

# Practice Staff Event

## Effective Chaperoning in General Practice



### Workshop for Practice Staff

Thursday 19 November 2015

Led by Clarimed Medical Training, this half day workshop will provide general practice staff with essential guidance for the use of chaperones and procedures that should be in place for effective consultations, examinations and investigations. The workshop will cover patient rights, roles and responsibilities, policy and intimate examinations.

**Time:** 1:00pm – 5.00pm (registration and lunch from 1.00pm – 1.30pm)

**Venue:** Londonwide LMCs, Tavistock House, Tavistock Square,  
South Entrance D, London, WC1H 9LG (next to BMA House)

**Cost:** £85 (inclusive of VAT) for attendees from Londonwide practices  
£100 (inclusive of VAT) for attendees from practices from other areas

Please complete the booking form on the third page to reserve your place.  
Please keep terms and conditions for your reference.

Londonwide LEAD:  
Learning Education and Development



**Londonwide**  
Enterprise Limited  
Your practice, our priority

# Practice Staff Event

## Effective Chaperoning in General Practice

**Workshop name** Effective Chaperoning in General Practice

**Target Audience** Practice staff

**Duration** 3 hours

**Format** With a combination of interactive learning, discussions via quizzes and games, addressing listening/observing skills, confidentiality, infection control and “what to do and where to stand”.

**Presenter** Hilary Andrews:

After working in adult intensive care for the majority of her nursing career including a spell as Clinical Educator for ITU, Hilary diversified into primary care in 2002, project managing both clinical and management projects for various general practice partnerships. She was a key contributor to the NHS Working in Partnership Programme’s HCA Initiative between 2005 and 2008. Hilary now undertakes freelance teaching and research, has spoken at conferences for Health Care Assistants and also acts as a nurse advisor in primary care drawing on her years of experience in clinical, managerial, educational and advisory nursing roles.

**Overview** Following the report on the Clifford Ayling Enquiry, it is now advised that, within primary care, all non-clinical staff undertaking the role of chaperone be formally trained. This course prepares staff for the role and provides them with an assessment sheet to take back to the work place, which will prove competency. This course also facilitates individual GP surgeries to develop their own practice protocol and train staff accordingly. To complete a formal chaperoning training it is advised that a delegate:

- Attends a three hour chaperoning training session
- Arranges to spend time with a practice nurse/doctor to gain practical skills required to chaperone
- Answers all questions on the provided work sheet and have the answers checked by a clinical member of staff
- Once confident, puts themselves forward for practical assessment. All sections of assessment should be achieved
- At this point training will be complete.

**Aim** To give the delegates a better understanding of the roles and responsibilities of a chaperone and attend the required chaperoning training session. Delegates will be able to use skills acquired from this workshop to formulate their own practice protocols.

**Learning outcomes** By the end of this training course, participants will be equipped to:

- Understand what is meant by the term chaperone
- Understand what is an intimate examination
- Understand why chaperones need to be present
- Understand the rights of the patient
- Understand their role and responsibility
- Understand policy and mechanism for raising concerns

**Londonwide LEAD:**  
**Learning Education and Development**

  
**Londonwide**  
**Enterprise Limited**  
Your practice, our priority

# Practice Staff Event

Booking form: Effective Chaperoning in General Practice

Thursday 19<sup>th</sup> November 2015

The cost for attendance at this workshop is **£85 for attendees from Londonwide practices** and **£100 for attendees from practices** from other areas. Places are limited so please complete the form below and return it with your cheque, payable to 'Londonwide Enterprise Ltd', or pay by **BACS: Sort Code: 60-80-07; A/C No: 60123338** for the attention of Marie Vassallo ([Marie.Vassallo@lmc.org.uk](mailto:Marie.Vassallo@lmc.org.uk)) at Londonwide LMCs, Tavistock House South, Tavistock Square, London WC1H 9LG by **Friday 13th November 2015**.

Name: \_\_\_\_\_

Practice/contact details: \_\_\_\_\_

Postcode: \_\_\_\_\_ Email address: \_\_\_\_\_

Dietary/Access requirements: \_\_\_\_\_

Please tick the appropriate box for your payment preference: BACS  cheque

Please tick this box to indicate that you have read our Terms and Conditions

## Terms and Conditions

### Londonwide LEAD

All bookings are subject to the terms and conditions set out below. The person making the booking accepts all terms and conditions as set out herein on behalf of those named. In regards to data, the only data that may be shared would be name, profession, practice name and/or practice area.

The fee includes lunch, refreshments and a copy of the event documentation and is inclusive of VAT.

### Booking Conditions

A confirmation will be sent by email within five working days from receipt of your booking. Please contact us if you have not received confirmation within ten working days. You can choose to pay online via credit card or pay by BACS [Account number: 60123338 Sort code: 60-08-07] to secure your booking. Payment must be received before the event date.

