



XYTAL

CONSULTING

Empowering healthcare teams since 2006



Xytal 2022 Primary Care Offering

Who we are

Xytal was founded in 2006 by Dr Richard More and Kevin Ball, who met during their MBA programme at Bath University. Over the years, Xytal has grown from a local southwest company, to operating nationwide, to becoming a leading British healthcare consultancy. Working with more than 1,000 practices in primary care and part of NHS Improvement's Time for Care programme, Xytal comprises a team of expert consultants who understand primary care and care about the people who work within it.

What we do

Our mission is to bring a material difference to healthcare by helping teams become more productive and efficient together. We do this through consulting, individual training, and group facilitated programmes. We aim to provide a safe space for teams and individuals to grow and thrive - so they can spend more time doing what they do best.

Welcome to our product offering for 2022. These programmes are our key products, but we have others which may meet your particular needs. If you're not sure, contact us at info@xytal.com or give us a call on 0113 834 5015.

Care Navigation and Enhanced Communication Skills

Xytal's Care Navigation programme teaches patient-facing teams to build confidence in the skills needed to signpost patients effectively and efficiently informed by the evidence-based behavioural change approach of Motivational Interviewing.

What you'll learn:

- What change is needed and how to implement it
- To utilise quality improvement tools to improve the appointment booking process.
- How to improve patient flow, to reduce waiting times
- To introduce person-centred communication skills enabling staff to ask patients the right questions in the right way
- To use motivational interviewing strategies as a way to create behavioural change and to increase patient satisfaction
- How the additional reimbursed roles can increase patient access opportunities
- Self-care strategies to support and build staff well-being and resilience.

This programme meets all of the enhanced communication competencies in the HEE competency framework for care navigation.

"As you could see today (although everyone looked a bit tired!) the practices – and patients – have benefitted hugely"

- Clinical Director

"I overheard one of the receptionists speaking with a patient this week and you could actually see the difference in how they were talking with them, they were dancing, not wrestling"

- Assistant Practice Manager

How it's delivered:

Six half-day in-person or virtual sessions, for up to 15 people.

Managing Difficult Conversations

How to identify and manage difficult conversations. This is applicable to a broad range of contexts in practice: patient or colleague. Using a conflict model you'll learn clear evidence-based strategies to help manage conflicts.

Outcomes are:

- Increased confidence in managing conversations that feel uncomfortable
- Increased likelihood of mutual resolution
- Increased knowledge and skills about the sources of conflict and how to manage them

How it's delivered:

Two half-day in-person or virtual sessions, for up to 15 people.





Person-Centred Communication Skills

What is person-centred communication skills? This programme explains what it is and why communicating with patients in a person-centred way (using motivational interviewing) is a key part of effective signposting. You will learn strategies to implement it, including role play. This short course also includes well-being strategies.

Outcomes are:

- Fills the gap for those patient-facing staff who know what Care Navigation is and why it's important
- Reduces any unintended conflict between patient and receptionist
- Increases the likelihood that patients will be satisfied with the care option

How it's delivered:

Two half-day in-person or virtual sessions, for up to 15 people.

.....

Stress and Well-being Management

This course will help to improve staff retention by providing strategies to boost resilience within teams, in particular those that are patient-facing. It also teaches strategies to enhance your own well-being and resilience in this current time of stress. It also addresses systemic sources of stress, and how teams can address those.

Outcomes are:

- Understand what good health and mental health look like at work
- Understand the relationship between stress and illness
- Psychologically-informed strategies to inform health and well-being

How it's delivered:

Two half-day in-person or virtual sessions, for up to 15 people.

Clinical Correspondence Management

Xytal's Clinical Correspondence Management solution is designed to safely and effectively divert up to 80% of correspondence from clinical to administrative staff, allowing each area to focus more on what they do best.

We work together with your whole team to analyse and map out the following:

- The current system and process - what happens today
- What a future process could look like and how to get there
- A new solution and process, clearly agreed amongst the whole team that is tailored to the specific needs of your practice
- An implementation plan and timescales

How it's delivered:

Two full-day in-person sessions on-site.

.....

Practice Diagnostic

Practice Diagnostic solution gives practices, PCNs and CCGs independent insight into a practice's structure and operations and provides direct feedback and creation of a tailored development and implementation plan.

We work on-site with key staff to undertake a detailed analysis of the practice in the following areas:

- Partners, clinical & non-clinical staff details
- Previous two years' practice accounts
- Last 12 months complaints log
- Copies of minutes from recent meetings

We also observe the usual day-to-day working of practice staff and interview representatives from the practice team to gain insight into current issues, what works well and areas for improvement. Following completion of the two days, we provide immediate verbal feedback followed by a detailed written report and development plan.

How it's delivered:

Two full-days in person on site.





Primary Care Network Support

This programme is for PCNs who understand that in order to maximise operational efficiency and care quality, they need to employ a methodical and proven approach to the development of capacity and capability.

Working with us, the PCN will create a clear statement of intent; a matrix overview of required skills; and a detailed gap analysis that includes the identification of roles and skills that are required. Various analysis and prioritisation tools are deployed in a series of Xytal-facilitated sessions to reach a joint understanding of a team's current situation and future challenges.

Four in-person or virtual half-day sessions, for up to 15 people.

New to Partnership Programme

Xytal's leadership development programme is specifically designed to equip new partners with the knowledge and skills required to establish a foundation for life-long learning in non-clinical skills. New partners learn in the domains of personal development, business management and leadership that are needed to contribute to practice management and development.

Topics covered include:

- Financial management
- The legalities of partnerships and networks
- Strategic business skills
- Understanding the business
- Leadership and personal development
- Personal productivity

New partners who are eligible for the NHS England "New to Partnership" Scheme will benefit from full funding of this programme.

Half-day sessions delivered virtually over six months, including three individual leadership coaching sessions.

PCN Away Days

We facilitate PCN Away Days for both newly formed and established teams. These sessions aim to create a united strategy and goals. It will explore how individual team members feel, encouraging an open discussion around the current issues as well as concerns about potential barriers to progress. A clear understanding is then agreed on who is doing what, how and when, and a formal strategy can be implemented including how such activity is reported, maintained and managed.

How it's delivered:

Half or full-day in person

.....

Coaching

Well-planned and carefully considered coaching and mentoring can be remarkably effective when developing employees and their teams by helping to achieve both individual and shared goals through the effective release of skills, knowledge and performance. Xytal provides coaching for individual leaders and teams.

How it's delivered:

Individual or group sessions – contact us for specifications.

We can provide certificates for CPD points to contribute to your continued learning in your roles.

This brochure provides an overview of our most popular programmes. To find out more details or to see if we can help you with a need you have that isn't outlined above, or you're not sure, contact us at info@xytal.com or give us a call on 0113 834 5015.



EMPOWERING HEALTHCARE TEAMS SINCE 2006



