



Providing Bespoke Training for
Healthcare Professionals

Course Directory – Training Overviews

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1. Leadership and Management: An Introduction

Programme Introduction: Leadership is an essential part of any healthcare professional's role, whether Clinical or non-Clinical. The NHS Leadership Academy explain their Healthcare Leadership Model was designed to help all professionals become better leaders in their day-to-day roles. The model is for everyone, it is about exploring your own leadership style and developing further.

This course is based on the 9 dimensions of the Healthcare Leadership Model and aims to provide the skills required to successfully lead and manage teams. The course will explore the different Leadership types to build awareness and forward planning.

2. First Time at the Top- The New Leader

Programme Introduction: People new to the role of leading or supervising others, frequently say that initially they feel out of their depth. Stepping up from one's role in an existing team to leading that same team can be daunting. This one-day course is designed to build confidence in individuals who are about to step up to lead a team. It is also suitable for people new to such a role.

The course includes concepts and techniques at an introductory level and has been designed to be an interactive day with practical exercises, discussions and sharing of individual experiences.

- Dealing with resistance
- Setting objectives
 - ✓ What is realistic
- Managing performance
- Action Plan for moving forward

Review Learning Outcomes, Summary and Close

3. Taking Leadership to the Next Level

Programme Introduction: High level leadership and organisational strategy is an exciting and challenging prospect, particularly in today's ever-changing NHS. Having to make fundamental decisions about the future direction of the organisation or department; its purpose, resources and how it interacts in the political world it inhabits is vital.

This workshop will explore these broad areas which have to be considered and operated upon to ensure organisational continuity. It will also view the divergent strategies of prescriptive and emergent processes.

Delegates will explore what strategy is and discover the processes, content and contexts which feed into it. This is a case study-based workshop where attendees will explore theories and more importantly, work with practical examples of their own to ensure full understanding.

4. Leadership and Management for Senior Doctors

Programme Introduction: The NHS is changing and expects its' senior doctors to take active, professional participation in their leadership role. As clinicians, this role is not always one which is easily undertaken without help and support. That is why it is essential to have a grasp of the theories behind successful leadership and management.

This programme is designed to enable those doctors who want to ensure they have a practical, working knowledge of leadership theories take tips and techniques back into the workplace for immediate implementation.

5. Leading and Managing- Building a Team

Programme Introduction: The NHS is changing and there has never been greater emphasis on each individual team member taking responsibility for their share of the team achievement. The NHS is also encouraging employees at all levels to develop their leadership skills with ever increasing determination. This programme is designed to help and support delegates to achieve the organisational needs and develop skills and techniques which they can take back into the workplace and use in a practical fashion.

6. Leading in a VUCA World – (Volatile, Uncertain, Complex Ambiguous)

Programme Introduction: Do you feel like your working environment, the NHS, and the world around us are changing at speeds that you have never seen before? It doesn't seem to matter how many changes are made; more are required almost immediately? And the NHS is no exception. Building plans to achieve strategic objectives are becoming increasingly difficult due to the complexity of factors to consider?

Decision making is fraught with more risks than ever before due to the changing landscape?

All the above are common challenges of what is now recognised as the **VUCA** world. A world of **V**olatility, **U**ncertainty, **C**omplexity and **A**mbiguity. A world changing at an unprecedented pace. This new VUCA environment is challenging even the most effective leaders, creating a challenge to their skills in this unpredictable, volatile landscape. This programme will provide you with context and understanding of the **VUCA** world, enabling you to consider your leadership strengths and develop opportunities for increased effectiveness.

7. Effective Educational Leadership

Programme Introduction: Leadership is an essential component within any team and there has never been a greater need for strong Leadership skills within the ever-changing NHS to support the delivery of continuous improvements. This interactive programme has been designed to encourage delegates to explore their current leadership styles and to identify and build on their current skill set. This programme will highlight the essential skills needed to be an effective educational leader and explore the skills required to succeed.

8. Leadership and Followership in action

Programme Introduction: Despite doctors often being seen by society as leaders, taking on leadership roles both at work and in their communities, doctors spend a large part of their careers as followers, accountable to a more senior doctor. This can be seen throughout a doctor's training and even when fully registered as an SAS grade doctor, you may feel that you are not a leader and continue to be required to follow. This workshop explores the value of followers in challenging/supporting leadership within the healthcare system.

9. Leading and Managing Teams Effectively

Programme Introduction: Managers and Team Leaders are an essential component when delivering an organisations strategy and vision, therefore leading, and managing a team successfully has never been more important. This programme will help develop skills and techniques to manage the day-to-day challenges of leading and managing a team/s. The delivery style is highly interactive where delegates are encouraged to discuss their own experiences and share best practice to enhance the experience.

This programme is beneficial for individuals who are new to a management role or a manager/team leader who wishes to refresh and build on their current skills.

10. Core Management Skills for Clinicians

Programme Introduction: In the current highly pressured environment that is the NHS, it is more important than ever that leaders can motivate and direct the individuals they work with, and to work with those individuals to create highly effective teams. In addition to improving patient safety, a strong and supportive team has been linked to staff retention in many studies both in and outside of healthcare.

This course will explore the key characteristics of a high performing team, and the leader's role in creating and maintaining this. We will provoke learners to identify their own development areas, to prioritise these and create a plan to improve.

11. Teach the Teacher

Programme Introduction: Throughout their careers, most Doctors within the NHS will be involved in Teaching and Training in some capacity, whether through Clinical or Educational Supervision, coaching and mentoring, work placed based assessment or simply general support in the hospital environment. The GMC encourage and state that Doctors "should be prepared to contribute to teaching and training doctors and students, be willing to take on a mentoring role for more junior doctors and other healthcare professionals and you must support colleagues who have problems with their performance or health. But you must put patient safety first at all times." This programme has been designed around the GMC Good Medical Practice Standards and aims to prepare Doctors with the necessary skills to be confident in various teaching environments.

