

# Induction Plans

VPMA Nov 2013

**Anval Ltd**  
**Peter Gripper**  
[www.anval.co.uk](http://www.anval.co.uk)

## Aims of a good Induction Plan

SEAMLESS INTEGRATION  
INFO FOR "NEWBY"  
TO BE ABLE TO JOIN IN  
PROTOCOLS  
POLICY  
PROCEDURES

## Who Benefits?

ALL  
EMPLOYEE  
EMPLOYER  
CLIENT + EXPERIENCE  
PRACTICE  
COLLEAGUES - TEAM  
PATIENTS  
IMAGE -  
REPUTATION  
THE BUSINESS

# How to structure a plan?

WEEK 1  
 MONTH 1 ← Review  
 MONTH 3 + REVIEW

---

AREAS IN PRACTICE  
 FLOW CHART +   
 2 HRS = KEY PERSON → DEPT HEAD  
 VETS - BROAD OVERVIEW

# Resources ?

SYSTEM TRAINING GUIDES  
 MORE - SMALLER  
 TICK LIST ✓ SPECIFIC  
 INTERNAL MOVE - A PLAN  
 DELEGATE - TRAIN THE TRINERS  
 MATRIX (FOR ONGOING)  
 CROSS TRAINING  
 CROSS OVER PERIOD  
 EXIT INTERVIEWS  
 TIME RESOURCE  
 PRACTICE PMS - NO RISKS  
 VISUAL - AUDITORY - KINAESTHETIC  
 ASSESSMENT PROCESS  
 (MORE THAN TICK)

# Team Notes on the day 1 & 2

## Induction plan

- practice ethos / culture
- Job description
- practice structure / family tree / introduction
- protocols + policies (in house + client facing)
- information on further information / who to ask
- Computer training
- Review structure
- cultural differences - how we do things here!
- Assign a mentor
- H+S
- Personal details / next of kin / Holiday / CPD / Driving licence / Keys
- Complaints procedure
- induction rota for 1 w / 2 w

- training plan - check list
- for each area  
vet / nurse / reception
- Assign person for training in each area

- internal promotion induction
- Delegate training - control over what's being taught
- testing knowledge  
↓  
high light training required

Assessment process - Would you be happy doing ...  
Would you be happy to train on ...

# Team Notes on the day 3 & 4

Petrol Gripper [www.Anval.co.uk/blog](http://www.Anval.co.uk/blog)

- ✓ H+S. - Accidents Reporting  
Fire Procedure  
Controlled drugs (vet)
- ✓ Who Does What? - Contact list - Accidents  
Whos Who - Explanation of -  
active range
- How we do things. - Handbook - Petrols  
campaign etc. - Crisis Sheets  
- conferences - signed etc
- Programme of introduction
- ✓ Mentor in practice - point of contact
- Housekeeping - keys, alarms, phone system  
downmovers, cars
- Staff rota! Holiday booking etc  
CPD
- Does B reviews?
- Vision/values/culture etc by key people  
Ground Rules  
How would you like us to deal with an issue
- Time scales - when will you let them take on

Day 1

- Tour of practice. Location + staff
- House keeping / confidentiality / H+S.
- ~~Go~~ Into specific area - are view w  
head of dept.
- End of day feedback
- SOP's.
- 3m reviews.

Photos.

Cross over periods. "shadow days"