

1. Email Ayobola Chike-Michael, Project Manager for Patient Safety and Experience at ayobola.chike-michael@nhs.net the following information for each practice you want to use PINCER:
 - a. Practice name
 - b. Practice code
 - c. Clinical system used in practice
 - d. IG lead name
 - e. IG lead email address
 - f. Pharmacist/ pharmacy technician name
 - g. Pharmacist/ pharmacy technician email address
 - h. CCG area your practices are based
 - i. Who you are employed by e.g. PCN contract/ CCG/ practice

2. Once we have these details PRIMIS will send you and the Information Governance (IG) lead an email containing links to register and sign a Data Protection Agreement (DPA).

3. PINCER training is comprised of three Action Learning Sets (ALS):
 - a. ALS1 is self-directed e-learning (available on the PRIMIS hub PINCER RESOURCE CENTRE).
 - b. ALS2 is an interactive online webinar (requires eventbrite registration to attend).
 - c. ALS3 is an interactive online webinar (requires eventbrite registration to attend).

4. Before attending ALS2 and ALS3 you are required to complete some tasks. ALL of these materials and instructions are available on the PRIMIS hub [PINCER RESOURCE CENTRE](#).

| BEFORE attending ALS2: | BEFORE attending ALS3: |
|---|---|
| <ul style="list-style-type: none"> • Complete ALS1 self-directed e-learning module. • Run the PINCER indicators in at least one practice and upload to Chart Online. • Print/ download your practice summary pdf report from Chart Online. • Undertake a brief overview of some of the indicators to identify possible reasons for patients being at risk. (You are not expected to started work on solutions or to go into much depth as this is part of the ALS2 workshop). • Read the ALS2 prior reading. | <ul style="list-style-type: none"> • Online ALS2 e-learning form. • Watch the CHART online video tutorial and access your data within CHART Online. • Complete Root Cause Analysis (RCA). • Deliver a feedback session with one of your practices. • Create an action plan with practice input. • Complete reflective diary of your learning/ experience. • Read the ALS3 prior reading. |

Please register via the Eventbrite links below for ONE of the ALS2 sessions and ONE of the ALS3 sessions.

Note: you must attend ALS2 before attending ALS3.

| ALS2 webinar dates | ALS3 webinar dates |
|--|---|
| <u>ALS2: Wed 3rd Mar 2021 at 14:30-16:30</u> | <u>ALS3: Wednesday 10 March 2021 at 15:00-17:00</u> <u>ALS3: Tuesday 16 March 2021 at 10:00-12:00</u> <u>ALS3: Wed 21st Apr 2021 at 14:30-16:30</u> |