

Professional and Generic Skills Programme



UNIVERSITY OF
PLYMOUTH
Faculty of Health

NHS

England
South West



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Interested?

Hello.

Thank you for your interest in the unique
Professional and Generic Skills Programme.

Our programme:

- is designed to equip you with the skills, knowledge, and insight into becoming a great leader within the NHS.
- covers all elements of the GMC's required **Generic Professional Capabilities.**
- incorporates practical 2-day **Silver level QI training.**

“

I found the whole professional and generic skills course to be a very useful course. I gained great value out of speaking to senior trainees in other specialties sharing stories and shared experience. It was a well organised and structured course with very engaging speakers.

”

22/23 Participant

2 About the programme



This Professional and Generic Skills (PGS) programme is a collaborative venture fully-funded by NHS England South West (formally Health Education South West), and delivered by the University of Plymouth Faculty of Health.

The programme, which began in 2015, is fully aligned with the GMC's Generic Professional Capabilities framework and has provided an opportunity for doctors and dentists in training, as well as SAS/Trust grade doctors who are working within Peninsula and Severn deaneries, to develop their professional skills for a career as a clinical leader within the NHS.

Facilitated virtually over a course of seven modules, the programme is delivered by clinical academics and subject experts who have real-life experience and current knowledge of the programme themes. Please see the [module content](#) and [module insight](#) pages.

On successful completion of the programme, participants can use the acquired credits towards further learning at the University of Plymouth.



I am happy that I enrolled and completed the program. I feel that I am better placed in improving patient safety, improving quality of care, managing my team, and also importance of effective communication.



22/23 Participant



The programme aims to provide:

- A comprehensive repertoire of professional and generic skills to enable senior trainees to confidently apply for and develop themselves in a consultant role
- A firm foundation of skills and knowledge needed for clinical leaders of quality improvement, patient safety, education and management of services

The five objectives of the programme are to:

- Review and apply core concepts of patient safety, quality systems and personal responsibilities in leading a 'healthy organisation' safety culture
- Demonstrate enhanced awareness of contemporary clinical education issues, including how to develop skills as a clinical mentor, coach and supervisor
- Develop and apply skills of communication in the workplace, including greater self-awareness for leadership and influence
- Recognise and apply an understanding of ethical issues in service, including key aspects of medicine and the law
- Identify, analyse, and integrate concepts and models of health care leadership and management into clinical practice



I wish I'd done the course earlier in my training!



22/23 Participant

4 Module Content



The PGS programme is delivered virtually over the course of an academic year. It consists of seven mandatory modules, delivered over a period of nine days, which focus on:

1. Patient safety, quality systems and personal responsibilities;
2. Communication, partnership and team working (teaching and learning);
3. Communication, partnership and team working (communication);
4. Maintaining trust (medical ethics, medicine and the law);
5. Leadership and Management (NHS structures and funding);
6. Leadership and Management (personal skills);
7. Quality Improvement.

There is also a requirement to submit a written reflection, which is a formative piece of work that will not be marked, but reviewed.

The programme calendar offers flexibility to meet changing commitments, schedules, and even transfer to a new Trust. Please see our current calendar [here](#).



I strongly believe that it (PGS) should be a compulsory part of postgraduate education for all junior doctors before they apply for consultant posts.



22/23 Participant



Module 1: Patient safety, quality systems, and personal responsibilities

This module will give you an essential overview of the major components of system and personal responsibilities aligned to patient safety, risk and governance.

Module 2: Communication, partnership and team-working (teaching and learning)

This module will focus on contemporary issues that relate to the context of clinical education in the NHS, teaching and learning strategies, and supervision and the provision of effective feedback.

Module 3: Communication, partnership and team-working (communication)

This module will enhance and deepen the clinical understanding of how to communicate with colleagues and patients. It takes a contextual view of communication across a range of complex environments.

Module 4: Maintaining trust (medical ethics, medicine and the law)

This module will give an overview of the essential components of medical ethics and law; the impact on professional relationships with patients and the range of expected responses to inquiries into clinical care and behaviours.

Module 5: Leadership and Management (NHS structures and funding)

This module will utilise case study and practical application, ensuring that the learning is highly contextualised and real for participants. It will introduce participants to the complexity of the NHS and its associated organisations.

Module 6: Leadership and Management (personal skills)

This module will cover personal leadership behaviours, styles and competencies, and will map these closely to the NHS Leadership Framework. It will incorporate personal and team motivation, and how to manage change.

