

## Overview

This course will facilitate discussion and learning about managing a broad range of acute problems presenting in and out of hours. The facilitators are all GPs doing regular out of hours work for either Brisdoc or Vocare in Somerset.

The day will be based around cases and scenarios, and learning will incorporate discussion and reflection about managing challenging situations, risk and decision making, as well as local and national guidelines. Topic areas include the acutely unwell child, acute problems in adults, the frail elderly with complex problems, end of life care, abnormal lab results, mental health crises, triage and visits.

## Learning Objectives

To develop skills for assessing and managing common acute presentations on the phone, face to face and at visits, including exploring important differentials, red flags and safety netting.

To gain insight into your own attitudes to risk and managing complex situations.

To be able to assess the unwell child, and appropriately manage common acute paediatric problems including urinary tract infection, respiratory distress and fever.

## Programme

9.00	Welcome and housekeeping
9.15 – 10.30	<i>The unwell child, Scenarios and cases for discussion –</i> <b>David Capehorn</b>
10.30 – 11.00	Coffee
11.00 – 12.30	<i>One hundred and eleven (111) ways to improve your telephone triage -</i> <b>Martyn Hughes</b>
12.30 – 13.30	Lunch
13.30 – 14.50	<i>Rainy day thinking - cancer and end of life care dilemmas in the urgent care setting, Scenarios and cases for discussion –</i> <b>Andy Eaton</b>
14.50 – 15.10	Coffee
15.10 – 16.30	<i>Have I got news for you? Scenarios and cases for discussion –</i> <b>Anne Whitehouse &amp; Geoff Hogg</b>
16.30	Close

## RCGP Curriculum areas covered:

- 2.01 The GP consultation in practice
- 2.02 Patient safety and quality of care
- 3.03 Care of acutely ill people
- 3.04 Care of children and young people
- 3.09 End of life care
- 3.10 Care of people with mental health problems

## Good Medical Practice Framework:

Knowledge skills and performance  
Communication, partnership and teamwork

## 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 *AstraZeneca\**, *Brisdoc*, *Bristol Myers Squibb*, *Chiesi & GSK*

\* AstraZeneca are sponsoring though the purchase of commercial stand space

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.



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