

Please note - All Statutory and Mandatory training must be completed by the 31st October each year AND Information Governance must be in date at 31st March each year. Dates for training sessions (Training Plan) are available on Radar, the staff newsletter and with HR. If you have not been given your login details please contact HR as soon as possible who will be able to confirm these to you

TRAINING MATRIX - 2022 - INTEGRATED URGENT CARE AND PROFESSIONAL LINE TEAM

S = Statutory / legal		M = Mandatory for the role		O = Optional		A = assigned individuals only		ELFH = e-Learning for Health		Session = Face to Face session with a trainer		SFH = Skills for Health e-learning		
Course (inc specific name if completing via SFH e-learning)	Delivery Method	Requirement of	Time Frame	Expected Time to Complete	INTEGRATED URGENT CARE (IUC OOH)					Professional Line Team (IUC PL)				
					IUC Front Line Operations Team	IUC Service Delivery Mgt team	OOH Nursing team	Volunteers	OOH Salaried GPs / Deputy Medical Director in IUC	IUC PL GPs	IUC PL Nursing staff	IUC Management	Volunteers	IUC PL Operations Team (inc. Non-clinical mgt)
Awareness of Mental Capacity Act	Included with the safeguarding adults level 3 sessions OR available via e-learning for health	CQC	3 Yearly	2 hours			M		M	M	M			
Basic Life Support + Anaphylaxis	Session	CQC	Annual	1.5 hours	M	M	M		M	M	M		M	
Chaperones and Consent Training	E-LFH hub *Please complete the module '01_07 Chaperones and consent' available within the 'Sexual Health and HIV' course	CQC	3 Yearly	30 minutes	M	M	M for HCAs only		See *	*Information delivered via Newsletters & Team Meetings to raise Awareness			M	
Conflict Resolution - NEW 2020	SFH e-learning	BrisDoc	3 Yearly	2 hours	M	M	M		O	O	M		M	
Customer Service	Session	BrisDoc	3 Yearly	3 hours	M	M	O		O	O	O		M	
Emergency First Aid	Session	Legal	3 Yearly	various	A	A	A		A	A	M		A	
Environmental Sustainability - Building a Net Zero NHS	E-LFH hub *Please complete the module 'Building a Net Zero NHS'	BrisDoc	Once only	1 hour	O	O	O	O	O	O	O	O	O	
Equality, Diversity and Human Rights - General Awareness - NEW 2020	SFH e-learning	Legal	3 Yearly	1 hour 15 minutes	M	M	M		M	M	M		M	
Female Genital Mutilation (FGM)	From 2020 via ELFH	CQC	3 Yearly	3 hours	*Information delivered via Newsletters & Team Meetings to raise Awareness			M	M	M	M		See *	
Fire Safety - NEW 2020	SFH e-learning	Legal	2 Yearly	1 hour 25 minutes	S	S	S	S	S	S	S	S	S	
Fire Warden	Session	Legal	3 Yearly	various	A	A	A		A	A	A		A	
Health, Safety and Welfare - NEW 2020	SFH e-learning	Legal	3 Yearly	1 hour 45 minutes	S	S	S	S	S	S	S	S	S	
Infection Prevention and Control - Clinical - NEW 2020	SFH via e-learning	Legal and CQC	3 Yearly	3 hours			M		M	M				
Infection Prevention and Control - Non Clinical - NEW 2020	SFH e-learning	Legal and CQC	3 Yearly	2 hours 15 minutes	M	M					M		M	
Level 1 Data Security Awareness	E-LFH hub (e-learning)	Legal	Annual	1 hour 15 minutes	S	S	S	S	S	S	S	S	S	
Data Security Awareness Survey	E-LFH hub (e-learning)	Legal	Annual	5 minutes	M	M	M	M	M	M	M	M	M	
Moving and Handling - NEW 2020	SFH e-learning / DVD BUT SESSION for HO Facilities & IT Staff	Legal	3 Yearly	1 hour 45 minutes	M	M	M		M	M	M		M	
Patient Moving and Handling - NEW 2020	SFH e-learning	Legal	2 Yearly	1 hour 15 minutes			M		M					
Prevent - NEW 2020	SFH e-learning	Legal	3 Yearly	1 hour 30 minutes	M	M	M		M	M	M		M	
Safeguarding Adults Level 1 - NEW 2020	SFH e-learning	CQC	3 Yearly	1 hour and 30 minutes	M			M			M	M	M	
