



Core Skills For The Newer Consultant

Exceptional Training Designed To Create Exceptional People



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signature

Course Programme

Introduction

A raft of practical strategies built into an easy to manage framework that ensures you excel as a consultant, gain the best from your staff and carry yourself with utmost professionalism.

The change from a principally learning doctor to a principally leading one is often a baptism of fire and yet with the right principles in place can be a smooth transition that leads to a life long exceptional career. This course is designed as an intensive submersion into the key areas necessary to succeed in to be an exceptional consultant.

Covering everything from new found managerial responsibility to fiscal probity, risk, governance and even the business of health, it acts as a comprehensive framework packed with the practical application of core skills. A powerful kick-start to any consultant career.

Benefits & Objectives For Participants

- Understand the true role of a consultant in the modern NHS
- Appreciating the business of health and the role you play in it
- Gain the self management skills necessary to ensure you achieve effective work-life balance
- Understand how to ensure you don't end up before the GMC
- Build presence as a new leader
- Ensure the delivery of a safe and robust clinical service
- Learn to work with the wider stakeholder agenda
- Become an exceptional mentor to up-coming junior staff

Target Audience

From year 5 SpRs through to consultants up to 2-3 years in post, who want to ensure that they operate with the utmost professionalism and effectiveness.

Practical Information

Duration: 2 days

Start: 0945 (registration 0915)

Ideal (Maximum) Numbers: 15 (25)

CPD Points: 10

Finish: 1615



Programme Elements

Introduction

- The consultant role in modern healthcare
- Defining the key challenges facing a consultant today
- Key transitions necessary for success as a consultant
- Engaging in the business of health
- Understanding Trust priorities, their drivers and impacts
- Trust versus clinical responsibilities
- New role, new priorities - unique elements of the consultant role

Self Management

- Achieving balance between clinical and non-clinical priorities
- Time management essentials for the newer consultant
- The importance of work-life balance and the impact of responsibility
- Key pitfalls and how to avoid them
- Self support mechanisms - balancing self-reliance with support
- Principles of trust and probity - ensuring you are beyond reproach
- Taking responsibility for development of self

Management Of Others

- Developing presence as a new leader
- Creating and deploying a strong team
- Setting effective direction
- Creating the right environment
- Essential delegation skills
- Resolving difference and conflict

Risk & Governance

- Understanding the consultant's balance of responsibilities
- Engaging the whole team in clinical governance
- Core principles in risk analysis & management
- Managing identified risk - protection of self, team & Trust
- Management of complaints
- Avoiding complaint escalation

Working With Wider Stakeholders

- Defining the stakeholders in modern health
- Understanding and rationalising differing priorities
- Working effectively with Primary Care
- Supporting the clinical director
- Principles of the patient as stakeholder
- Managing unreasonable requests
- Special groups e.g. temporary residents, migrant populations

Leadership Of Junior Doctors

- Leadership model for modern juniors
- Setting effective direction early for juniors
- Getting the best from non-core trainees e.g. GPs
- Balancing clinical & educational priorities
- Creating an effective support, mentoring & supervision framework
- When you have concerns about a junior
- Resolving common complaints regarding juniors
- Ensuring that your juniors leave in the best possible condition

Why Bring It In-House?

Benefits To The Trust

There are immense benefits of bringing this course in-house, not least of which is the value placed upon the course by the participants. For the Trust directly, the following create a compelling argument:

- Ensure consultants commence their post in an effect manner, helping to gain greater output across a shorter ramp up
- Effectively engage new consultants in the business of health, creating a more collaborative approach to targets, reconfiguration and service positioning
- Reduce tensions & conflicts that naturally occur when a new team member joins
- Develop a high degree of motivation for the new role, translating into a pragmatic, enthusiastic start
- Reduce the cost of training by removing the need for newer consultants to attend open courses

Having made a considerable investment in a new consultant, you'll want to realise the true value and potential of that investment. This is the course that commences the process.

How Can You Trust That We'll Do A Good Job?

Firstly, we approach every programme with the same passion, whether it is a single day or an extensive programme for a large number of people. However, you don't need to take our word for it because here's our better solution:

- Review the testimonials, in here, online or ask for more if you'd like them
- See how we handle your enquiry. Are we professional? Do you feel informed? Is it clear that we understand your issues?
- If we do run a programme and we get it wrong for you - you can have your money back! (yes, a 100% money-back guarantee)

We know that we won't be asked back if we get it wrong for you and we do like to be asked back! However, even though our intentions are obviously positive, you need the reassurance that if we don't get it right then you haven't wasted your budget. Our 100% money-back guarantee on in-house training is quibble free. In our eyes we either delivered, or we didn't. It's that simple!

We Make It Easy Too!

Medicology have state of the art event management systems and we make these available to you as part of the programme. What does that mean?

- Your participants can register directly on our system, automating all of the admin functions from joining to badges
- We provide you with beautiful PDF posters or brochures at no extra cost (we want your event to be successful)
- Once you have a venue, we take over the full management role, leaving you free to do the day job



How Much Does It Cost?

The final cost will depend on a number of factors, including the following:

- The degree of completely new material that needs to be brought in
- The degree of travel involved (yes, you will pay more for Stornaway, sorry!)

We realise that some guidance would be helpful. A standard, 2-day programme using a single facilitator delivering the core components without alteration, in a location that is relatively accessible would cost £3,300 + VAT + trainer travel expenses (with you providing the venue and catering). Ironically, that's not far off what you'd end up paying in travel & accommodation alone for 15 people to attend a 2-day open course, demonstrating the true value of in-house training.

