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### Trainer Information

**Penny Lambert** has been working in General Practice for over 20 years. She is a qualified mentor and assessor.

Penny has recently commenced teaching and enjoys sharing her knowledge and good practice with Candidates and like-minded colleagues.

### Booking Information

To book a place/s email [bookings@networkforpractices.co.uk](mailto: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 for Admin Staff

Date: 17<sup>th</sup> May 2024  
Times: 0930 - 1100  
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.