



August 2010

In this update, we offer you some thoughts about consultation length for GPs, and some news of EPI courses.

How long should a GP consultation last?

The most recent GP Workload Survey is an interesting read at www.ic.nhs.uk (search for "GP Workload Survey"). In particular, this finds the average GP consultation now lasts 12 minutes (probably including time between patients). Since most GPs book patients at 10 minute intervals, this implies that the average GP falls behind by about 2 min per patient – say 20-30 min per surgery.

Our advice is two-fold

1. Be realistic about your booking interval – 5 patients per hour seems right for most.
2. Examine your consulting behaviour – work can expand to fill the time available, so if you are going to extend your booking interval, it is important that you keep the reins on time management within the consultation. EPI's training can help.

EPI 2-day course for NEW GP APPRAISERS - Wed 10 & Thurs 11 November 2010, Royal Station Hotel, Newcastle.

This course;

- Guides participants through all the stages of a GP appraisal
- Focuses on key skills for a consistent and suitably probing interview process
- Will examine in particular
 - Core documents*
 - Participants' experience of being on the receiving end!*
 - Participants' challenges*
- Uses a skills framework for developing the key skills
- Ultimately equips participants to begin to conduct effective 'real' appraisals in a supported environment

The Revalidation Support Team has recently published detailed updated guidance on appraisal and the training of appraisers – in light of the GMC's plans for revalidation. The National Association of Primary Care Educators (NAPCE) is the relevant professional body. All training for appraisers offered by EPI conforms to this guidance and emphasises the development of skills. New appraisers should receive a minimum of two days' training.

Cost is £581.63 for both days

If you or a colleague is interested, please contact LouiseFox@effectivepi.co.uk or phone Louise Fox on 01670 516687. Application forms available to download on our website.

EPI evening seminar "Responding Effectively to Medically Unexplained Symptoms" – Thursday 09 September 2010, The Castlegate, Newcastle

These patients consume significant resources, including clinician time and energy. We launched this half day seminar in 2009. We are finding significant demand and have run it several times already.

There is no 'Magic Bullet' for this patient group, but we do know that a communication approach called 'The Extended Reattribution Model' has evidence of positive impact on patient behaviour and doctor satisfaction. We explore this model, and other evidence based interventions, in the seminar.

Places are still available on this evening seminar at a cost of £65.00 per person

EPI collaboration with GP UPDATE www.gp-update.org

Some of you will know GP Update and their excellent 1-day course which aims to update GPs, GPRs and primary care nurses – condensing important new information into a single well-organised day.

In October 2010, EPI is delivering a training day 'The Effective Consultation Course' at 10 locations throughout England and Scotland on behalf of GP Update. This is part of a long-term collaboration, with more dates and topics in future. We would love to see you at these sessions.

The GP Update course itself is excellent value for money – we advise you to consider trying it. SUBSTANTIAL DISCOUNTS are on offer if you are able to book both courses in October 2010. The courses are running on consecutive days in the relevant cities.

Alcohol screening tools

FAST, SBI, AUDIT and AUDIT-C are now available to download from our website.
www.effectivepi.co.uk/services/half-day-clinicians/very-brief-interventions-for-alcohol

Paypal

You can now book and pay for our courses online using Paypal, please follow links beside relevant events on our Homepage.

Dr Gill Fraser

EPI now have a new facilitator working alongside Dr Malcolm Thomas. Initially, she will be delivering training in:-

- Very Brief Interventions for Alcohol
- Intense Communication Skills
- Increase Your Effectiveness (and reduce your risk)
- Enhance Your Telephone Consultations

Biographical information can be found here www.effectivepi.co.uk/facilitators



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