### Cancellations/Substitutions

Cancellations made at least four weeks before the event date will be charged at 10% of the total cost. Cancellations made between this date and at least two weeks before the event date will be charged at 50% of the total cost. Cancellations made after this date will be charged the full total cost. We regret that any cancellation after this date cannot be refunded, and that refunds for failure to attend the event cannot be made. However you can send a substitute delegate at any time. Cancellations and substitutions must be made in writing to [lead@lmc.org.uk](mailto:lead@lmc.org.uk).

| Cancellation period                       | Discount                               |
|---|--|
| At least four weeks before the event date | 10% of the total cost will be charged  |
| At least two weeks before the event date  | 50% of the total cost will be charged  |
| Less than two weeks before the event date | 100% of the total cost will be charged |

### Access Requirements

To help us ensure that all delegates attending the event are able to participate fully, please let us know about any requirements you have when you complete the form.

### Dietary Requirements

We always provide vegetarian options at our events, but please inform us on the form if you need us to cater for any other dietary requirements.

### Data Protection

Londonwide Enterprise Ltd and Londonwide LMCs Ltd are committed to protecting your privacy and security. Both Londonwide Local Medical Committees Ltd and Londonwide Enterprise Ltd are registered as Data Controllers with the Information Commissioner's Office, as required under the Data Protection Act 1998.

Londonwide LMCs Ltd registration number is Z1239475 and Londonwide Enterprise Ltd is Z1965945. In order to deliver our services to you, we need to process and store your personal information, which will be done in a secure manner. By entering your details, you agree to allow Londonwide Enterprise Ltd and Londonwide LMCs Ltd to contact you (by mail, email, telephone, SMS or fax) regarding its services and activities. If you do not wish to receive these communications, please tick the box below.

By ticking this box, I confirm that I do not wish to receive further information on events or services provided by Londonwide LMCs Ltd or its subsidiary Londonwide Enterprise Ltd.

By ticking this box, I confirm that I would like to receive information from carefully selected partners/associates/exhibitors, which provide health care related services, products or information.

If you change your mind in the future regarding the receiving of communications from Londonwide LMCs Ltd, Londonwide Enterprise Ltd or selected third parties, please confirm this in writing to Paul Tomlinson, Company Secretary ([Paul.Tomlinson@lmc.org.uk](mailto:Paul.Tomlinson@lmc.org.uk)). Events may be supported by external companies, including pharmaceutical suppliers. Your name, profession and location area may be shared with these carefully selected exhibitors and sponsors at events.

### Event Language – English

### Alterations to the advertised event:

It may be necessary for reasons beyond the control of Londonwide Enterprise Ltd to alter the timing of the event, the identity of the speaker, the date or the venue but the event objectives will remain the same. In the unlikely event that the scheduled event is cancelled by Londonwide Enterprise Ltd (as opposed to postponed), we will refund you the registration fee, but to the fullest extent permitted by law, we will not be liable to you for any other costs or losses, whether direct or indirect. This does not affect your statutory rights. Londonwide Enterprise Ltd shall not be liable for loss of profit or business damage, whether direct, indirect or consequential, howsoever caused.

### Venue policies

Delegates in attendance will be expected to comply at all times with the rules and regulations imposed by the venue and may be removed from the event for failure to do so. Any loss of personal property at the venue is at your own risk. You may be held liable for any damage you may cause at the venue.

### Feedback, Complaints, Comments and Suggestions

If you have any feedback, complaints, comments or suggestions about an event then please contact us in writing to [lead@lmc.org.uk](mailto:lead@lmc.org.uk). We will acknowledge this within ten working days and agree an appropriate timescale with you in which to respond to your request.

### Equality

Londonwide LMCs Ltd and Londonwide Enterprise Ltd is committed to equality for all. Londonwide Enterprise Ltd does not tolerate any form of exclusion, harassment, victimisation, bullying or other unfair discrimination on any grounds including protected characteristics as described in the 2010 Equality Act. All participants (including wider groups of individuals connected to the organisation) are expected to value and respect each other.

The behaviour of non-employed associates of the company will be addressed where they are in breach of this principle and may be subject to the following actions:

- Contractors/speakers/exhibitors may have their contract terminated.
- Course delegates may be removed from their programme
- Venues and their staff – this will be followed up and a review undertaken on whether to use those facilities again.

### Force Majeure

Londonwide Enterprise Ltd shall not be liable for any failure to perform its obligations where caused by circumstances beyond its control including for example acts of God, war, riot, explosion (including terrorist attack), abnormal weather, or natural physical disaster, fire, flood, strikes or Government, or Government agency, action or regulations.

### VAT Registration

All payments are subject to VAT and Londonwide Enterprise Ltd VAT registration number is 130 1454 66.

**Londonwide LEAD:**  
**Learning Education and Development**



**Londonwide  
Enterprise Limited**  
Your practice, our priority