

## Leicester, Leicestershire and Rutland GP staff training

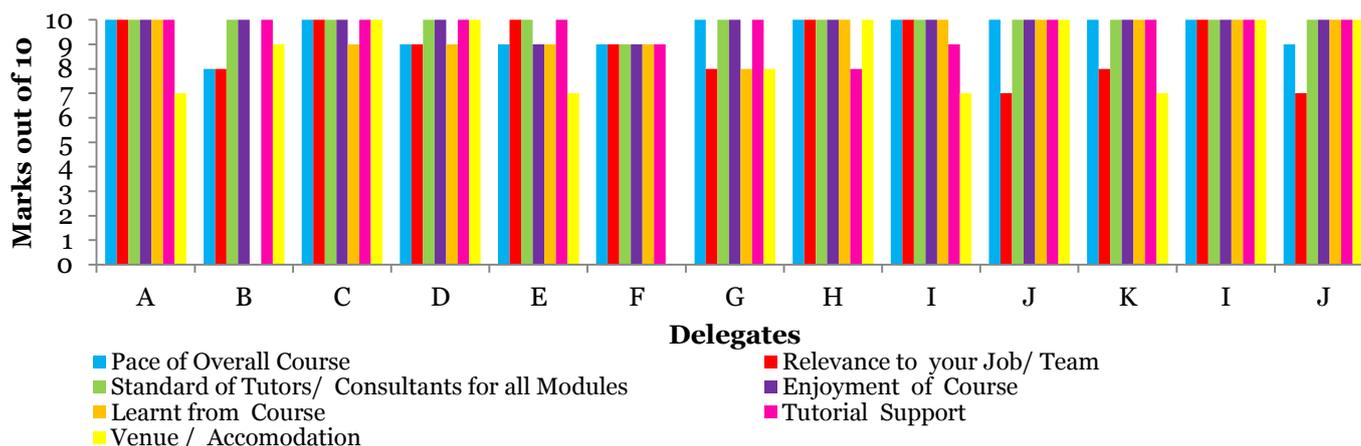
Example case history and feedback: community partnership. Pod- *we do what we say we are going to do*

Pod has been partnering with Leicester, Leicestershire and Rutland GP staff training since 2012 designing and delivering a range of specifically profiled ILM development programmes for a variety of staff including practice managers, nurses, occupational therapists, admin manager, finance managers, pharmacy managers and health care assistants

### Delivery partners for

- ILM level 2 Award for junior and supervisory managers/team leaders
- ILM level 3 Award for middle managers/practice managers

### Customer / delegate feedback: ILM level 3 course 2013



#### Relevance to job/team- usefulness of the whole course:

- Very relevant to role, but I've also learnt skills & techniques that I can use outside of work
- New to job, so found have not come across some situations
- Will refer back to the folder when anything relevant occurs
- Good common sense tools/ ideas for use in every day management
- I have learnt lots of things which will be really useful for me in leading my staff and dealing with different people in more appropriate ways
- I am not currently a team leader so some of the material is not relevant yet, however it will become relevant as I move up the ladder
- Will hopefully improve how I lead my team. Certainly gave me the tools to do it

#### Did you personally enjoy the course:

- I've really enjoyed the course, all the learning and meeting new people – going to miss it
- I feel I have learnt more on the management side - will enable me to do my job efficiently
- Great mix of people, very friendly atmosphere. Good group work, not pressured in class, but assignment takes a lot of personal time
- I have personally benefitted by attending this course as a practice manager
- Feel this has been the best course I have attended, useful to meet people from other practices and discuss issues as well as valuable course content
- I have enjoyed all of the course and talking to other people from other surgeries
- The course was very informative and interesting tutors made us feel at ease
- I came in doubting, have finished wanting more

#### Standard of tutors/consultants for all modules:

- Very impressed with the knowledge of the tutors – their experiences helped me to understand the content a lot easier / Very helpful
- Very experienced and knowledgeable made the course very interesting by bringing their own experiences which were relevant to the criteria and made it easier to understand
- Excellent support and reviewing techniques through-out / Very knowledgeable & helpful
- Maggie and Neil are a good team who work well together and have lots of experiences to share that help you group and understand the methodologies
- Very knowledgeable, friendly and professional / Excellent, engaging, interesting

Customer reference if required

We are happy for you to talk to our customers to hear what they have to say about pod.

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