



Cumbria Health on Call

Capital Building, Hilltop Heights, London Road, Carlisle, CA1 2NS
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Continuing Professional Development

Telephone Triage – Skills Workshop

A workshop for CHoC Clinicians

Telephone consulting forms an important part of Out of Hours Primary Care and also emergency care in day time general practice. This workshop is designed for GPs who regularly provide telephone triage and consultations within CHoC. During the morning we will look at issues around managing workload during a busy shift, patient pathways and current policies around how CHoC fits in to the wider issues of unscheduled care. The afternoon will be an interactive session using case studies and role play to improve communication skills and decision making.

**Facilitators: Dr Neil Margerison, CHoC
Dr John Honeyman
Dr Peter White**

Friday 26th July 2019

CHoC Training Facility

(2nd floor, Capital Building, Hilltop Heights, London Road, Carlisle, CA1 2NS)

09:15am for a prompt 09:30am start – 16:30pm

(Lunch will be provided)

18 places are available

CPD Credits: 6.5 hours

Places are limited to 18 - book early to avoid disappointment!
**Book via the CHoC website or Contact Zoe Heaven at the CHoC Office in
Carlisle (Zoe.Heaven@choc.nhs.uk) or 01228 514830**

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