



### Overview

The aim of the day is to help you manage a broad range of acute problems presenting in and out of hours. Learning will be based around typical case scenarios, mini presentations, Q&A, discussions on managing challenging situations, risk and decision making, as well as local and national guidelines. The programme is designed to mirror an on-call day with a typical mix of telephone calls, challenging consultations, home visits and “phoned through abnormal results”.

### Educators

The Educators are all GPs doing regular out of hours work for either Brisdoc in Bristol or Vocare in Somerset.

### Learning Objectives

This course will provide you with primary care updates in the following areas: the unwell child, acute problems in adults, the frail elderly with complex problems, end of life care, coping with uncertainty, abnormal lab results, mental health crises, telephone triage and visits.

### Programme

9.25	Welcome and housekeeping	
9.30 – 10.45	<b>Telephone triage and consultation</b>	Martyn Hughes & Anne Whitehouse
10.45 – 11.15	Coffee	
11.15 – 12.45	<b>Management strategies for patients seen face to face with common or important acute problems in primary care</b>	Martyn Hughes & Anne Whitehouse
12.45 – 1.45	Lunch	
1.45 – 3.00	<b>Assessing and managing capacity in urgent care - luck or judgement ?</b>	Andy Eaton
3.00 – 3.15	Tea	
3.15 – 4.30	<b>The unwell child</b>	Geoff Hogg
4.30	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 *BrisDoc*, *Bristol Myers Squibb\**, *Wesleyan*, *RBUK*, *GSK* & *Pfizer*

\*Bristol-Myers Squibb Pharmaceuticals Ltd are sponsoring this event through the purchase of exhibition space

We are very grateful to the sponsors for supporting this event. Please do visit their stands during the breaks.



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