
TRAINING FOR GENERAL PRACTICE STAFF ©



TRAINING@PRIMALINEA.CO.UK



0044 2892651785



PRIMA LINEA TRAINING ASSOCIATES ©

TRAINING TOPICS

1. CARE NAVIGATION AT RECEPTION – 3 PARTS

Please contact us for full description of our care navigation courses

A comprehensive course made up of 3 x 3 hour parts which include

- The drivers for navigation
- The skills – communication, empathy, focus
- Excellence in call handling
- Methods of involving/informing patients
- Identifying our destinations and tools to assist
- Building our confidence to navigate
- Being a resilient care navigator
- Developing a practice policy

2. Dealing with anger/aggression at the GP reception

- Cycle of aggression
- Observational skills
- Characteristics of aggression
- NHS Protect © de-escalation strategies
- What does ZERO Tolerance mean in reality?
- Keeping yourself safe but remaining patient centred
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3. Building resilience and dealing with stress at reception

- Components of resilience
 - Impact of everyday demands in a busy practice
 - Effects of poor resilience on us, the team, the patients
 - Building resilience and maintaining it
 - What is stress - physically and psychologically?
 - Creative ways to combat stress in the workplace
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4. THINK GOOD TO FEEL GOOD AT WORK

- Are you surviving or thriving in the practice?
- Using emotional intelligence at reception
- Achieving a balanced wise mind
- Multi-tasking – fact or fiction?
- How to be more focused at work
- Taking control of your own happiness

5. EXCELLENCE IN PATIENT CARE AT THE FRONT LINE

- What constitutes excellence in patient care?
- What do patients need from reception?
- What's your style and impact on the patient?
- First impressions and the importance of empathy
- Using creative techniques to improve your communication

6. EXCELLENCE IN TELEPHONE HANDLING SKILLS

- How the telephone impacts on the communication process
- The verbal handshake
- Dealing well with emotional calls
- Golden rules of call handling

7. FRONT LINE COMPLAINT HANDLING

- Why do patients complain?
 - Common complaints in the practice
 - Building skills to fire-fight complaints at reception where possible/appropriate
 - Ombudsman's advice
 - Dealing well with complaints but also being empathetic and patient-centred
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8.. Medical Terminology for Receptionists

- **Origins of terminology**
- **Rules of word building**
- **Testing what you already know**
- **Try out deciphering**
- **Medical, surgical, pharmaceutical abbreviations**
- **Applied learning and assessment**
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9 Chaperone training for non-clinical staff

Based on guidance of GMC, RCN MPS

- **Definition and purpose of chaperoning**
- **Different types of chaperoning**
- **Personal skills and qualities**
- **Patient rights, your responsibilities**
- **How to raise concerns**
- **Promoting the service to patients**

10 Teamwork in General Practice

- **Qualities of a good team**
- **Traditional team roles**
- **Team interaction and communication**
- **“Teamthink”**
- **Healthy conflict resolution**

11. Confidentiality, GDPR & the practice

- **An overview of confidentiality legislation**
- **GDPR – what it means**
- **Considerations in the practice**
- **Everyday situations – what would you do**

12. Risk Management at the GP reception

- **What is a risk? A useful tool**
 - **Common risk areas at reception**
 - **Managing risks appropriately**
 - **Everyday situations -what would you do?**
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SESSIONS FOR PRACTICE MANAGERS OR CLINICIANS WITH MANAGEMENT RESPONSIBILITY

Management & Leadership Skills (2 hours)

Discovering your personal management style.

How to incorporate other styles into your everyday work.

The impact you have on others.

Growing leadership skills and the 'atmosphere' you create in the team.

Building teamwork and motivating team members – and yourself

Mediation Skills for Practice Managers (2 hours)

- **Different approaches to workplace conflict**
- **The place and function of the mediative approach**
- **Assessing the suitability of mediation**
- **Skills required of the mediator**
- **Setting up a mediation – the steps**
- **Utilising a recognized and approved model**
- **Includes handouts and model**

Resonant Leadership Skills (2 hours)

- **Emotions in leadership – friend or foe?**
- **Growing Emotional Intelligence**
- **Resonant – v – dissonant styles**
- **Rewiring our approach for great impact**
- **Leadership challenges**
- **Negotiation approaches**

Managing Conflict in your practice team (2 hours)

- **Causes of conflict and effect on teamwork**
 - **The psychological contract**
 - **The role of perception and unintended bias**
 - **The cycle of conflict**
 - **Approaches to conflict resolution**
 - **Having the difficult conversations**
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Investing in my personal resilience – PMs (2 hours)

- **What's the pebble in your shoe?**
- **Discovering your RQI personal map**
- **Where are the gaps?**
- **Actions under the 8 sections of RQI**
- **Developing your helicopter action**

*Other training topics are available, please ask if
you don't see what you need*



