is accredited by Qualsafe.

Level 3 Award in First Aid—Requalification

Who is the course for? Anyone needing to refresh their existing accredited qualification.

This course must be completed no later than 28 days after the expiry date of your existing qualification.

3 yearly requalification is required.

Course duration

2 full days

Aim/objectives

Aims

To promote the principles of the techniques required for a safe prompt and efficient response to accidents and injuries occurring in the work place.

Objectives

- Increase knowledge of Health & Safety law in relation to first aid in the workplace
- Exhibit effective communication skills required when dealing with workplace medical emergencies
- Demonstrate competence during assessment of a casualty, placing emphasis on preserve, prevent and promote
- To demonstrate Cardio Pulmonary Resuscitation (CPR) including safe use of AED
- Recognise common medical emergencies and apply appropriate treatment.
- Demonstrate appropriate skills for a comprehensive range of first aid emergencies within the workplace

Course Content

- First aid priorities
- Managing incidents
- Basic life support
- Examination of a casualty
- Unconsciousness
- Bleeding
- Burns and scalds
- Common medical emergencies
- Health & Safety
- First aid kits
- Recording and reporting

Cost

£110 plus VAT (one delegate place on a course)

Group bookings are available—price on enquiry

This course is accredited by Quallsafe



First Aid refresher /update

Who is the course for? The Health and Safety Executive strongly recommend that all staff with a current First Aid at Work qualification attend a 3 ½ hour annual refresher.

Course duration 3.5 hours

Aim/objectives

Aim

To facilitate theoretical and practical updates, demonstrating continued competency of workplace first aid procedures and protocols.

Objectives

- To demonstrate effective communication skills required when dealing with an emergency situation
- Exhibit competence during assessment of a casualty
- Demonstrate knowledge of a comprehensive range of first aid subjects
- Demonstrate appropriate skills for a range of first aid emergencies within the workplace

Course Content

- The role of the first aider including non-technical skills
- Prompt assessment of a casualty
- Recognition of medical emergencies within the workplace
- Care of the unconscious casualty
- How to administer cardiopulmonary resuscitation
- Treatment of common injuries within the workplace

Cost £30 plus VAT (one delegate place on a course)

This course is accredited by Qualsafe.



Basic Life Support, AED and Anaphylaxis (Adult)

Who is the course for? Any individual working with adults who may be required in the course of their work to administer basic life support.

Course duration 3 Hours

Aim/objectives **Aim**

This session will equip delegates with the necessary knowledge and skills required to deal efficiently with emergency resuscitation situations by implementing recognised guidelines and procedures.

Objectives

- To develop knowledge and understanding of the principles and practice of basic life support
- To demonstrate all required techniques for basic life support
- To describe the correct procedure and indication for use of Automated External Defibrillator (AED) in accordance with current Resuscitation Council (UK) guidance
- Recognise the signs of anaphylaxis and apply appropriate treatment and response procedures

Course Content

- Assessment and initiation of a prompt response
- Cardiopulmonary resuscitation
- Use of the pocket mask
- Safe use of AED
- Treatment of the unconscious casualty
- Treatment of choking
- Recognition and treatment of anaphylaxis

Cost Please note this course is delivered as a group booking only.
£300 plus VAT for a group of 8

This course is accredited by Qualsafe.

Paediatric Basic Life Support and Anaphylaxis

Who is the course for? Any individual working with children who may be required in the course of their work to administer basic life support.

Course duration 3 Hours

Aim/objectives **Aim**

This session will promote the necessary knowledge and skills required to deal efficiently with paediatric emergency resuscitation situations in accordance with current Resuscitation Council (UK) guidance.

Objectives

- To demonstrate knowledge and understanding of the principles and practice of basic life support.
- To demonstrate all required techniques for paediatric basic life support.
- To demonstrate age appropriate techniques recommended for the treatment of airway obstruction in babies and children
- Recognise the signs of anaphylaxis and apply appropriate treatment and response procedures.

Course Content

- Assessment and initiation of a prompt response
- Paediatric cardiopulmonary resuscitation
- Use of the pocket mask
- Treatment of the unconscious casualty
- Treatment of choking for babies and children
- Recognition and treatment of anaphylaxis

Cost Please note this course is delivered as a group booking only.
£300 plus VAT for a group of 8

This course is accredited by Qualsafe.



Management of Anaphylaxis in Schools

Who is the course for? Any individual working with children who may be required in the course of their work to administer support in the event of an allergic reaction.