Safeguarding Adults Level 2 - NEW 2020	SFH e-learning	CQC	3 Yearly	2 hours		M								
Safeguarding Adults level 3	Each year, professionals should be able to demonstrate a total of 8 hrs training and development completed over the previous three years. This should come from attending a Level 3 Session, completing E-learning (via SFH) and completing frequent refresher development/training from other sources. This requirement should be evidenced via relevant certificates and a log outlining how you have met the 8 hr requirement. For more information, resources and an example log please contact workforce support.	CQC	Annually	Minimum 8 hours 3 yearly			M		M	M				
Named professionals - Safeguarding Adults (level 4)	Lead doctors, heads of adult safeguarding, and named GPs/doctors for organisations commissioning primary care. For more information see: https://www.rcn.org.uk/professional-development/publications/pub-007069	CQC	3 yearly	8 hours annually			A		A					
Safeguarding Children Level 1 - NEW 2020	SFH e-learning – level 1	CQC	3 Yearly	2 hours 35 minutes	M			M			M	M	M	
Safeguarding Children Level 2 - NEW 2020	session or e-learning SFH for Pharmacists and HCA's	CQC	3 yearly	2 hours		M								
Safeguarding Children level 3	Each year, professionals should be able to demonstrate a total of 12 hrs training and development completed over the previous three years. This should come from attending a Level 3 Session, completing E-learning (via SFH) and completing frequent refresher development/training from other sources. This requirement should be evidenced via relevant certificates and a log outlining how you have met the 12 hr requirement. For more information, resources and an example log please contact workforce support.	CQC	Annually	Minimum 12 hours 3 yearly			M		M	M				
Safeguarding Children level 4 - Named Professionals	Lead doctors, heads of adult safeguarding, and named GPs/doctors for organisations commissioning primary care. For more information see: https://www.rcn.org.uk/professional-development/publications/pub-007366	CQC	3 Yearly	8 hours annually or 24 hours over a 3 year period			A		A					
NEWS 2	https://news.ocbmedia.com/	BrisDoc	Once only	various (min. 1 hour)									M	
Spotting the sick child	GPs, Nurses and ECPs level 3 via https://www.spottingthesickchild.com	BrisDoc	Once only	various (min. 3 hours)			M		O	O				
Antimicrobial Stewardship (AMS) Out of Hours	E-LFH - 4 modules 1. Safety Netting for common infections in out-of-hours primary care 2. Delayed antibiotic prescribing for common infections in out-of-hours primary care 3. Managing patient expectations in out-of-hours primary care 4. Promoting self-care in out-of-hours primary care	BrisDoc	Once Only	2 hours			O		O					
Perinatal Mental Health	session	BrisDoc	Once only	1 hours 30 minutes			O	O	O	O		O		

Note	Please check multiple columns if you work in more than one role
DEPARTMENT CODES	
IUC Operations Team	Call Handler / Host / Driver / WACC / Shift Mgr / Admin
IUC Service Delivery Mgt team	Team Managers, Deputy Team Managers
Triage Nurses	111 communications centre nurses, Nurse Advisor
OOH Nursing team	ANPs, ECPs in the OOH team (inc. Nurse management team)
OOH Service Delivery Team	IUC management
Volunteers	Volunteers may require additional role specific training
OOH Salaried GP	Salaried GPs
IUC PL Operations Team	AGPT Administrator / Call Handler / management
IUC PL GPs	Salaried / Lead GP
IUC PL Nursing staff	All nurses in the IUC PL team