



Network for
Practices Ltd

www.networkforpractices.co.uk

Consultant Information

Deryl Dix works independently as a facilitator, trainer & consultant with considerable experience in developing leadership programmes and in well-being and mental health in the workplace.

In addition to working throughout the UK, Deryl has worked internationally, frequently delivering programmes in France, Belgium, Germany, China, India, and Singapore.

Deryl's professional experience has included being Director of FPA Wales for ten years and employment at Director level in a further two UK wide charities. In addition, Deryl is affiliated to numerous organisations as an associate. With a background in drama and theatre, creative methods are frequently utilised in her delivery. *Deryl is also qualified to teach Mindfulness-based stress reduction (MBSR) courses.*

Booking Information

To book a place/s email

bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 14 days from date of invoice.

Care Navigation Workshop 2 – Telephone Triage

Date:	9 th September 2022	
Times:	1330-1700	
Venue:	Zoom Online Platform	
Places available:	12	
Fee/s:	NfP Members	£240 (for all three sessions)
	Non Members	£375 (for all three sessions)

Suitable for: Non-clinical staff.

These are three half day workshops, each building on the last. If your Surgery cannot release staff, we can discuss with you what will best meet your training needs and design the programme to fit your budget and time available.

OUTCOMES FOR THE WHOLE PROGRAMME

By the end of the three workshops, participants will:

- Have been introduced to and practised relevant communication skills
- Have increased confidence in communicating with and responding to patients
- Have more confidence in triaging & signposting patients
- Have increased knowledge of the sources of advice and support available
- Have been introduced to flowcharts that assist with making triage & signposting decisions
- Understand the importance of a whole team approach and how their role fits with this

MODULE 2 – TRIAGE

AIM - To build on confidence in triaging & signposting patients with increased knowledge and understanding the importance of 'protocols'

OUTCOMES

By the end of this workshop you will:

- Understand the meaning of triage
- Understand the purpose of triage in the General Practice setting
- Understand the roles and responsibilities of all staff in implementing triage
- Understand the challenges faced in implementing effective triage and how to overcome these
- Explore the perception of triage by
 - The patient
 - The receptionist
 - The clinician
- Understand and have practiced the communication skills needed for effective triage
- Understand and have practised the skills in gathering appropriate information – such as take a history
- Have explored the differences between: Emergency, Urgent and Routine requests
- Be aware of 'red flags' and know what action to take
- Have increased confidence in their ability to perform their new role

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