Course duration Approximately 1 Hour

Aim/objectives **Aim**

To ensure that all school staff are given the knowledge and skills required to manage severe allergies in children at school

To provide school staff with the necessary information to ensure that they are fully informed of what to do in the event of a child experiencing an anaphylactic reaction

Objectives

By the end of the session the participants will be able to:-

- Discuss what anaphylaxis is
- Explain what causes anaphylaxis
- List some of the allergens associated with anaphylaxis
- Discuss some of the symptoms displayed when someone is experiencing an anaphylactic reaction
- Explain how to manage a child who is experiencing an anaphylactic reaction
- Discuss the requirements for safe keeping of medication for children with allergies

Course Content

- What is Anaphylaxis?
- Histamine
- Allergy Statistics
- What can Cause Anaphylaxis ?
- Allergy avoidance
- Airways and Breathing
- Exposure
- What are the school's responsibilities?
- Recognition and Treatment
- Adrenaline and Auto Injectors

Cost £140 + VAT for a group delivered at your workplace

End of Life Care

Sensitive Communication & Telephone Skills

Who is the course for?	Administrative and reception staff who want to have a better understanding of how to deal with difficult telephone calls from distressed clients or relatives that are suffering loss and bereavement
Course duration	3 Hours
Aim/objectives	<p>This training session will provide participants with an understanding on how to;</p> <ul style="list-style-type: none">• Reflect upon and update existing communication skills with patients, relatives, carers and colleagues• Consider the impact of poor communication upon ALL interpersonal relationships• Consider difficult or challenging communication scenarios• Have an awareness of loss, grief and bereavement theories• Appreciate the effects of different losses upon patients/ relatives and carers• Discuss potential ways in which difficult discussions / conversations can be managed sensitively• Gain skills which will support you to deal with telephone conversations with the bereaved / distressed• Enable the caller to feel comfortable and confident relaying information regarding difficult situations• Acknowledge the importance of looking after yourself
Course Content	<p>This course will cover the art of sensitive communication, feeling comfortable and confident in the management of difficult scenarios including the event of bereavement.</p> <p>This course will also develop your interpersonal skills to support you to provide the highest standards of customer care, and will give you an insight into the individual roles in delivering compassionate care to patients, relatives and colleagues.</p>
Cost	<p>£50 plus VAT (one delegate place on a course)</p> <p>£300 plus VAT for a group (to deliver at your workplace)</p>

End of Life Care Academy

Who is the course for?	Registered nurses and allied health professionals who work in primary or secondary healthcare, caring for patients nearing the end of their lives.
Course duration	5 Face to Face sessions (3.5 hours each) supported by e-Learning modules - . Delegates need to make sure they can attend ALL sessions and complete the required supporting online material.
Aim/objectives	<ul style="list-style-type: none">• To apply, understand and examine the End of Life processes.• Develop knowledge of pain assessment and rationale for Prescribing• Develop skills in the management of fatigue for patients and their carers.• Understand the complexities of nausea, vomiting and its management.• Recognise oncological emergency & discuss appropriate interventions• Understand the pathophysiology & management of dyspnoea• Understand the complexities of psychological support / religious coping and spirituality.• Develop an awareness about sexuality in end of life care.• To update and further develop existing communication skills.• Demonstrate an understanding of advanced care planning and best practice.• Develop knowledge of the theories of loss, grief and bereavement and how you may manage this.• To have an awareness of local policies and procedures related to anticipatory prescribing.• Be able to recognise signs of dying, agitation and restlessness, possible causes and good practice in the management• Develop an understanding of which diseases are classed as non-malignant conditions & potential treatments
Course Content	<p>Face to face sessions;</p> <p>Introduction to dying/ palliative care</p> <p>Symptom control management (incl medication)</p> <p>Religious coping & spirituality</p> <p>Loss, grief and bereavement</p> <p>Advanced Care planning and ReSPECT</p> <p>Supporting e-Learning x 3 modules to complete</p>
Cost	£450 +VAT per person

End of Life Care Academy for Non-Registered Staff

Who is the course for? We are pleased to announce a new End of Life Academy programme for Health Care Assistants, Clinical Support Workers, Therapy Assistants and any other non registered clinical staff.

The programme has been designed to provide a comprehensive overview of the key issues related to
End of Life Care.

Course duration It is essential that participants commit to attend the whole day. The session will commence at 9am prompt and end at 5pm.

Course Content

- Introduction:** What is Palliative/ End of Life Care?
- Disease Trajectory:** Cancer/ Non Malignant
- Recognising Symptoms:** Including Management / Comfort Measures

Oncological Emergencies

Normality of Driving: Recognising Dying & Deterioration

Communication: “What to do and how to say it” & Raising Concerns

Advanced Care Planning

Psycho-Social Support: Dealing with Loss

Self Management: Support / Mindfulness / Resilience

Cost £180 plus VAT (one delegate place on a course)

Dates:

- 25th April 2019, Business Support Centre
- 2nd July 2019, Waffle 21 in Beverley
- 14th October 2019, Bransholme Health Centre

Women's Health

About the Women's Health Trainers

Kay Merritt is an Advanced Nurse Practitioner in Women's Health and a Midwife of 30 years. Her qualifications include MSc Post Graduate Award in Medical Education (SRH), FSRH/BMS, Advanced Menopause Certificate, DFSRH, Faculty Registered Trainer and BASHH Intermediate STIF Competencies.

