

### Overview

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 Andy Eaton** 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

### Programme

1.00 – 1.25	<b>Registration and coffee</b>
1.25 – 1.30	Welcome and housekeeping
1.30 – 3.10	<b>The purpose of telephone consultations, background and sharing experience</b>
3.10 – 3.30	<b>Tea</b>
3.30 – 4.30	<b>Workshop to develop skills and confidence</b>
4.30	<b>Close</b>

## RCGP Curriculum areas covered:

2.01 the GP consultation in practice

## Good Medical Practice Framework:

1.1 Maintain your professional performance

- Keep knowledge and skills about your current work up to date
- Participate in professional development and educational activities

1.2 Apply knowledge and experience to practice

- Adequately assess the patient's conditions
- Provide or arrange advice, investigations or treatment where necessary
- Prescribe drugs or treatment, including repeat prescriptions, safely and appropriately
- Provide effective treatments based on the best available evidence
- Consult colleagues, or refer patients to colleagues, when this is in the patient's best interests

## 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 documents

Course documents will be added to the website. You will find them next to this course in the programme listing, and also in the library.

All shared documents from recent courses are stored in the library. You can access it at any times and search for documents or topics using key words.

## Sponsors

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