

Induction Workshop for New Reception Staff

Karen Sallis, Associate Trainer, Syder and Young Ltd



This popular one-day workshop is aimed at recently appointed reception and administrative staff who have not previously worked in general practice.



The workshop will provide delegates with a brief introduction to:

- The role of the receptionist and how they can effectively support the Primary Health Care Team
- Patients' rights and confidentiality
- Dealing with complaints
- The structure of the NHS and how general practice fits into the bigger picture
- Where the practice's income comes from and ways in which the receptionist can help ensure it is maximised
- Basic telephone skills and behaviour
- Health and Safety awareness

Feedback from receptionists who attended previous courses:

"Very interesting. Karen was very knowledgeable and informed. She also had a good sense of humour which ensured the session ran well. Excellent!"

"Helpful and relevant – would like to have attended a course like this a long time ago – excellent refresher"

"Very informative. Useful information to back up and reinforce on the job learning"

"The trainer was very good at explaining everything"

"Really enjoyed it – it was interesting to find out what goes on at other practices!"

"Absolutely spot-on with all aspects of the course – so informative"

"Topics relevant to the job. Friendly atmosphere. Informative in areas I was not sure about. Handouts concise and easy to understand"

Date: Wednesday 5th May 2010
Venue: Innovation Centre, St Leonards on Sea
Times: 10.00 to 4.30pm
Cost: £95 plus VAT per person

To book places, please e-mail: admin@syderandyoung.co.uk or telephone 01403 272571.

We will confirm your booking by e-mail. Two weeks before the course, joining instructions will be sent by post to the named delegate(s) at the practice address. The practice will be invoiced after the event. Please note that bookings that are subsequently cancelled will be charged at the full fee unless the place can be filled by another delegate.