![A] Learning & Development Department

Portsmouth Hospitals NHS
NHS Trust

Portsmouth Hospitals NHS Trust Registered Nurse Induction Programme

Monday 01st December 2008	Tuesday 02nd December 2008	Wednesday 03rd December 2008
Room 11 QuAD Centre QAH	**Room 11 QuAD Centre QAH**	**Room 11 QuAD Centre QAH**
09.00-09.15 **Welcome and Introduction to the Programme** *Sue Clarke* 09.15-10.15 **Nursing Structure and Framework** *TBC*	09.00-10.00 **Slips, Trips and Falls** *Julie Windsor*	09.00-10.00 **Customer Care Workshop and Complaints Management** *Ammey Wood / Debbie Atkinson - confirmed*
10.15-10.45 Coffee	10.00-1030 Coffee	10.00-10.30 Coffee
10.45-11.30 **Generic Nursing Competency Framework** *Debbie Knight*	10.30-11.25 **Risk Assessment and Incident Reporting** *Karen De Costa*	10.30-11.30 **Customer Care Workshop and Complaints Management (cont.)**
11.30-12.30 **Medicines Management** *Debbie Knight*	11.30-12.30 **Blood Transfusion Update** *Jo Hickey*	11.30-12.00 **Patient Advice and Liaison Services (PALS)** *Suzi Winter*
12.30-13.15 Lunch	12.30-13.15 Lunch	12.00-12.45 Lunch
13.15-13.30 **Diversity Champions in PHT** *Edith Yormesor - confirmed*	13.15-14.15 **Safeguarding Children Level 1** *Pam Aspinell - confirmed*	12.45 -13.45 **Bereavement Support Services** *Dawn Traer*
13.30-14.25 **Infection Control** *TBC*	14.15-15.00 **Protection of Vulnerable Adults** *Jo O'Dell*	13.45-14.15 **Outreach Services and MEWS Assessment** *Karen Oakley*
14.25-15.00 **Medical Device Update** Syringe Drivers and Pumps in common use in PHT *Robert Kightley*		14.15-15.15 **Nursing Documentation and Care Planning** *Chris Caws*
Tea 15.00-15.15	Tea 15.00-15.15	Tea 1515- 15.30
15.15-16.00 **Medical Devise Update** **Blood Glucose Monitoring** *Robert Kightley*	15.15-15.45 **Learning Disabilities** *Linda Sutton - confirmed*	15.30 –15.50 **Library Induction** *Pauline Blagden*
16.00 – 16.45 **Liverpool Care Pathway** *Anya Werrell*	15.45-16.30 **Nutrition** *Jo Pratt - confirmed*	15.50- 16.30 **Training Needs Analysis and KSF Outlines** *Debra Elliott*
		16.30 – 16.45 **Questions and Evaluation** *Sue Clarke*

NB: *Programme subject to change*

Essential Training Matrix 2008 Click course titles for more information

NSHLA Training on Appointment	Staff Group	Frequency	Policy	Elearning	MOT
Corporate Induction (Inc. Inoculation Incident Training)	A	●	①	In Development	
Local Induction	A	●	①		
A GUIDE TO TRUST CORE ESSENTIAL SKILLS TRAINING REQUIREMENTS (NHSLA Risk Training)					
Basic Life Support	C	1	①		✓
Blood Awareness Training (Blood Transfusion Process)	B	1	①	✓	✓
Fire Update	A	1	①	✓(CPLU)	✓
Health & Safety Update (inc. Inoculation Incident and Slips Trips & Falls)	A	2	①	✓	✓
Infection Prevention and Control Training (inc. Hand Hygiene)	C	1	①	✓(CPLU)	✓
Incidents, Complaints & Claims Training	A	2	①		✓
Medicines Management Training	C	1	①		✓
Moving and Handling Inanimate Load Update	NC	3*	①	✓(CPLU)	✓
Moving and Handling People Update	C	2	①		✓
Prevention and Management of Violence	AF	3	①		✓
Protection of Vulnerable Adults/Mental Capacity Act	C	3		✓	
Safeguarding Children Training	A	V	①	✓	✓
Please note that courses in the Core Essential Skills Training section should be completed before all other update training.					
Trust Specific Risk Training					
Control of Substances Hazardous to Health (COSHH)	S	●	①		
Display Screen Equipment (DSE)	DSE	●	①	✓	
Effective Stress Management	AR	●	①		
Equality & Diversity	A	3	①	✓(CPLU)	
Health and Safety (IOSH syllabus) for all with H&S responsibility	H/S	●	①		
Information Governance	A	2	①	✓	
Medical Device Training	MD	2	①		
Patients Falls	C	2	①		
Risk Assessment	A	●	①	✓(CPLU)	
Risk Management (inc. Risk Register & Associated Forms)	7	2	①		
Root Cause Analysis	7	●	TBC		
Strategic Risk Management Awareness	M, BM	2	①		

Key			
● - One off training session	1 = Annual refresher	2 = Two yearly update	3 = Three yearly update
A = All staff	AF = All front line staff	B = Staff in contact with blood component	BM = Board members
C = Clinical staff	CPLU = Core Programmes Learning Units	DSE = Staff using display screen equipment	H/S = Staff with a health & safety responsibility
M = Managers	MD = All staff using medical devices	S = Staff handling substances hazardous to health	V = Variable update dependent upon staff group
3* = 3 yearly update for non-clinical staff depending on risk assessment	① = Policy available	✓ = online option available	
AR = As Required	NC = Non-Clinical	7 - Staff in Band 7 or above	

Portsmouth Hospitals **NHS**

NHS Trust

Division of Medicine for Older People

COMPLAINT ACTION POINTS _(RED PERIL)_

Patient: KN

Complainant: ME Team Leader Social Services

Ward: Exton 7

Date received: 16th October 2008

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1) What lessons have been learnt from this incident/complaint?

Ward team and social workers do not always work I harmony to make discharge plans, especially with regards to last minute changes

2) What action is to be taken to reduce the likelihood of this happening again?

Action:	By Whom:	Date:
1) Word staff to be reminded that social worker must be advised when ever a major change takes place that would have an impact on discharge arrangements: e.g. long term removal of catheter	Jane Pearson	15/12/08
2) Sister Pearson, Becky Rolls and Jo Searle to meet to reflect on what happened and why and strengthen the relationship between health and social care services	Jane Pearson	15/12/08