



Network for
Practices Ltd

www.networkforpractices.co.uk

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

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.

Telephone Triage for Non-Clinical Staff

Date:	2 nd April 2025	
Times:	1330 - 1700	
Venue:	Zoom Online Platform	
Places available:	12	
Fee/s:	NfP Members	£60
	Non Members	£105

This workshop is suitable for: Non-Clinical Staff

Introduction

This session has been specifically designed for all non-clinical staff who are the first point of telephone contact within your Practice. It is imperative that first contact via the telephone or face to face is dealt with by staff who are trained in non-clinical Triage and also receive training in, and understand their Practice Protocol for non-clinical Triage, to ensure patient safety and efficiency for the organisation.

Aims & Objectives: By the end of this session participants will have gained the necessary knowledge and skills and will be able to carry out their role safely and effectively.

Learning Outcomes: Candidates will have acquired a general knowledge of the principles of Triage for non-clinical staff.

Objectives:

By the end of this workshop, participants will:

- Understand the meaning of triage
- 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 practised the communication skills needed for effective triage
- Understand the need for and have practiced the skills in gathering appropriate information – such as take a history
- Have explored the difference between: Emergency, Urgent & Routine requests
- Be aware of 'red flags' and know what action to take
- Have increased confidence in their ability to perform their new role

This interactive session will include group discussion of scenarios and sharing experiences

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

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