Meet the Trainer

<https://www.fsrh.org/education-and-training/>

Kay has run a pessary clinic at the Alfred Bean Hospital in Driffeld for more than two years and is happy to share her knowledge with you.

Feedback.....

"Really helpful and informative"

"Very down to earth and addressed the issues openly and in a friendly manner"

"Very informative session and the presenter very knowledgeable. Thank you"

"Great session, put my mind at ease"

"The programme exceeded my expectations. I found it very interesting and reassuring"

"I have found this session the best, the most informative session that has ever been given"

"Practical and interesting resources—helpful"

Understanding the Menopause

Who is the course for? Any individual male or female wanting to know what menopause is, how it affects them as individuals and how to manage their symptoms. What choices are available to them?

Course duration Approximately 1.5 Hour (or a 1 hour Briefing for Managers)

Aim/objectives

Aim

To ensure that all attendees are given the knowledge and understanding of menopause to empower them to make the right choices for themselves by dispelling myths and conjecture. To provide attendees with the necessary resources and information to ensure they are fully informed of the choices available and support networks.

Objectives

By the end of the session the participants will be able to;-

Discuss what the menopause is

Explain what causes the menopause

Discuss some of the symptoms displayed when someone is experiencing menopausal symptoms

Discuss the choices of treatments available, what is evidenced based and which are experiential based.

Medicine versus alternative therapies

Discuss coping mechanisms in the workplace

Course Content

A presentation on the menopause. Useful tips and advice including the workplace. Advice on specialist referral pathways. Coping mechanisms

Resource list with evidenced based information used in clinical settings.

Cost

Group bookings only:

£180 + VAT for one hour briefing for managers

£200 + VAT for 1.5 hour session

Maximum Delegates for a group: 20

Vaginal Prolapse and Ring Pessary Fitting

Who is the course for?	<p>Health Care Professionals or Allied Health Professionals working in primary or secondary care who are or intend to fit ring pessaries for prolapse.</p> <p>Women are living longer and with an aging population, genital prolapse is an increasing problem. Currently, healthcare professionals are frequently fitting pessaries in primary and secondary care removing and inserting the pessary device into the vagina to support the walls and related pelvic organs offering low risk management for women. This course offers an update for existing fitters or new staff to the role of fitting pessaries within their service.</p>
Course duration	3.5 Hours
Aim/objectives	<p>Aim: To provide health care professionals with the theoretical/practical skills and knowledge required safely fit and change pessaries.</p> <p>Objectives</p> <p>By the end of the session the participants will be able to;-</p> <p>Understand the causes of female genital prolapse</p> <p>Describe the signs and symptoms associated with this condition</p> <p>Discuss conservative & surgical options.</p> <p>Identify problems associated with ring pessaries and other forms of pessaries.</p> <p>Describe how to fit and change a ring pessary.</p>
Course Content	<p>Overview of the female genital tract</p> <p>Assessment and exclusion criteria. Risk factors, clinical features, management of pessaries. Workshop on the different types of pessaries practical workshop on how to fit a ring pessary. Trouble shooting and how to solve problems. Discuss genitourinary syndrome of menopause (GSM) including vaginal moisturisers, lubricants and Local oestrogen treatments</p>
Competency	The course is geared so that on completion you will be well prepared to return to your clinical area to practice under supervision and work towards competence.
Cost	<p>£80.00 + VAT per delegate For a 3.5 hour session. (3 Hours CPD)</p> <p><i>See page 54 for upcoming dates</i></p>

Essentials of Contraception for Midwives

Who is the course for? Midwives in secondary and primary care settings. To be eligible to register on an Essentials of Contraception for Midwives course, you must be a midwife registered with the NMC.

Course duration 3.5 Hours

Course Overview This half-day course provides interactive up-to-date, evidence-based learning for midwives. The Essentials of Contraception for Midwives course is aimed specifically at Midwives working in primary care settings. It provides an interactive day with scenario based learning, presentations, time for discussion, questions and role play. It is relevant for Midwives needing an introduction to Contraception and provides a useful update for more experienced staff. It will help you develop the skills and confidence to consult with patients about contraception

Aim/objectives **Aim**
To provide Midwives with the theoretical/practical skills and knowledge required to inform women of current contraceptive choices.

