

# Sample induction programme

A comprehensive induction programme for general practice nurses (GPNs) will:

- help GPNs to understand their role and become confident and effective
- provide clear guidance as to where the GPN fits within the general practice team
- facilitate safe and effective working within a new environment
- encourage commitment to the practice
- quickly dispel the feeling of being out of place.

## What to cover in an induction programme

When putting an induction programme together you could consider priorities and goals for the first day, the first week and the first month. The induction programme will provide documentary evidence – using specific checklists, and a learning plan in order to demonstrate compliance with *Quality and Outcomes Framework* standards. A personal record should be kept by the GPN to include in their personal development plan.

### The first day could include:

- introduction to immediate practice colleagues
- practical information:
  - tour of the premises
  - health and safety – fire exits, fire extinguishers, first-aid kit
  - toilets and hand-washing facilities
  - office equipment (eg fax, photocopier)
  - tea/coffee facilities
  - locker/changing facilities
- issue of uniform and identity badge. This indicates the role of the GPN within the practice team to both patients, staff and visiting health professionals.

### The first week could include:

- training in use of computer systems
- introduction to wider practice team
- reading of practice policies and guidelines
- formal meeting with mentor to identify learning needs
- introduction to competence booklet for completion throughout probationary period
- brief history of the practice
- organisational chart including staff names and positions, areas of responsibility and how they like to be addressed (eg Dr Brown or Jane)
- practice leaflet to identify the range of services currently offered
- an opportunity to discuss working conditions, times, holiday entitlement, sick leave etc
- purpose and format of probationary period – this should include arrangements for regular feedback on performance so that the final feedback is no surprise to either party.

### The first month could include:

- discussion of personal professional indemnity
- equal opportunities
- clinical procedures and protocols that apply to the post
- personal development review/appraisal system
- access to education and training, and identification of short-term and medium-term development needs
- attendance and participation in staff meeting
- consideration of mandatory training needs
- weekly meetings with assigned mentor and work on completing competence document to signify in what areas the new recruit is able to work unsupervised.