12.Advanced Teach the Teacher

Programme Introduction: Teaching is about supporting others to develop their knowledge and competence. A good teacher will use a range of techniques to ensure that what and how they teach, recognises the needs of others, and meets defined learning and teaching goals. Best practice teaching techniques include planning for a teaching session, finding out prior knowledge and skills and using relevant case studies and scenarios that resonate with the learner. An important part of teaching is also supporting the learner as they practice and apply their knowledge and skills in the workplace.

13.Honest Conversations

Programme Introduction: This programme will offer delegates the opportunity to develop several skills to effectively handle conversations that are awkward, difficult, or challenging, reflecting the need to develop strong, open relationships with other staff members. This programme will provide the opportunity to practice having honest conversations in a safe environment.

14.Communicating with Confidence

Programme Introduction: In order to communicate successfully, one person must send a message and another to receive it. We are constantly involved in both activities-we speak and listen and send signals through our body language. Sometimes this two-way process fails. If you need a workshop to sharpen all your skills after identifying your potential barriers, then this is an opportunity for you to learn new techniques and skills and build your inner confidence and outward effectiveness to achieve problem free communication.

15.Courageous Conversations

Programme Introduction: When difficult conversations present themselves, it is important to know how to approach them depending on their type. This course will assist delegates in their approach to conversations that could be of an emotional or sensitive nature or alternatively they could be a grievance or complaint. Delegates will learn how to approach each type of conversation in a professional and polite manner to regain effective relationships, either from a personal or professional perspective.

16.Advanced Communication Skills within Healthcare

Programme Introduction: Effective communication skills within medicine - or in life generally - are crucial for any successful interaction with people. This programme explores the possibilities of advanced communication within a healthcare setting whilst focusing on areas such as assertiveness, conflict, and different personality styles.

17. Influencing & Negotiating

Programme Introduction: Do you struggle to be heard? Do you avoid asking for what you want, for fear of upsetting the other person? Do you wish you could strike that elusive balance between getting what you want AND ensuring the other parties are happy with the solution? If so, learning how to influence and negotiate could be the answer. In order to navigate both work and home life effectively, it's important to be able to influence people in a way that is respectful. Understanding the motivations of others is a key step in improving your ability to influence others. This course will explain typical motivators, how to identify them, and how to structure your proposals and arguments to significantly increase your chance of reaching an agreement that everyone is happy with.

18. Giving & Receiving Feedback

Programme Introduction: Giving and receiving feedback is often a large part of a healthcare professionals' role, and these are 2 of the most important skills you can learn. During this programme, the delegate will understand how giving effective feedback can not only improve performance but also enhance learning and build successful relationships. This programme aims to offer the necessary skills of not only giving but also receiving feedback to reinforce positive behaviours and change.

19. Conflict Management and Clear Communication

Programme Introduction: Conflict management is the process of limiting the negative aspects of conflict and enhancing learning and group outcomes, including effectiveness or performance in an organisational setting such as the NHS. Conflict resolution is a way for two or more parties to find a solution to a disagreement among them. The disagreement may be of a personal, professional, financial, political, or emotional nature. When a dispute arises, often the best course of action is negotiation to resolve the disagreement. This workshop carefully explores the individuals' attitudes towards conflict and how to have a strategy for both pre-empting conflict and dealing with it if or when it happens.

20. Communication Across Cultures

Programme Introduction: In today's NHS, the workforce and the patients have become far more diverse, and expectations have become higher. One of the major areas for patient complaints in recent years has been that of communication, with many complaints hinting that cultural differences and how they are being handled are often an issue. The aim of this workshop is to explore the ways that culture shapes our perceptions, behaviours, and communication styles

21. NLP – Neuro Linguistic Programming

Introduction: If we always do what we've always done we'll always get what we've always got, but we are surprised that things turn out the same as before when we repeat the same patterns of behaviour. NLP (Neuro Linguistic Programming) helps us to realise it's much easier to focus on what we want instead of what we don't want, that it's not about failure, it's about results and feedback and that we can only fail if there's a time limit. Once you understand NLP, you understand your own mind and have a better understanding of others, this helps to change habits and behaviours that have held you back – and to develop behaviours that support success.

22. Finding Personal Balance and Empowering Patients

Programme Introduction: An essential component of any individual's success, whether professional or personal, is achieving a healthy balance between our work and our personal life. This programme will assist delegates to take responsibility and to have the skills to plot a route to achieving a work / life balance that works for them. Delegates will then turn their attention to their patients: we will explore models and skills to empower patients.

23. Facilitation Skills

Programme Introduction: Effective facilitation skills are valuable for anyone who oversees a team or coordinating and managing meetings. Facilitation is the skill, of guiding others to solve problems and achieve objectives without simply giving advice or solutions. This programme has been designed to develop participants' facilitation skills and build their confidence when facilitating groups, whilst deepening their understanding of what good facilitation really is.

24. Personal Effectiveness and Achieving Work-Life Balance

Programme Introduction: An essential component of any individual's success, whether professional or personal is achieving a healthy balance between our work and our personal life. This workshop has been designed in order to support all individuals in achieving a sensible balance between their working and private/personal lives. This workshop will assist delegates in firstly, understanding their current position within their organisation or home life, and then offering the necessary time management and personal skills to set and more importantly achieve their individual goals.

25. Navigating Difficult Conversations

Programme Introduction: When difficult conversations present themselves, it is important to know how to approach them depending on their type. This course will assist delegates in their approach to conversations that could be of an emotional or sensitive nature or alternatively they could be a grievance or complaint. Delegates will learn how to approach each type of conversation in a professional and polite manner to regain effective relationships, either from a personal or professional perspective.

26. How to Inspire and Motivate Others

Programme Introduction: Every Manager knows that Inspiration and motivation are extremely important factors when trying to achieve a collective goal, but how do you actually motivate and inspire others? This course will explore what motivation and inspiration is and delve into the many different ways people feel motivated. How do you get the best out of the team? Everyone is different therefore different approaches are explored. This course will also focus on creating the right environment in which people feel empowered, motivated, and inspired therefore increasing job satisfaction.

