



Network for
Practices Ltd

www.networkforpractices.co.uk

Trainer Information

Tracy Madgwick has delivered management development, supervisory, team facilitation, interpersonal skills and HR training for line managers for a wide variety of organisations in the private, public and not for profit sector. She also advises organisations on how to manage challenging staffing situations as well as providing mentoring and coaching for other HR professionals. For the last 10 years she has run her own HR Consultancy company and works with a small team of Associates. She is a fully qualified member of the CIPD (Chartered Institute of Personnel and Development) and licenced to deliver MBTI (Myers Briggs Type Indicator), DiSC and C-me tools.

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 30 days from date of invoice.

First Line of Care: Effective Triage in General Practice for Frontline Staff

Date:	26 th June 2024	
Times:	0930-1300	
Venue:	Zoom Online Platform	
Places available:	12	
Fee/s:	NfP Members	£65
	Non Members	£110

Suitable for: Frontline reception / Care Navigation staff

During the workshop participants have an opportunity to explore how to effectively triage patients so that patients are seen by the right clinician within the appropriate timeframe.

LEARNING OUTCOMES:

At the end of the workshop, you will:

- 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 practiced the skills in gathering appropriate information – such as taking a history
- Have explored the differences between: Emergency, Urgent and Routine requests
- Be aware of 'red flags' and know what action to take

Available option, but not compulsory:

We are delighted to be working with the Welsh awarding body Agored Cymru, to offer the award of 2 credits for the Care Navigation Unit. This unit and its awarded credits is fully accredited and is therefore recognised in both England and Wales and may be of interest to Practices/Individual Learners who are not undertaking an apprenticeship. The cost of the individual unit is £87 per person which includes assessment and award. If you are interested or would like further information, let us know when booking.