When you enquire, we'll prepare a full, transparent quotation based on your specific requirements, taking all factors into account.

Who Have We Worked For?

Medicology has run literally hundreds of days of training and we'd struggle to know where to begin. We have worked for individuals, departments, whole organisations, networks, medical schools, NHS Trusts, PCTs, SHAs and many of the left-of-centre organisations too. Without going into tiny specifics, the following recent examples should give you reassurance:

- NHS London - creation & delivery of a London PCT-wide programme on service reconfiguration
- Welsh Assembly - creation & delivery of a wales-wide leadership programme for Hospital at Night teams
- A Scottish NHS Acute Trust - creation and delivery of a series of one-day events covering leadership, team-working & conflict
- That just about covers the length and breadth of the country and these are all 2008 programmes. Furthermore, our experience spans from a single person to hundreds through a more extensive multi-day, multi-site programme. We can provide more examples on request, tailored around your actual needs.

How To Take This Forward

We make this bit really easy:

- Contact Nick Hall on 01332 821260
- Email him on nick@medicology.co.uk

We'll take the rest from there.

Who Are Medicology?

About Us

Whether you are seeking to develop yourself, a team, a board, a department or a whole organisation, you are about to discover a highly committed group of professionals entirely devoted to your success through human performance in the healthcare sector. We specialise in the foremost cornerstone of organisational effectiveness; people and how they work together.

Our Core Areas Of Expertise Are:

- Leadership development
- Management development
- Personal development
- Consultancy services specifically around resolving people issues

Medicology isn't new and although we are extremely committed to each and every individual we engage with, we aren't small either. We run over 200 days of open training per annum and a considerable amount of bespoke programmes too. We are trusted by some of the foremost healthcare organisations in the UK, such as NHS London (SHA) and the Welsh Assembly (running their country-wide Hospital-at-Night Leadership Programme). The breadth and depth of our work ensures we are always current with the NHS change agenda, Darzi, Carruthers and the raft of issues that occur in operational healthcare. You'll find us insightful, positive and solution-orientated. We are very passionate about what we do, reflected throughout the organisation.

Some Useful Information

- Course numbers tend to range from 10 to 20 persons on average – always low, never crammed in
- We utilise a full range of approaches including formal presentations, case studies, individual & group exercises, discussions and brainstorming, as well as live projects in an interactive, fun and engaging way
- We don't use role play and we believe that learning should be non-threatening

Engaging Consultants In The Business Of Health

Medicology is renowned for positively engaging clinical staff in the business reality of health, whether that's a proactive and collaborative approach to meeting targets, breaking down the walls between clinicians and managers or helping to drive forward service improvements, reconfigurations, positioning and promotion to ensure a steady flow of patients and a service that meets the needs of commissioners.



Meet The Team

To reassure you, our training team is entirely employed by Medicology, not freelancers, so that we can ensure a consistent approach, a quality result and the same passion irrespective of who delivers.

Andrew Vincent DipM MCIM DMS - Managing Director & Lead Consultant/ Trainer

Andrew has a senior management background across healthcare encompassing pharmaceuticals, biotechnology, medical devices and training! An energetic leadership, management & personal performance specialist, his particular fortes include leadership development for senior health service staff, including consultants, clinical directors & boards, management development across all levels of health service staff, with an emphasis on alignment with key organisational goals and resolving complex challenges, including low morale, significant change, disengagement, conflict, clinical/managerial divides, inertia and crises.

Sara Watkin MD MBChB FRCPCH - Medical Director

Sara's healthcare experience spans 20 years encompassing tertiary care, secondary care, primary care and managed clinical network level. This gives rise to enormous insight into the healthcare environment, the current reconfiguration agenda and increasing emphasis on clinical quality & safety. As Consultant Neonatologist for 12 years and Clinical Director for 7 years, she has considerable experience at the sharp end of healthcare delivery, accountability and organisational infrastructure.

Bruce Martin - Leadership & Management Development Specialist

Bruce has a 15 year history in public sector leadership & management development, coupling an animated and passionate style with considerable organisational performance insight. His own training encompasses the Certificate of Education (Middlesex University), 'Coaching through Change' and 'Performance Coaching' (Newcastle). During his 31 years in Public Service he has dealt with many difficult situations first hand; and has the skills and expertise to turn these experiences into the best quality of training for Medicology, having already done so for the Metropolitan Police Leadership Academy.

Testimonials

What Others Are Saying About This Course

“Excellent course, highly recommend to others”

Prasad Kothari, Consultant - Lister Hospital, Stevenage

“Excellent, Thanks!”

Peter Driscoll, General Surgical Specialist Registrar - NHS Lothian

“Very good course, will certainly recommend it”

Ahmed Salih, Consultant Cardiologist - Manor Hospital

Course Aggregate Scores

Rating	Excellent	Good	Average	Poor	Terrible	Total %
Course Overall	5	4	3	2	1	93
Speakers Knowledge	We produce the aggregate score as a percentage by allocating 5 for excellent down to 1 for terrible.					96
Speakers Delivery	As an example, let's say we have 4 evaluations for course overall, being excellent x 2 and good x 2. That means $(2 \times 5) + (2 \times 4) = 18$ out of a possible 20 i.e. 90%					93



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