27. Negotiating within a Healthcare setting

Programme Introduction: We all negotiate every day, sometimes without even realising it, we negotiate both at work and at home. Negotiation is the process to either achieve compromise or resolve differences. If successful, the outcome should benefit all parties and result in a win situation. This course will explore the components of a solid negotiation and show delegates how these skills can be applied back in the workplace. This course also aims to give delegates the relevant skills to plan and execute a successful negotiation and have the confidence to deal appropriately with resistance or negativity.

28. Managing Conflict

Programme Introduction: Conflict can happen in any workplace; the healthcare environment is no exception and it is essential that managers and supervisors are confident when dealing with tough situations. This course has been designed for anyone who wants to understand what causes conflict and the impact it can have on the individual and organisation. This course will explore the different ways people respond to conflict and how to approach and resolve issues before they escalate.

29.Presentation Skills

Programme Introduction: Presenting is often an essential part of a healthcare professional's role, whether clinical or non-clinical and may include presenting to group or individuals. This programme has been designed in order to firstly, assist delegates in understanding their individual presentation style and then to develop this style and enhance confidence. This programme will also focus on the necessary elements that make up a successful presentation and how to fully prepare.

30.Teams, Coaching and High Performance

Programme Introduction: Working as a Team is essential to the success of any organisation, and the NHS is no exception. In order to have a successful team, each individual must take responsibility for their role/position and understand the importance of these within the team. This programme aims to highlight the necessary components of a high performing team and explore how to achieve constant high-performance levels.

31.Coaching and Mentoring for High Performance

Programme Introduction: Effective performance is essential to the success of any organisation, and the NHS is no exception. Coaching and mentoring are desirable and valued attributes that can enable the development of competent and high performing individuals and teams. This programme aims to explore the range of skills that are required to develop successful coaches and mentors and to provide an opportunity to practice these in a supportive environment.

32.Releasing Your Potential

Programme Introduction: In order to achieve different results, sometimes we need to make changes and approach things differently, we need to look at our emotional, mental, and physical habits and understand who we are as individuals. This course will focus upon building self-awareness in order to identify our individual drivers and values and to establish where we ultimately want to be in life. This programme is ideal for anyone who wants to make a positive change in their life either within a personal or professional capacity or to learn new techniques around building confidence and feeling empowered or influential.

33. Lifting the lid On Myers Briggs Personality Styles

Programme Introduction: Have you ever wondered what makes people tick? Why is it that some people can think on their feet and you can't? Why does your colleague leave things to the last minute and you are always on time? If you have ever wondered why people can behave so differently at work, you may learn some fascinating insights on this course. Based on the well-known Myers Briggs personality styles, this course explores the range of styles and their relevance, particularly within team working and communication. It will enable delegates to recognise, respond to and benefit from different personalities in the workplace. Although aimed at individuals, this course would be an ideal opportunity for a live team development event.

34. Emotional Intelligence (EI) and Improving Remote Leadership

Programme Introduction: The current times are challenging for staff at every level, including leaders. They need to provide support and inspiration to team members for them to stay motivated in the 'new' working environment, while dealing themselves with pressure, reduced teams, and strategic shifts across the health sector. Leveraging emotional intelligence to lead through and overcome adversity can be the key differentiator that makes teams successful during challenging times. Emotional intelligence (EI) or EQ is an essential element to workplace success. It can help make the difference between good and great leaders. This course provides the delegates with the insights and tools to better lead and succeed.

35. Working in the NHS – Navigating Change and Managing Stress

Programme Introduction: The Health and Safety Executive (HSE) stated that within 2024/25 964,000 people in the UK reported a work-related stress, an increase from 2022/23 at 875,000 people, these stress levels were reported to be at such a level it was making them ill. Pressure and some stress can be motivating but once it reaches a certain level it can result in serious illness. The NHS is constantly changing, and change can often lead to uncertainty and high levels of stress. This course will explore how people react to change and the effects that change can have. A highly interactive course based around case studies and real-life scenarios, delegates will leave with an increased knowledge of the change process and how to recognize the symptoms of stress before they take hold.

36. Understanding and Dealing with Burnout in the NHS

Programme Introduction: Burnout is a type of psychological stress. Occupational burnout or job burnout is characterised by exhaustion, lack of enthusiasm and motivation, feelings of ineffectiveness, and may have the dimension of frustration or cynicism, and as a result reduced efficacy within the workplace. This workshop looks at the symptoms of burnout and explores some strategies to deal with it in a pro-active way. Practical and inter-active, this workshop allows delegates to discuss in an open and friendly environment some of their own feelings with like-minded colleagues and find individual ways to deal with burnout.

37. Time Management

Programme Introduction: Demands on the NHS are ever increasing, this in turns puts pressure on its employees to achieve more with no extra time given. This course has been designed to help achieve effective Time Management whilst focusing on aspects such as: delegation, assertive communication, and personal organisation.

38. Building Team Resilience

Programme Introduction: The NHS has never been busier. Over a third of employers reported that stress-related absence has increased over the previous years and the top causes of unhealthy pressure at work are workloads, external relationships, organisational change/ restructuring, and management styles. Eight out of ten public service employers are taking steps to identify and reduce stressors in the workplace compared with about half of private sector employers. In today's economic climate all organisations need to be resilient in the way they deal with adversity, reduced resources, tighter deadlines, and increased competition. No less so than in the NHS. It is often said "A Manager is only as good as his or her team". True success comes from the whole team - So how can that be done?

39. Personal Wellbeing and Organisation

Programme Introduction: As the NHS becomes more strategic in its outlook and aims, the need for every individual within the organisation to perform at their highest level has become paramount. More of us are expected to give extra effort and productivity to the overall cause so we need to be as effective and efficient as we can be.

