

## Short Courses for Practice Staff

**Effective Coding in Primary Care** (½ day) explanation of code structure and hierarchy, using codes, using the right code, importance for practice income, improving data quality, formularies/templates/guidelines (NB: delivered for either EMIS/Vision or SystemOne users)

**Note Summarising in Primary Care** (1 day) why we summarise notes and the benefits of doing so, importance of protocols, importance of information recorded as active/significant past/ minor past, how coding is used to compile data, current key disease areas, commonly used abbreviations.

**Practical Medical Terminology** (3 x 1 day) one of our most popular courses, Medical Terminology is offered in 3 consecutive parts, each one a separate 1 day course. Part 1 is an introduction to medical terminology (prefixes, roots, suffixes, structure of medical words) and can be attended as a stand-alone workshop. Parts 2 & 3 expands knowledge through applying this learning to body systems.

**Medical Chaperone Training** (½ day) provides delegates with an awareness of the roles and responsibilities of the medical chaperone: patients' needs, rights and concerns, consent, records etc.

**Dealing with Challenging Patient Behaviour** (½ day) This half-day workshop for receptionists considers the various strategies for dealing with difficult situations when interacting with patients.

**Induction Workshop for New Reception Staff** (1 day) brief introduction to: the role of the medical receptionist, patient rights and confidentiality, complaints, structure of the NHS, practice income, basic telephone skills, health and safety awareness.

**Assertiveness Skills for Reception Staff** (½ day) How to: identify blocks to assertiveness, deal with a variety of situations more effectively, communicate needs more clearly, increase self confidence, improve self esteem, set goals for personal change, begin to develop new patterns of behaviour in a way that is comfortable for the individual.

**Medical Records: Online Access and Redaction** (½ day) A half-day workshop for anyone adding data into Patient Electronic Health Records. This workshop is focused on the Citizen Access Programme and patient-ready records and considers how redacting decisions are reached, potential issues around the process and the practicality of making data invisible to patients.

**Addressing Unconscious Bias - for practice staff** (½ day) recognising the legal framework surrounding diversity in the workplace, promoting a culture which values peoples' difference, and which challenges any threat to an individual's dignity and well-being, define diversity, bullying and harassment and understand the effect on victims of such behaviour, appreciating your role in challenging inappropriate behaviour and the impact you can have on changing the culture.



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**Patient Focus for GP Receptionists** (½ day) Good handling of customer interaction in a commercial environment is called “customer care”. In a general practice environment, we tend to call it “Patient Focus”. It involves balancing the needs of the patient with the capacity of the service. This workshop examines the skills and behaviour that helps to achieve that balance.

**Effective Telephone Communication** (½ day) features: the 3 stages of a call, verbal skills, inflection control, positive and negative phrasing, active listening, controlling the call, taking messages, emergency calls.

**Developing Resilience for GP Receptionists** (½ day) Within the Primary Care workplace resilience is the ability of staff to adapt to the inevitable challenges of working on the frontline whilst maintaining a positive outlook. Resilience can be developed by utilising skills and behaviour strategies.

**Reaching Excellence for Experienced Reception Staff** (1 day) looks at all aspects of communication with patients, ensuring that everyone understands the importance of balancing the needs of the patient with the capacity of the service.

Any of the workshops above may be commissioned by individual practices, PCNs or Training Hubs for in-house delivery. This would be charged at our standard day/half day rate (currently £730 / £520 + VAT) for a maximum of 12 people. Please contact us for further information.