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### Consultant Information

**Deryl Dix** works independently as a facilitator, trainer & consultant with considerable experience in developing leadership programmes and in well-being and mental health in the workplace.

In addition to working throughout the UK, Deryl has worked internationally, frequently delivering programmes in France, Belgium, Germany, China, India, and Singapore.

Deryl's professional experience has included being Director of FPA Wales for ten years and employment at Director level in a further two UK wide charities. In addition, Deryl is affiliated to numerous organisations as an associate. With a background in drama and theatre, creative methods are frequently utilised in her delivery. Deryl is also qualified to teach Mindfulness-based stress reduction (MBSR) courses.

### 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.

## Effective Triage Skills for Non-Clinical Staff

Date:	24 <sup>th</sup> June 2025	
Times:	1330-1700	
Venue:	Zoom Online Platform	
Places available:	12	
Fee/s:	NfP Members	£60
	Non Members	£105

**Suitable for: Frontline reception / Care Navigation staff**

During the workshop participants have an opportunity to explore how to effectively triage patients so that patients are seen by the right clinician within the appropriate timeframe.

### LEARNING OUTCOMES:

At the end of the workshop, you will:

- Understand the purpose of triage in the General Practice setting
- Understand the roles and responsibilities of all staff in implementing triage
- Understand the challenges faced in implementing effective triage and how to overcome these
- Explore the perception of triage by
  - The patient
  - The receptionist
  - The clinician
- Understand and have practiced the communication skills needed for effective triage
- Understand and have practiced the skills in gathering appropriate information – such as taking a history
- Have explored the differences between: Emergency, Urgent and Routine requests
- Be aware of 'red flags' and know what action to take

**Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH**

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