To this end, this programme is designed to help and support each participant to ensure they are maximising their efforts, while at the same time ensuring that they work as SMART as possible to make sure they stay as healthy as possible and recognise symptoms that their effectiveness may be compromised, ultimately leading to a better work/life balance....and improving their own wellbeing

40. Presenting with PowerPoint

Programme Introduction: PowerPoint is an extremely powerful business tool used in many ways to communicate and inform. It is often used poorly leading to badly constructed presentations as many people using the software do not go beyond a few basics. Whether you are teaching/presenting at clinical meetings, or presenting internationally, this workshop will build your confidence in your presentations that will make them stand out and become more memorable. The workshop takes you from stumbling through the interface to knowing how to create multimedia-rich presentations that transform any message in less than a day. You will learn simple hints and tips that will change the way that you present using PowerPoint to deliver engaging, memorable presentations that are relevant to the medical profession.

41. Self-Awareness and Perception

Programme Introduction: Understanding how you see yourself in relation to others and the world around you – your self-awareness or self-perception - is vitally important. What is also important is being in touch with your feelings and emotions. This needs to take place before you can begin to understand others, understand your interactions with them, and what impact you have on those around you. Emotions are not about being soft or fluffy - they are vital in helping to make hard, direct management decisions. Managing your emotions well can mean managing your life with more influence and impact.

42. Distress Tolerance

Programme Introduction: Emotional stress is challenging to deal with. Some of us have learned how to cope with stressful situations as children, while others never developed adequate coping skills. The ability to tolerate distress and to cope with it in a healthy way is as crucial for Health practitioners as it is for patients, especially in the current context where added pressure can be sorely felt by all. Doctors also need to promote wellbeing. They can help patients develop the Distress Tolerance skills that will increase their wellbeing and independence, and can help to reduce self-harm, hospital admissions and treatment drop-out. This course is intended to support both patients and staff to develop crisis skills and strategies, as highlighted by Dialectical Behaviour Therapy (DBT).

43. Finding Personal Balance and Empowering Patients

Programme Introduction: An essential component of any individual's success, whether professional or personal, is achieving a healthy balance between our work and our personal life. This programme will assist delegates to take responsibility and to have the skills to plot a route to achieving a work / life balance that works for them. Delegates will then turn their attention to their patients: we will explore models and skills to empower patients, so they become active participants in their own care to reach self-identified health and wellbeing goals.

44. Understanding Stress, Maximising Well-being, Self-Compassion and Self-Care

Programme Introduction: As the heroes of the Pandemic, healthcare professionals have been under an inordinate amount of stress and pressure. Professor Michael West, a pioneer of compassionate and inclusive leadership within the NHS, has highlighted the significance of self-compassion as a pre-requisite for the ability to extend enhanced compassion to patients and colleagues. We aim to provide some psychoeducation to support you, our healthcare heroes thrive and not just survive the many challenges you face.

45. Developing a Compassionate Approach – Building Interpersonal Effectiveness

Programme Introduction: This programme will explore some different facets of the interpersonal relationship to consider, within your supportive role. We aim to provide some psychoeducation to help with navigating ways to support fellow medical professionals and team members appropriately, professionally, and compassionately. Delivered by a counsellor and psychotherapist, this programme seeks to expand knowledge and awareness of a variety of presenting issues surrounding mental health and well-being

46. Your Practice within Healthcare -Autonomy and Clinical Accountability

Programme Introduction: The overall responsibility of a Healthcare Professional is for the care and safety of their patients. At times this may be working as part of a team and at others working Autonomously. The BMA states “In medical practice, Autonomy is **the right of competent adults to make informed decisions about their own medical care**. It is a cornerstone of medical ethics in the UK. Doctors must ask a patient's consent before any investigation or treatment takes place. Patients are involved with the discussions and decisions involved in their care” This programme will explore what Autonomy is and the Clinical responsibility surrounding it.

47. Reflection and Reflective Writing

Programme Introduction: All Doctors (and others working in the Healthcare sector) should regularly reflect on their own performance, their professional values and contribution to any teams in which they work. They should ask for, and be prepared to act on, feedback from colleagues and patients, including via the outcomes of audits, appraisals, and performance reviews, and through patient complaints and comments. Reflective practice should therefore be embedded in your everyday practice in order to provide quality and holistic patient/client care.

48. Stress Management and Personal Resilience

Programme Introduction: The NHS has never been busier. Professional pressure and a sense of ever-increasing demands are felt throughout. How leaders ‘bounce back’ and teams work together is down to the way they pull together, but also to how individuals personally adapt to the changes they face. How come it feels easy to deal with setback one day, but not another? Resilience is the ability to recover quickly from setbacks or adversity. It used to be thought that people were just born resilient. We now know it is a learned skill that can be improved. This workshop will help you to become more resilient in the face of day-to-day challenges.

49.Managing Poor Performance

Programme Introduction: Managing poor performance is one of the most stressful aspects of any manager's role. It is imperative that managers can assess and interpret an underperforming member of staff and offer the correct level of support whilst maintaining relationships. This programme has been designed to address the main types of performance issues and will explore how to effectively manage them. For every hundred men hacking away at the branches of a diseased tree, only one will stoop to inspect the roots. – *Chinese proverb.*

50.Job Planning and Negotiation

Programme Introduction: Job Planning has been used within the NHS since the late 1990's and aims to ensure that the organisation has the correct staffing levels in the right places, to ensure that patients are safe and the business can be resourced in the right way.

The Job Plan forms part of the Doctors contract and informs pay progression. This workshop will highlight the main areas of the Plan and give confidence to attendees to negotiate their own Job Plan to achieve maximum productivity and satisfaction.

