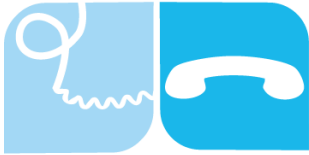


July 17 2009 Venue—Falcon's Nest , Gosforth Newcastle upon Tyne



Telephone
Consultation
Services



Safe & Sound Healthcare

Telephone Consultation Skills Training —An Introduction to Telephone Triage

Workshops 9.30—12.30 or 1.30—4.30

Fee : £65.00 (inc VAT & refreshments)

A 3 hour training session for clinicians and allied health professionals (GPs, Practice Nurses, Nurse Practitioners, Pharmacists, Emergency Care Practitioners) designed to provide you with an introduction to the skills and tools you should have to be able to carry out telephone triage work in Primary Care with confidence and competence.



Research shows that one in two patients could be safely dealt with over the telephone but we often struggle to carry out telephone consultations.

Effective use of the telephone can reduce the need for GP appointments, home visits, ambulances and save health services thousands of pounds.

High quality training from Telephone Consultation Services Ltd will help reduce your medico legal risks, lower your complaint rate, make your services more efficient and cost effective and improve outcomes for your patients, making sure everyone involved is left satisfied with the encounter.

Telephone Consultation Services Ltd : Registered England and Wales 6797151

25 Maythorne Drive South Hetton Co Durham DH6 2SF

To book a place on July 17 2009 please contact Sally-Anne Pygall on:

Tel: 0191 520 8307

Mob: 07533 072 621

Fax: 0191 520 8307

E-mail: info@telephoneconsultationservices.co.uk

Workshops aimed at a more advanced level for those already carrying out telephone triage are also available. For more information please contact Sally-Anne Pygall

Please note places are limited, deadline for application is July 9 2009. Cancellation by you is permitted up to and including July 9 on payment of 10% administration fee.

We reserve the right to cancel a workshop at any time; full refunds will be given.

Indicate which workshop you would like to attend:

Morning 9.30—12.30

Afternoon 1.30—4.30