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Trainer Information

Penny Lambert has been working in general practice for over 25 years as a nurse practitioner with a special interest in immunisation. She provides training for non-clinical staff on Chaperoning, Understanding Diagnostics Tests for Admin Staff and Red Flag to support Care Navigators.

She enjoys sharing her knowledge with other professionals and likes helping general practice staff achieve their potential within their roles. She recently semi-retired to the Welsh countryside but still works in a local practice and keeps up to date with new advice and recommendations as they are released.

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.

Understanding Diagnostic Tests and Report to Patients

Date: 17th November 2025
Times: 1400 - 1530
Venue: Microsoft Teams Online Platform
Places available: 10

Fee/s:	NfP Members	£45
	Non Members	£90

This workshop is suitable for: All admin staff and managers

Workshop objectives:

The array of tests and investigations now available to patients makes for interesting conversations with non-clinical staff when asking and receiving results. The aim of this course is to provide these staff with an understanding of the range of tests performed in General Practice or to which General Practice has access in secondary care, their purpose, results format and to offer suggestions about procedures for advising patients of their results

Agenda:

- Reasons for requesting particular tests or investigations
- Where these dovetail with the Quality and Outcome Framework
- What the tests or investigations involve for the patient
- Value ranges where applicable and usual timings for receipt of results in General Practice
- Suggested procedures for ensuring confidentiality, accurate reporting to patients, within permitted frameworks and Standard Operating Procedures for staff.

Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH

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