51.Interview Confidence-Gaining your Ideal Job

Programme Introduction: This workshop is for existing Consultants and other Doctors applying for Consultant positions within all specialties. It will help towards providing you with both the tools and resources to prepare more effectively for your forthcoming interview. From the outset, it is important to recognise that this interview will comprise of a series of conversations, the aim of which are to determine, firstly, if you are competent and qualified to carry out the duties of the post on offer, and, secondly, if you are the most suitable doctor to take up this role out of all the qualified and competent doctors who have also applied for this post?

The aim of this programme is straightforward. In a competitive marketplace, where NHS funding is static, there are more candidates for Consultant posts than ever before. How do you get that position? You must differentiate yourself from the rest! We aim to give you the skills, competencies, and confidence to make you the best candidate for the role. That is our true target.

52.Clinical Supervision

Programme Introduction: The purpose of clinical supervision is to provide a safe and confidential environment for staff to reflect on and discuss their work and their personal and professional responses to their work. The focus is on supporting staff in their personal and professional development and in reflecting on their practice. This workshop will help Clinical Supervisors to understand their roles and responsibilities and how to support trainees through working closely with them.

The programme is mapped to the 7 GMC Framework areas which are shown against each topic area.

Number 7 domain states: 'Continuing Education as an educator' which maps to each topic.

53.Educational Supervision

The Academy of Medical Educators (AoME):

Educational Supervisors have a pivotal role to play in the management and leadership of the educational programmes they are involved with. There are standards (core Medical Educator values) which must be met during this process related to the management, leadership, and governance of medical education. These include the knowledge and ability to manage personal education time and resources effectively, an understanding of how to deliver intended educational outcomes, taking professional responsibility for their own role in local education and the roles and responsibilities of statutory and other regulatory bodies in the quality assurance of medical education.

Educational Supervisors must be fully aware of the standards expected of the Clinical Supervisors' role and the levels of expertise needed to fulfil that commitment. The 5 core values outline these values along with descriptors. This will be sent as a link- <http://www.medicaleducators.org/Professional-Standards> prior to attendance and a review will be held at the workshop.

54.Managing Complaints

Number of Days: 1

CPD Hours: 6

Programme Introduction: As the NHS strives for greater consistency in the ways that it improves services to their patients, it has an underlying obligation to patients to understand their expectations and deliver against them. One of their key strategies is to reduce the number of verbal and written complaints. This workshop studies those written complaints, which the NHS must deal with in a timely and fair way for the public. It will also focus on what the NHS constitution says are the rights of the individual, the doctor and how the NHS will support you, the doctor. This programme has been designed to ensure Doctors are aware of their own responsibilities when a complaint occurs but also of the support they can expect to receive.

55.Motivational Interviewing

Programme Introduction: Motivational Interviewing is a method that focuses on facilitating and engaging motivation within the individual in order to change behaviour. Motivational Interviewing is a goal-oriented, person-centred counselling style for eliciting behaviour change by helping people to explore and resolve ambivalence. The main principle of this approach is around negotiation as opposed to conflict.

In healthcare, it is a directive, patient-centred counselling style that aims to help patients explore and resolve their ambivalence about behaviour change. It combines elements of style (warmth and empathy) with technique (e.g., focused reflective listening and the development of discrepancy).

56.Making a Business Case

Programme Introduction: Today, NHS Trusts must operate robust internal business case processes and maintain a transparent audit trail in order to demonstrate value for money in all decisions relating to the use of all its resources. Nowadays, use of funds and budgets will only be permitted upon completion of the business case proforma. No capital will be available until a business case has been approved (usually) by the Trust Executive Group. Expenditure above budget on a speciality basis will require authorisation by Executive Teams through this process. The Trust Board will receive a report on a monthly basis detailing any expenditure incurred outside this process and authorised levels.

57.Human Factors

Programme Introduction: Human factors is the science of understanding human behaviour and is applied and related through this workshop to the healthcare marketplace. Human Factors has been defined as: “Enhancing clinical performance through an understanding of the effects of teamwork, tasks, equipment, workspace, culture, and the organization on human beings and their behaviour. The workshop sets out to firstly define what Human Factors are, then set out the strategies for a manager, individual or department to ensure they are doing everything possible to eliminate (as far as possible) risk to patients and then study the personal and individual skills required to take personal responsibility for the success of patient safety.

58.Portfolio Pathway (CESR) 2024

Programme Introduction: Doctors applying for specialist or GP registration via the portfolio pathway, now need to provide evidence that they have the knowledge, skills and expertise required to practice as a specialist or GP in the UK. The pathway was previously known as the CESR or CEGPR Pathway. This is a result of changing legislation, introduced by the UK Government. It gives more flexibility to accept a broader range of evidence from doctors applying for specialist or GP registration.

59.Improving the Patient Experience and Continuous Improvement

Introduction: As individuals, we all experience things differently and as patients, a good experience of care and ongoing treatment is extremely important and linked closely to clinical effectiveness, safety, and continuous improvement. This programme has been designed to outline what 'patient experience' is and to explore its importance within the NHS as a whole. Based around the Patient Experience Improvement Framework from NHS Improvement, we will link the importance of the patient experience to areas such as leadership, organisational culture and reporting and lessons learnt.

60.Harassment and Bullying / Building Self-esteem and Confidence

Programme Introduction: Everyone should be treated with dignity and respect at work. Bullying and harassment of any kind are in no-one's interest and should not be tolerated in the workplace, however, if you are being bullied or harassed it can be difficult to know what to do about it. This programme identifies examples of both harassment and bullying and provides strategies of dealing with both. If you are a sufferer, have suffered or need to understand your limits when running your life or your team, then this programme will help and support you.

61.Undermining and Bullying of SAS Doctors

Programme Introduction: These topics have been evident in the workplace for years and only the 1997 Harassment Act brought some relief and recourse for sufferers. This programme identifies examples of being undermined, harassed, and bullied and provides strategies for dealing with them. If you are a sufferer, have suffered or need to understand your limits, then this workshop will help and support you.