Objectives

By the end of the session the participants will be able to:-

Describe the currently available contraceptive methods

Discuss the main advantages and disadvantages of these contraceptive methods

Identify contraindications to contraceptive methods by using the UKMEC

Understand when contraception can be started after pregnancy

Introduce contraception into consultations with pregnant and recently delivered women

Understand the use of “Bridging Contraception”

Cost £100.00 + VAT per delegate For a 3.5 hour session. (3 Hours CPD)

See page 54 for upcoming dates

Women's Health: Training Dates

Vaginal prolapse and ring pessary

Wednesday 23rd October 2019 at 09:00-13:00

Thursday 12th December 2019 at 13:00—16:30

Thursday 13th February 2020 at 13:00—16:30

Wednesday 22nd April 2020 at 09:00—13:00

Venue: Second Floor Meeting Room, Wilberforce Health Centre, Story Street, Hull HU1 3SA

Drinks will be provided

Essentials of contraception for Midwives

Thursday 21st November 2019 at 13:00—16:30

Thursday 23rd January 2020 at 13:00—16:30

Thursday 19th March 2020 at 13:00—16:30

Venue: Second Floor Meeting Room, Wilberforce Health Centre, Story Street, Hull HU1 3SA

Drinks will be provided

Understanding the Menopause

This training is provided to groups upon request at their own site, to make enquiries about dates and prices for this training please email chcp.cityhealthtraining@nhs.net

City Health Training Booking Form

By completing this form you are agreeing to City Health Care Partnership CIC's terms and conditions as detailed on our website.

Please complete this booking form providing all of the information requested and return it to us:

By email: CHCP.CityHealthTraining@nhs.net

By Post: City Health Training, City Health Care Partnership CIC, Business Support Centre,
5 Beacon Way, Hull, HU3 4AE

Organisation Details		
Company name (GP code if appropriate)		
Invoice address		
Contact name		
Telephone number		
Email address		
Course Details		
Title of course		
Date of course		
Delegate name (if different to above)		
Delegate job title		
Delegate email address (if different to above)		
Payment		
Course cost		Charity/Voluntary discount applies? <input type="checkbox"/>
Signature	I have read and agree to City Health Care Partnership's Terms and Conditions.	
Any special requirements		

Office Use only	
Booking made	
Confirmation Sent	
Finance	

City Health Training Booking Form - BESPOKE SESSIONS

USE THIS FORM IF YOU WOULD LIKE TO SET UP A TRAINING SESSION SPECIFICALLY FOR YOUR ORGANISATION.

By completing this form you are agreeing to City Health Care Partnership CIC's terms and conditions as detailed on our website.

Please complete this booking form providing all of the information requested and return it to us:

By email: CHCP.CityHealthTraining@nhs.net

By Post: City Health Training, City Health Care Partnership CIC, Business Support Centre,
5 Beacon Way, Hull, HU3 4AE

Organisation Details

Company name (GP Code if appropriate)	
Invoice address	
Contact name	
Telephone number	
Email address	

Course Details

Title of course	
Preferred date(s) for course	
Venue	
Number of delegates	
Staff group <i>(for example: Health care staff, managers, teachers etc.)</i>	

Payment

Course cost		Charity/Voluntary discount applies? <input type="checkbox"/>
Signature	I have read and agree to City Health Care Partnership's Terms and Conditions.	

Office Use only

Name of trainer	
Trainer confirmed	
Confirmation sent	
Finance	

Terms & Conditions

A summary of our terms and conditions relating to all commercial training

1. Payment terms

All customers will receive an invoice for bookings; payment should be made within 7 days of the invoice issue date or 7 days prior to the course start date, whichever is sooner.

2. Course bookings

Bookings may be made by email or letter. Please quote purchase order numbers where applicable.

3. Transfers

Should circumstances mean that you need to transfer to another course; there will be no charge however transfers must be made more than 2 weeks prior to the course date

4. Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date, the following charges will apply;

- More than four weeks prior to the course start date - no charge
- Two to four weeks prior to the course - 50% of the course fee
- Less than two weeks prior to the course - full fee.

NB Cancellation must be made in writing and received by CHCP CIC by the due date.

5. Non-attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

6. Late arrivals/missed sessions

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. To conform with Health and Safety Executive (HSE) requirements for statutory certificates, attendance at all sessions is mandatory.

7. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

8. Requalification courses

To be eligible to attend an HSE two-day Requalification course, students must present a valid *First aid at work* certificate.

9. VAT

All course fees are subject to the current VAT (valid exemptions only).

10. Fair processing

All information that we hold concerning you will be held and processed by CHCP CIC strictly in accordance with the provisions of the Data Protection Act 1998.

Such data will be used by the organisation to administer our relationship with you as a customer. We will not, without your consent, supply your name and addresses to any [other] third parties except where (1) such transfer is a necessary part of the activities that we undertake, or (2) we are required to do so by operation of law.

As an individual, you have a right under the Data Protection Act 1998 to obtain information from us, including a description of the data that we hold on you.