

The Role of Practice Support Staff

Ground Rules

To encourage participation and group respect, you will need to set ground rules for your group at the Learning Workshop. It is important that you follow these ground rules as well:

- Group respect- involves acknowledging different viewpoints/ ideas and respecting these
- Active listening
- Attend all sessions

Key Workshop Roles

Event Management

- Introductions: After registering, make sure all delegates know where to sit and introduce them to the others in your area.
- On day 1, there will be a “meet and greet” session. During this session, you can implement any team building activities or strategies that you feel are appropriate with your practices. You should also go through the contents of the delegate pack and handbook.
- Ensure your group understands the agenda, timings and how breakout sessions operate (some delegates may need some support in choosing which Breakout sessions to attend, where possible try and have a least one person from your Division attend each breakout so that you can share the knowledge in team time).
- Remind your health services to turn their mobile phones to silent through the workshop to minimise disruption during the sessions.
- Help all practices and patients move promptly between sessions
- Please advise your practice teams and that any special dietary orders will be available for collection from the Registration desk during breaks
- Encourage your practices to use the handbook as a reference and to take notes during the workshop
- Be available and willing to answer questions or find out the answer

There are some administrative tasks that we ask you to complete during the workshop:

- Ensure the attendance list is checked on behalf of the delegates as per the below dot points. Please make any necessary amendments or alterations and hand back to an IFA team member before the end of lunch on Saturday 5th March.
 - Confirm delegates attendance
 - Complete delegate job title

All IFA staff will be wearing purple polo shirts, should delegates need assistance with any queries or concerns.

Breakout Session facilitation

As a Collaborative program manager, you will be allocated to help facilitate the breakout sessions to ensure they run as smoothly as possible. You may be required to help out in a mini plenary/panel session or a tabletop session. The IF and Clinical Facilitator will lead the facilitation of the session and as such, if unsure of any task, please liaise with the IF facilitator. Expected tasks to help out are outlined below:

Mini Plenary/Panel Sessions

Meet with presenters and clinical facilitator 20 minutes prior to the session to ensure everyone is aware of their role and the format of the session.

If there are other Divisional helpers – ensure the below tasks are allocated between you at the pre session meeting.

- Ensure speaker/s have water
- Ensure speaker/s are aware of timing i.e. length of time for presentation followed by panel discussion/question time
- Ensure speaker/s are aware of wrap up signals (see below)
- Meet & greet attendees when entering room and ensure they are in the right breakout session
- Man the door and put up sign and refuse entry if session full (i.e. no more seats available)
- Pass any messages onto IF Facilitator during the session if required – need to ensure you get their attention and get them to move towards you
- Roam with microphone during question time (if appropriate)
- You will need to take the microphones away from the speaker as soon as they have asked their question and move away from that location to avoid a discussion taking place

Note Taking

In order for detailed feedback, please provide a brief summary (a paragraph or two) of the ‘top tips’ of the session as appropriate. Please hand your summary to the IF facilitator at the end of the session.

Wrap Up Signals

You will need to organise the wrap up signals you will use prior to the commencement of the breakout session. Ensure that you, the IF & Clinical facilitator and the speaker are aware of the signals and what they mean. Signals that we have used in the past include having the facilitator or helper:

- Stand at 5 mins
- Walk to front of room at 1 min and
- Stand next to speaker when it is time to finish presentation

Tabletop Sessions

Meet with presenters and clinical facilitator 20 minutes prior to the session to ensure everyone is aware of their role and the format of the session

If there are other Divisional helpers – ensure the below tasks are allocated between you at the pre session meeting. If unsure of any task, please liaise with the IF facilitator.

- Ensure speaker/s have water
- Ensure speaker/s are aware of timing of the table tops
- Ensure speaker/s are aware of wrap up signals (ringing bell)

- Meet & greet attendees when entering room and ensure they are in the right breakout session
- Ensure tabletops are equally balanced
- Man the door and put up sign and refuse entry if session full (i.e. no more seats available)

During Tabletops

- One CPM to sit at same table during session (presenters will rotate)
- Encourage participants to participate and ask questions at the table top/consider a participant to fellow scribe/provide feedback on behalf of the table
- Ensure discussion is finalised when time for presenter to move tables and thank presenter
- Ensure presenter knows next table to move to/welcome new presenter on table
- Take down key aspect/ideas from mini presentations and suggestions posed during tabletop session
- Hand your notes/liaise with IF & Clinical Facilitator to ensure notes are written on whiteboard/butchers paper for Clinician summary at end of session

Team time facilitation

You will be facilitating team time for your Divisional group. This includes the following activities listed below.

- Ensure that you keep these sessions to time
- Discuss content/ learnings from the breakout sessions
- Coach and assist your practices in writing Improvement Model plans.
- After Learning Workshop 1, it is your responsibility to make sure that your practices complete the Improvement Model Challenge. You should ensure that practices are aware of what this challenge involves. Please ensure that you make a note of what plans your practices are working towards for your follow up as no carbon PDSAs are included in the guide.
- Ensure everyone in your group is clear about the next steps, including key actions and dates.
- Encourage your practices to fill out the evaluation forms
- Address any specific questions or concerns that your practices express

Activity Period Preparation

You will need to develop a strategy with your practices to ensure that they continue to support each other during the first Activity Period. This may include establishing dates for an activity period meeting, teleconference, etc.