62.Personal Safety and Professional Boundaries

Programme Introduction: Practitioners must know what constitutes appropriate professional practice. They need to maintain boundaries that can keep them and their clients safe. The client or patient is in a vulnerable position and may be unaware of the boundaries of a professional relationship. It is the practitioner's responsibility to assist clients with understanding the nature, aim and limits of this relationship. Healthcare practitioners are legally bound to maintain a relationship based on care plans and goals that are therapeutic, both in intent and outcome.

63.Equality and Diversity

Programme Introduction: Employment laws under the Equality Act 2010 gave the NHS opportunities to work towards eliminating discrimination and reducing inequalities in care. Most of the provisions came into force on October 1st, 2010, with other parts to be phased in by the end of 2013. In addition, since October 1st, 2012, it is unlawful for the NHS and social care service providers and professionals to discriminate, victimise, or harass a person because of their age. The NHS already has clear values and principles about equality and fairness, as set out in the NHS Constitution, and the laws under the Equality Act 2010 reinforce many of these.

64.Unconscious Bias, Diversity and Inclusion

Programme Introduction: Unconscious or unintentional bias is present in all workplaces and is often unrecognised. Unconscious bias is the tendency to perceive people or events in a certain way, which results in 'snap' decisions or assumption being made, often about age, gender, sexuality, religion, or beliefs. Employment laws under the Equality Act 2010 gave the NHS opportunities to work towards eliminating discrimination and reducing inequalities in care. The NHS has developed its policies, practices and principles about diversity, equality and inclusion and is working hard to ensure it has a culture which promotes dignity and respect for all.

65.Report Writing – Guidance for writing reports

Programme Introduction: The aim of this programme, is to give a best practice approach to report writing and encourages the use of a standard style and format – layout, font, numbering conventions, use of headings etc. It might be accepted that the standard style and format described will not necessarily be suitable in every detail for every type of report. For the purpose of this workshop, the term “report” refers to systematic, organised documents which are prepared for consideration of a committee or other, and are designed to address a specific subject, problem, or proposal.

66.Scientific Research and Research methodology

Programme Introduction: Scientific research process refers to the work or steps which are to be followed while conducting research. Such processes help to carry forward the research work and draw conclusions. This programme helps delegates to understand the process, design experiments to test hypothesis and draw conclusions It is very inter-active with delegates working on their own ideas.

67. Recognising and Managing Trainees in Difficulty

Programme Introduction: Supervisors of trainees within the NHS have a clear mandate and commitment to working closely with them in helping them achieve their goals and standards. Therefore, it is imperative that the supervisor has the knowledge and skills to support and help their trainees, as well as understanding their role in escalating their concerns. Within this programme, doctors will explore how to be pro-active in determining when their trainee is in difficulty and the remedial action to take to ensure they get back on track, using GMC protocols and processes. This programme fulfils the domain criteria for doctors of Continuing Professional Development (domain 7) as an educator.

68. Cultural Competence

Programme Introduction: The NHS is a culturally diverse workforce, bringing skills and expertise from across the globe to keep our nation healthy. Differences in backgrounds and upbringings can result in varying ways of perceiving the world, as well as differing behaviours and communicating styles. These differences can – on occasion – cause confusion, hurt, and even conflict within the work environment. The aim of this programme is to explore culture's influence on perceptions, behaviours, and communication styles. Developed for Educators, this workshop will enable delegates to improve their cross-cultural understanding and communication, to improve workplace harmony and effectiveness.

69. Cultural Diversity and Sensitivity

Programme Introduction: The NHS is a culturally diverse workforce, bringing skills and expertise from across the globe to keep our nation healthy. Differences in backgrounds and upbringings can result in varying ways of perceiving the world, as well as differing behaviours and communicating styles. These differences can – on occasion – cause confusion, hurt, and even conflict within the work environment. The aim of this programme is to explore culture's influence on perceptions, behaviours, and communication styles. This workshop will enable delegates to improve their cross-cultural understanding and communication, to improve workplace harmony and effectiveness.

70.Principles of Quality Improvement Projects

Programme Introduction: The NHS has many years of experience in clinical patient pathway re-design which supports improved patient experience and outcomes. This programme is designed to introduce you to an approach to quality/service improvement and a range of tools to enable you to contribute to this culture of continuous improvement.

The aim of the programme is to broaden delegates understanding of 'lean' and apply it in practical ways within their department/service/organisation, highlighting ways to organise your department/service/work programme to run in an efficient way despite pressures on budgets and resources. This programme is designed to help staff understand the management and leadership aspects of QIP with the clear focus on improving service and building on skills they have already acquired.

71.Breaking Bad News

Programme Introduction: Having difficult conversations and breaking bad news is often part of a healthcare professionals' role. This Programme will explore how to adapt your own style to suit a variety of personality types and situations that arise when dealing with sensitive or emotional issues, whilst ensuring the news delivered is in a professional, polite, and effective manner.

Delegates will learn how to assert themselves in the most difficult situations and to adapt accordingly even when they may feel under pressure in difficult and uncomfortable situations. The programme will also address how to deal with conflict and resist manipulation. The programme will be highly interactive with case studies and discussions throughout the programme.

72.Medical Ethics and Law

Programme Introduction: All healthcare professionals, and particularly doctors', are working in an environment which is changing its perception of the doctor/patient relationship, therefore it is important for the profession, and the healthcare system as a whole, to respond to these changing public and political expectations.

73. Psychological Safety:

How to create a culture of Speaking Up & Listening Up.

Programme Introduction: In a Psychologically Safe environment, people feel safe to speak up. They share their concerns, ask questions, and offer ideas without fear of being ignored or belittled. Within a Psychologically Safe environment, people 'Speak Up' and 'Listen Up'... opening up new and honest conversations which give everyone the chance to avoid harmful outcomes and to develop constructive solutions.

Psychological Safety is crucial if people are to do their best work. It can be influenced by anyone within a team, including Managers, Nurses, Doctors, Consultants. This course provides clarity on what Psychological Safety is, why it is so important, and – crucially – what any individual can do to positively influence the psychological safety in teams they are either leading or working within.

