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### Trainer Information

**Penny Lambert** has been working in General Practice for over 25 years. She is a qualified mentor and assessor.

Penny enjoys teaching and sharing her knowledge, she likes interactive sessions even when delivered online.

### Booking Information

To book a place/s email

[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

*Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.*

# Red Flag Training to Support Triage Non-Clinical Staff

(Online Learning Workshop)

**Date:** 4<sup>th</sup> October 2024  
**Times:** 1330-1430  
**Venue:** Microsoft Teams Online Platform  
**Places available:** 10

**Fee/s:**

NfP Members	£35
Non-Members	£80

**This workshop is suitable for: Reception staff/Care Navigators**

### Learning Outcomes / Workshop Objectives:

To be aware of scenarios needing urgent attention when triaging patients or interacting with patients at the front desk.

### Objectives:

To increase receptionists and care navigation staff's confidence in dealing with patients that are unwell.

To ensure that clinically urgent scenarios are identified promptly and take the right action.

### Course Content:

- What are red flag scenarios?
- How do they present?
- What action should receptionists / care navigators take?