

## EFFECTIVE CONSULTING & REDUCING RISK

Wednesday 5th October 2011

Venue: Swindon Town Football Club, County Road, Swindon, SN1 2ED  
PLEASE NOTE: Parking permits are available on arrival from the STFC Reception  
[www.swindontownfc.premiumtv.co.uk](http://www.swindontownfc.premiumtv.co.uk) - for directions

Facilitator: Jo Swallow

Open to GPs, PNs, Newly qualified GPs

Registration 0900  
Start/finish time 0930 - 1700

*Relevant RCGP curriculum statement – Being a GP & The General Practice Consultation*

**Introduction** Skill in consultations and dealing with patients remains a cornerstone of what being a GP entails. Despite our best intentions time management and assertiveness are common areas that many of us may need to improve, as well as learning ways of consulting with patients that may reduce risk for ourselves. Telephone triage is increasingly becoming part of our day to day work and requires its own techniques to get the most from this doctor-patient interaction. Come along to this varied study day and improve your effective consulting skills, reduce your risk and improve your telephone triage techniques.

**Objectives**

1. Develop your time management and assertiveness techniques
2. Understand why consultations go wrong and areas of risk taking
3. Develop strategies to reduce risk when consulting
4. Improve your understanding and use of telephone triage

**Speakers**

Roger Neighbour - MA, MB, BChir, DObstRCOG, FRCGP  
Jamie Brosch - Medical Director, Wiltshire Medical Services  
Martyn Hewett - GP & GP Educator

### Programme

0900 - 0930 **REGISTRATION**  
0930 - 1100 Time management & Assertiveness  
1100 - 1115 **BREAK**  
1115 - 1315 Effective Consulting  
1315 - 1400 **LUNCH**  
1400 - 1500 Reducing Risk  
1500 - 1515 **BREAK**  
1515 - 1630 Telephone Triage and Consultation  
1630 Evaluations  
1645 **CLOSE**

### Speakers

Martyn Hewett  
Roger Neighbour  
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Jamie Brosch

**Please Note:** Non attendees who do not cancel their place with at least 2 working days notice will be charged a **£25 cancellation fee**

# APPLICATION

**NEW WEBSITE:** [www.swindongpeducation.co.uk](http://www.swindongpeducation.co.uk)

To apply, please complete and return with your payment, if applicable, to the address below

**COURSE TITLE : COMMISSIONING SKILLS DAY - LEADERSHIP STYLES/LEADING TEAMS (Generic Skills),**

**Wednesday 14th September 2011 0900 - 1700**

**VENUE: Swindon Town Football Club - [www.swindontownfc.premiumtv.co.uk](http://www.swindontownfc.premiumtv.co.uk) for directions**

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<b>NAME</b>	
<b>ADDRESS</b>	
<b>TELEPHONE</b>	
<b>E:MAIL</b>	<i>(Please note that confirmations will only be sent via e:mail)</i>

<b>GP</b>	<b>GPSTR</b>	<b>PN</b>	<b>Other</b>
			<i>(Please specify)</i>
Swindon GPSTR <i>(Please specify STR1, 2 or 3)</i>			
Other Severn GPSTR <i>(Please specify STR1,2 or 3)</i>		<i>(Please specify area)</i>	

<b>Membership</b>	I am a member of the following GP Education Trust <i>(Please tick)</i>
	Swindon <input type="checkbox"/>
	Bath <input type="checkbox"/>
	Other Severn <i>(Please specify)</i> <input type="checkbox"/>

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