74. Project Management to Deliver Change

Programme Introduction: The NHS are working in a challenging and ever-changing world where it is vital that teams are continually looking for ways to improve the way they work, to improve both efficiencies and patient safety. This course will focus on how you make the best use of project management techniques, to deliver the project, once you have considered the problem to be solved along with possible solutions. This course will also explore how you can use those same techniques to help collect the information you will need to complete the business case for the project.

75. Delivering Online Training Effectively

Programme Introduction: Remote working is now integrated into our working patterns. Delivering training online is efficient but requires an additional set of skills versus Classroom training if it is to achieve effective learning. This course will improve delegates' abilities to deliver effective training online. The course will consider both the technical / IT aspects, and the engagement component of training online. Delegates will learn how to tailor their approach to best meet the needs of the group they are training, using a mix of Open discussion, Breakout rooms, Polls and Chat

76. Personal Development Planning and Progression

Programme Introduction: A personal development plan (PDP) will help guide all doctors in their career, whatever grade they are at and whatever setting (acute/community). PDPs help doctors understand how to improve their performance and develop new skills through being self-aware & identifying development priorities. All doctors should engage in this process, as it is now a key component of appraisals and revalidation.

77.Neurodiversity Awareness Training

Programme Introduction: In today's diverse work environment, understanding neurodiversity is crucial for fostering an inclusive and supportive workplace. Neurodiversity refers to the range of differences in individual brain function and behavioural traits, regarded as part of normal variation in the human population. This course aims to enhance awareness of neurodiversity, debunk common myths, and provide practical guidance on supporting neurodivergent individuals. By understanding neurodiversity, participants will be better equipped to create an inclusive environment that values and leverages the strengths of all employees.

78.Handling Anger and Aggression at work

Programme Introduction: The current pressure of the NHS means that staff are working under extremely heavy workloads. Having to wait or not getting what they want are common triggers for people to become angry, these are daily scenarios in the NHS for both staff and patients. When anger isn't handled well, it can quickly escalate to aggression. Failing to deal with aggression in the workplace results in problems for everyone – relationships become damaged, people become stressed, and the ability of the team to work productively is negatively impacted.

Handling aggression in the workplace is easier when you have the tools. This programme will provide you with the knowledge and skills to deal with these difficult situations. Dealing with angry people is not easy but having a plan of what to do and say can de-escalate the situation, resulting in improved workplace relationships and fewer patient complaints.

79.Being an Active Bystander

Number of days: 1

CPD Hours: 6

Programme Introduction: The Active Bystander Programme aims to train people to recognise and challenge problematic behaviours, such as bullying, harassment and sexual misconduct both in personal and professional life. Being an active bystander means being aware when someone's behaviour is inappropriate or threatening and choosing to challenge it, or by assisting someone who needs support. Research shows that bystander intervention can be an effective way of stopping situations before they happen, as bystanders play a key role in preventing, discouraging, and/or intervening when an act of violence has the potential to occur. We all have a responsibility to look out for each other if we can do so safely, by treating others with respect and offering support if we see that someone needs assistance.

80.The Mindfulness Approach- Developing Professional and Personal Efficacy

Programme Introduction: Mindfulness is a technique centred around being in the present, shifting your focus of attention to what's happening in this very moment. This programme will provide knowledge and understanding of, along with a rationale and framework for becoming a mindful practitioner. Mindfulness can help you manage stress levels and workload. This programme will encourage you to consider ways of applying a mindful approach to your professional practice and personal life

81.Compassionate Leadership

Programme Introduction: Research has shown that leadership style has a profound impact on workplace culture and each day, every leader within the NHS, shapes the culture and direction of the NHS as a whole. This course aims to support the development of collective leadership in order to nurture the highest quality of care. Delegates will engage in compassionate and constructive self-reflection through experiential exercises, in order to develop their compassionate leadership skills. This course is delivered by an experienced therapist who is skilled in supporting the development of interpersonal relationships through knowledge, understanding and self-reflective practice.

82.Doctors Burnout, Mindfulness and Meditation - For Busy Clinicians

Program Introduction: 'Burnout' was recognised by the World Health Organisation (WHO) as an 'occupational phenomenon'. Burnout is a state of physical and emotional exhaustion. Common signs include feeling tired or drained most of the time. Feeling helpless, trapped and/or defeated. Early recognition and remediation are key in dealing with a doctor's burnout. There may be organizational factors within the NHS which are hard to address and can impact personal resilience. There are, however, some personal protective steps you can take which are within your control. Mindfulness, Meditation & Wellbeing are helpful in providing those protective steps.

83.Locally Employed Doctor and Dentist (LED)- Your Survival Guide

Programme Introduction: Doctors and Dentists working in this capacity can be referred to by several terms including Trust Doctor, however, they all come under the umbrella term of Locally Employed. Whether you are currently working as a Locally Employed Doctor or Dentist (LED), contemplating a break from training, applying for your first medical job in the UK outside of a training programme, or trying to create your own career pathway, this guide will equip you with the knowledge you need to not only survive but also to be successful. The session will focus on what actions you need to take to revalidate, what support may be in place for you locally and help you navigate the complexities of career development possibilities and pathways available. Specific information for International Medical Graduates can be included if required.

84. Specialist, Associate Specialist & Specialty Doctor- Your Survival Guide

Programme Introduction: Whether you are currently working as a SAS, contemplating a break from specialty training, applying for your first medical job in the UK outside of a training programme or trying to create your own career pathway, this survival guide will equip you with the knowledge you need to not only survive but also to be successful.

There are a growing number of SAS Doctors and Dentists across the UK, each with their own individual needs, requirements, and aspirations. Many will not enjoy the benefits of formal educational supervision, and all will be needed to be appraised and revalidate. The session will focus on what actions you need to take to revalidate, what support may be in place for you locally and help you navigate the complexities of career development possibilities and pathways available. Specific information for International Medical Graduates can be included if required.