Module 7: Quality Improvement

This module offers a practical 2 days looking at the fundamental tools of quality improvement, how to apply them to solve problems with the aim of bringing about a measurable improvement.

6 Meet the

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The Professional and Generic Skills programme benefits from having a dedicated team of professionals who have real-life experience of their particular subject area. This experience provides a valuable and insightful dimension to the theory.

Programme Lead:

Dr Judy Ravenscroft

Leadership Development specialist and Executive Coach

Faculty Staff:

Steve Astbury

Former Director of Finance and Deputy Chief Executive at the Royal Devon & Exeter Hospitals; Management Consultant

Faye Beddow

Consultant in Leadership and Organisational Development and Executive Coach

Catherine Blackaby

Executive Coach and Improvement Advisor

Prof. Nick Cooper

Associate Professor; former GP; President of The Academy of Medical Educators

Nicky Durrant

Quality Improvement Coach and Facilitator

Louise Hardy

Associate Lecturer, Plymouth Faculty of Health/School of Medicine, and Independent Leadership and Organisation Development Consultant

Philip Hart

Senior Fellow of the Higher Education Academy; Associate Lecturer

Dr Matthew Hill

Consultant Anaesthetist and National Clinical Advisor on Safety Culture, NHSE

Programme administrator:

Debbie Roche

Former Charity CEO and Health & Social Care Lecturer

Kenny Naughton

Care Group Director - Planned Care at Torbay & South Devon NHS FT

Joanna Pendray

Former Associate Director of the South West Academic Health Science Network; Independent Consultant

Dr Tristan Price

Senior Fellow of the Higher Education Academy; Lecturer and Clinical Education Programme Lead

Dr Mike Ruscoe

Former GP and Director of GP Education

Prof. Andrea Stebbings

Associate Professor at the School of Nursing and Midwifery

Kandarp Thakkar

Chief Pharmacist with University Hospitals Plymouth

Pippa Trimble

Former Solicitor; Lecturer in Law

Dr Ellen Wilkinson

Former Medical Director of Cornwall Partnership NHS Foundation Trust; Consultant Adult Psychiatrist

Dr Bettina Klueggens

Healthcare Consultant, Pharmacist, and former Medication Safety Lead

Visit the Professional and Generic Skills programme [webpages](#) to find out more about our faculty members.



Don't just take our word for how incredible the Professional and Generic Skills programme is, former participants agree!

‘The professional and generic skills programme provides an excellent foundation in skills and areas of knowledge essential for all clinical staff working within NHS, especially for those clinicians entering into more senior roles.’

21/22 Participant

‘I would highly recommend this course, the faculty are knowledgeable, enthusiastic, and even though the course was virtual, the content was interactive and stimulated interesting discussion. The course content provides an invaluable breadth and depth of knowledge and skills required to further your career in the latter part of training and beyond.’

21/22 Participant

‘Extremely useful course made fun by an amazing faculty which has shaped up my professional skills.’

21/22 Participant

‘I think that PGS has helped me develop a range of non-clinical skills that are essential to have as a leader in a healthcare environment, particularly as a consultant. These skills are often underappreciated and underdeveloped as part of post-graduate training.’

22/23 Participant

8 Interested?



If you are with the Peninsula or Severn Deaneries and wish to learn more about the **Professional and Generic Skills programme**, please either:

Email: Debbie on professionalskills@plymouth.ac.uk

Visit: <https://www.plymouth.ac.uk/study/cpd/health/professional-and-generic-skills-programme>

Alternatively, you could enquire with your education supervisor, colleagues, or even [check out the training opportunities on your deanery website.](#)



The course has provided supportive and interactive mentoring and novel concepts on areas of medicine which I think are lacking in the general curriculum. In many instances these skills are expected/assumed to an attribute we are ready to use as soon as we “graduate” to consultant level.

I feel that this course has improved my understanding of the NHS behind the frontline of clinical medicine. It has shown me new perspectives on areas I was familiar with, and highlighted areas that I can continue to develop, with suggestions of where to find models/further guidance.

22/23 Participant





“

I am very glad to have enrolled on and completed this Professional and Generic Skills programme. The sessions have been interesting and thought provoking. I have particularly enjoyed learning together with people from other disciplines.

It has been reassuring to learn that many of the challenges I have been faced with are not peculiar to paediatric practice, and also interesting and educational to look at the different ideas and approaches to aspects of care that others have had.

The facilitators have encouraged applying theory to our own clinical practice and this has definitely made me think more about several aspects of patient care.

I believe I have truly extended my knowledge and skills and that this has not just been a portfolio box ticking exercise.

22/23 Participant

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