

**Are you a Nurse or Allied Health Care Professional in Bedfordshire, Luton or Milton Keynes?**



# Remote Consultation & Triage Training

**18th & 19th January 2022 09:00 - 16:00**

**BLMK Training Hub are pleased to be able to offer Remote Consultation and Triage training for Nurses and AHPs. The course will be delivered by MK Update over 2 days and will be held via Zoom.**

**The training will take place on the 18th and 19th January 2022 09:00 - 16:00.**

**Giving telephone advice is an important and sometimes demanding role. This course will take the participant through the stages of development and practice. Training consists of both theoretical and practical components and will provide the skills required to set up and run a telephone triage system. This course also includes video consultations.**

#### **Aims & outcomes**

- Develop competence in telephone triage skills
- Understand how to categorise the urgency of the patients condition
- Identify local and national resources that may be required to provide additional support during a call
- Identify patients who require health care advice and supply them with current evidence based information

#### **Course content**

- What is telephone triage?
- How and where is it deployed
- Medico legal aspects of telephone triage
- Correct documentation
- The use of established protocols
- Communication skills: techniques and conversation management
- Active listening
- Utilising communication and interview models
- Questioning styles
- Effective and efficient telephone triage call management
- The process of telephone assessment
- Clinical case scenarios for minor and major conditions
- Chronic disease management for long-term conditions and telephone triage
- Independent prescribing and telephone triage
- Correct referral to other agencies
- Quality control
- Clinical Governance

**If you are interested in this opportunity please complete the expression of interest form and send back to [ccs.blmk.traininghub@nhs.net](mailto:ccs.blmk.traininghub@nhs.net)**

