

North Yorkshire and Humber Reps' Action Learning Set Agenda

Theme: Getting the job done

Date: Friday 27 March

Venue: RCN Yorkshire & the Humber Office

10:00 – 10:30 | Registration and welcome

- Sign-in and networking
- Opening remarks by RCN Officer Wendy Brown

10:30 – 11:30 | Keynote session: Using facilities time effectively

- Speaker: RCN Officer Wendy Brown
- Focus: Rep facility time and legislation, representation of RCN at staff side, taking the first steps into case work- finding the time, how to overcome the barriers in a demanding clinical environment, what RCN resources are available to support reps to develop the role within the workplace- sharing ideas to improve the RCN presence within the workplace.

11:30 – 12:30 | CMS support – Understanding the expectations and clicks in case management

- Facilitator: Liza Brogan, RCN Case Management Training Lead
- Practical demonstration on CMS
- Hands-on demo of digital tools, understanding the required documentation in case management, understanding the processes. Understanding the issues from within the field. Training opportunities for CMS and mandatory training requirements.

12:30 – 13:30 | Lunch and networking

13:30 – 14:00 | Library skills overview

14:15 – 15:15 | Reflective practice group work: Coffee and casework

- Facilitators: Emma Phillips, RCN Officer – Reps and Activism, and Alan Chalkley, RCN Information Literacy Assistant
- Group review of different approaches to case management for active cases
- Opportunity for reps to seek support from each other and discuss a case and the approaches taken, support and suggestions around alternative management strategies. Discussion surrounding successful outcomes, sharing best practice ideas.

13.30 – 16:00 | Caseload supervision with Wendy Brown

- Running alongside the afternoon sessions, opportunity for officer to sign off case supervision with reps.

15:15-16:00 | Action planning

- Reps to produce an action plan of what they are going to do within their workplaces in the next two months.
- Summary of key takeaways, what would reps like next time
- Q&A
- Distribution of feedback forms