

PINCER Online Training Information

Online PINCER training is delivered as three Action Learning Sets. Learners must complete each set before moving on to the next. There is a mixture of self-directed e-learning, live online learning sessions and reading. Learners are free to undertake the training at their own pace. Time taken to complete the training is dependent on individual learners and time commitment for each set varies – a rough indication of time commitment is given for each set below. It is predicted that the full training requires a commitment of around eight hours in total.

1 Action learning set one

Estimated time to complete 2.5 hours

This can be started as soon as self-registration is complete.

1. Self directed e-learning – Introduction and background to PINCER

2 Action learning set two

Estimated time to complete 3 hours

Learners must choose their preferred date and book on to live online learning.

1. **Before starting** – Complete at least one PINCER data upload to CHART online
2. **Prior reading** – Quality improvement (QI) methodology and Root Cause Analysis (RCA)
3. **Live online learning session (90 minutes)** – Applying QI theory to PINCER and sharing experiences so far

3 Action learning set three

Estimated time to complete 2.5 hours

Learners must choose their preferred date and book on to live online learning, they will not be able to do this until they complete action learning set two.

1. **Before starting** – Undertake a RCA and a feedback session at a GP practice
2. **Prior reading** – Managing change, potential barriers and action planning
3. **Live online learning session (90 minutes)** – Sharing RCA and feedback experience, troubleshooting, CHART online and discussions on sustainability

Resources

- Evidence-based summaries of indicators
- Video help files including how to run clinical system searches and CHART Online tutorial
- Video case studies
- Frequently asked questions
- Useful documents/reference materials