

## Hadwen Medical Practice

**BUSINESS SECTOR:** Health  
**NUMBER OF EMPLOYEES:** 1-49  
**REGION:** SOUTH WEST

**Business Profile:** Hadwen Medical Practice is the second largest practitioner in Gloucestershire and the first to win an NHS Excellence award.



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Teresa Hinder  
 Project Manager

### The challenge

The general practice is run by seven dynamic partners, all of whom recognise the importance of training staff to become more productive and continually raise standards.

Over the past 20 years the forward-thinking partners of the practice have been keen to fully train all 47 of their staff, but limited funding has cut short this ambition.

Project manager at the practice, Teresa Hinder, said: “As a general practice, training staff can sometimes be difficult. But for the business to thrive our staff need to be highly capable and we were determined to provide some quality training in areas such as Customer Service and Health and Social Care.”

#### What is Train to Gain?

Train to Gain is a Skills Brokerage service, managed and funded by the Learning and Skills Council (LSC) that helps employers find the training they need for their employees. Train to Gain links employers with Skills Brokers who work individually with them to find out what their employees’ training needs are, work out a training plan, and then help to find the right training for them.

### The solution

After teaming up with Train to Gain, a service that matches businesses training needs to training providers, the Practice has been able to achieve its training goals and now enjoys the benefits of training staff to reach their full potential.

Teresa said “We initially contacted Train to Gain to see what training and funding options were available to us. From the offset, our skills broker James Crowest was invaluable in giving us advice about funding, finding the right training provider and assessing the needs of our staff.”

After a series of meetings and advice from James, new partnerships with training providers Cirencester College and Rapido Training were established and the first intake of staff began their training in December 2007.

### The results

The hard work paid off as 11 staff have already been awarded their NVQ certificates. Two have achieved NVQ level 3 in Health and Social Care, while other qualifications awarded included Business Administration and Customer Service.

Teresa Hinder said: “It is wonderful to see how much more confidence the staff have following their training. I genuinely believe they have enjoyed the return to learning and are much more proactive in their professional roles.”

Hadwen Medical Practice is the second largest practitioner in Gloucestershire and the first to win an NHS Excellence award. It has recently signed the Skills Pledge to mark its ongoing commitment to training.

Train to Gain Skills Broker James Crowest said: “Hadwen is a shining example for other practices to aspire to. Because of what they have achieved I have been approached by numerous other practitioners in the area, all of whom want to commit to training their staff.”

#### What is the Skills Pledge?

The Skills Pledge is a voluntary, public commitment by the leadership of a company or organisation to support all its employees to develop their basic skills, including literacy and numeracy, and work towards relevant, valuable qualifications to at least Level 2 (equivalent to 5 good GCSES). The purpose is to ensure that all staff are skilled, competent and able to make a full contribution to the success of the company/organisation.