

This is a practical skills workshop for clinicians who undertake telephone triage and telephone consulting in hours or in the out of hours setting. Dr Martyn Hughes is a GP Educator in Somerset and has extensive OOH and teaching experience. The course offers expert advice, examples, case scenarios, practice and feedback to help you to become confident in the skills of telephone triage.

### Learning objectives

- To revisit the purpose and benefits of telephone triage in primary care, in hours and out of hours.
- To understand why telephone triage can seem so difficult and explore the potential difficulties and dangers.
- To consider useful theories, models and methods that can be usefully applied to telephone triage.
- To develop skills and improve confidence in telephone consultation through sharing experience and practical examples.
- Opportunities to develop these skills during the course.

### Educator

**Dr Martyn Hughes**

GP Partner and OOH GP in Somerset, and GP Educator Somerset GP Education Trust

### Programme

09.00 – 09.25	<b>Registration and coffee</b>
<b>09.25</b> – 09.30	Welcome and housekeeping
9.30 – 11.10	<b>The purpose of telephone consultations, background and sharing experience</b>
11.10 – 11.30	<b>Coffee &amp; Exhibition</b>
11.30 – 13.00	<b>Workshop to develop skills and confidence</b>
<b>13.00</b>	<b>CLOSE</b>

## **Feedback, Course certificates and Reflection on Learning**

Please submit your feedback online by following the link in the email you will be sent after the course. Feedback will be collated and shared with educators.

Once you have left your feedback, you will be able to access your course certificate and reflection on learning template for this course.

Your course certificate and reflection on learning can be completed, added to or amended at any time, using your HLP login. You can also download it as a PDF document

## **Course materials**

Course materials, handouts and presentations will be added to the website. Please let us know if there are materials that you cannot find on the website. All materials from previous courses are stored in the library. You can access the library at any times and search for documents or topics using key word(s).

## **Sponsors**

Our sponsors for the day are Chiesi

We are very grateful to the sponsors for supporting this event. Please do visit their stands during the breaks – their support reduces the cost of membership and course fees significantly.