85. Making an impact – Communication skills for IMG doctors

Programme Introduction: Communication plays a key role in providing effective healthcare; however, this is within a very busy complex system which for many IMGs is a new environment for them. In order to communicate successfully, one person must send a message and another to receive it. We are constantly involved in both activities- we speak and listen and send signals through our body language. Sometimes this two-way process fails. This workshop aims to help you to develop effective communication skills and techniques.

Communication also plays a key role in interviewing skills, and this workshop aims to help towards providing you with both the tools and resources to prepare more effectively for your forthcoming interview

86. Leadership Development Programme – SAS Doctors

Programme Introduction: In the current highly pressured environment that is the NHS, it is more important than ever that leaders are able to motivate and direct the individuals they work with, and to work alongside those individuals to create highly effective teams.

In addition to improving patient safety, a strong and supportive team has been linked to staff retention in many studies both in and outside of healthcare.

This programme will explore the key characteristics of a high performing team, and the leader's role in creating and maintaining this. We will provoke learners to identify their own development areas, to prioritise these and to create a plan to aid improvement.

Real life examples will be used during the programme, and delegates will be encouraged to share their hopes and difficulties as we progress through the sessions. We will develop understanding and competence by applying theories to delegates' personal scenarios wherever possible.

The programme starts by exploring 'self' - how to manage and lead oneself. We look at personality types and assertiveness, in particular being able to say "No" and giving insightful and actionable feedback (both positive and developmental).

In Day 2 we progress to managing and leading others, exploring how to adapt our own style in order to meet the various (and often changing!) needs of our teams. Some of the key competencies we look at are delegation, giving clear instructions, and resolving conflicts.

Creating a Vision and Strategy is the focus of Day 3 – being ambitious on behalf of the team and department in a quest to deliver outstanding service to patients.

Day 4 is all about implementing change – adapting, motivating, inspiring, and negotiating. Equipping delegates to be able to navigate personalities and barriers to improve the lives of both patients and the NHS staff who work with our delegates.

87. Empowering Mentorship – An enabling approach to mentoring

Programme Introduction: Effective performance is essential to the success of any organisation, and the NHS is no exception. Coaching and mentoring are desirable and valued attributes that can enable the development of competent and high performing individuals and teams. This session will provide a comprehensive understanding of mentoring in the NHS, and understand where coaching fits in. The workshop will explore the nature and structure of mentoring conversations; it will provide practical guidance on how to use your communication skills to mentor effectively.

88. Leading Effective Meetings

Introduction: Meetings, whether in person or remote are essential within healthcare, yet ineffective meetings can often lead to feelings of frustration, lack of engagement and poor communication. The aim of this programme is to assist busy healthcare professionals gain the most from the meetings they run and achieve clearly defined outcomes. The programme will explore improving participant contributions and overcoming meeting challenges.

89. Futureproofing Healthcare by Integrating AI and Emotional Intelligence

Introduction: In recent years Artificial Intelligence (AI) has revolutionised many industries, including healthcare. When used appropriately, AI can improve efficiency and contribute to better clinical outcomes. However, with the NHS being so heavily focused on meeting targets and performance, it is essential to both acknowledge and remember the importance of emotional intelligence and human emotions when treating patients. This one-day training course will explore how AI can be utilised alongside emotional intelligence to enhance the efficiency, accuracy, and overall quality of medical care. Participants will gain an understanding of AI technologies, their applications in healthcare, and practical strategies for integrating AI into their professional practice, whilst exploring how emotional intelligence needs to work alongside AI to futureproof the healthcare system.

90. Developing Courage and Vulnerability with Mindfulness

Programme Introduction: This one-day **interactive and experiential course** provides healthcare professionals with a safe space to explore vulnerabilities, cultivate courage, and develop practical tools for personal and professional growth. This Course will be delivered by two very experienced NHS consultants who are clinically active and running multiple wellbeing courses. Woven throughout the day will be personal stories and multiple practices including mindfulness, breathwork, body awareness and gentle movement. During the day we'll explore key themes of vulnerability and courage, utilising the supportive environment to engage with practices to foster personal growth and resilience in our everyday lives:

91. Supporting Remote Teams

Programme Introduction: Over the past 12-18 months, remote working has become the way business has been able to continue and is now the new normal for many organisations. This programme will explore the evolving nature of team management when leading teams remotely, focusing on areas such as the importance of building trust, listening, and questioning skills within clear communication, and the importance of coaching and support to boost productivity and wellbeing within the team.

92. Healthy Living Skills: Implementing the Wellbeing Principle

Programme Introduction: Implementing the Care Act's Wellbeing Principle is part of practitioners' duty. They need to teach clients some skills that will increase their independence and wellbeing, while delaying or reducing their health and social care needs. This concept will be individualised in various health and social care contexts. In this course, delegates learn how to teach practical and essential life skills to their clients, to help them improve or maintain emotional and physical health.

93. Overcoming Imposter Syndrome

Programme Introduction: Does some part of you feel you don't deserve the position and success you have? Imposter syndrome is a psychological pattern in which individuals fear that they don't deserve what they achieve and are "faking" success in their craft, even with evidence of their competence and accomplishments. This phenomenon could impact as much as 82% of the population. While imposter syndrome can feel stifling, you are not alone. Meryl Streep, Albert Einstein and Maya Angelou are all said to have suffered from this condition. By understanding it, you can become more aware of your thoughts and feelings and recognise when you may be experiencing them. With this self-awareness, you can better manage and address these negative emotions.

94. Financial Survival Guide for SAS Doctors and Dentists

Programme Introduction: No matter what your stage of career, this guide will equip you with the knowledge to decode your paycheck, understand tax, navigate the complexities of three different pension schemes and plan for your future to maximise your disposable income across your career and into retirement. This course has been specifically designed with SAS Doctors and Dentists in mind.