



January 2012

EPI's growth has continued in 2011 – we now offer training in four areas.

In this update, we return to a growing issue i.e. the use of telephones in consultation and triage with patients. In addition, you will find details of two salaried posts within EPI.

EPI's current areas of training

1. Effective Consultations & Conversations with Patients
2. Appraisal and Revalidation for Doctors
3. Professional Development for Doctors
4. Organisational Effectiveness

See www.effectivepi.co.uk and if your specific need is not listed, or for any other queries, please contact our Office Manager. Email LouiseFox@EffectivePI.co.uk or Tel. 01670 528468.

Telephone “Consultations” for Reception and Non-clinical staff

Non-clinical staff make extensive and increasing use of the telephone in GP surgeries, and increasingly in hospital departments too. Many of these conversations are clinically important (which professional to see; how urgently; appropriate repeat prescribing etc.)

Interesting dialogue on this blog:

<http://www.netmums.com/coffeehouse/general-coffeehouse-chat-514/news-current-affairs-topical-discussion-12/497440-gp-receptionists-replaced-national-call-centres.html>

With the collaboration of a Senior Receptionist and a local GP surgery, EPI has developed a half day seminar addressing the needs of non-clinical staff. We would be pleased to deliver this to your team. An advantage is that we could run this on the same day, or at the same time, as a parallel session for your clinical staff.

Full-day training on “Telephone Consultations” for Clinical Staff

Our existing half day training “Enhance Your Telephone Consultations” has been our most popular half day for the last 2 years. A continued rise in volume and complexity of telephone consultations in practice is reflected in recent evidence for the medico-legal and clinical risks of relying on telephone consultations e.g.

<http://www.telegraph.co.uk/journalists/laura-donnely/8963014/Telephone-blunders-behind-out-of-hours-deaths.html>

Because of this, and based on feedback from EPI customers, we have developed a full day seminar of “Enhance Your Telephone Consultations”. If you are interested in running this for or within your organisation, please contact us.

Two Positions as Trainers with EPI

As part of EPI's continued growth, we are planning to recruit 2 new salaried trainers, working at least one day per week.

Details at <http://www.effectivepi.co.uk/news/2012/two-positions-as-trainers-with-epi>

If you need more information, or for an informal discussion, please contact Dr Malcolm Thomas on 01670 528468.

Intensive Communication Skills Courses (mastering the Calgary Cambridge framework)

Places are still available on our next course, 25th and 26th April 2012.

For details, and for a fuller list of current services, go to www.effectivepi.co.uk.



For a list of current EPI services visit us at www.effectivepi.co.uk.

T: 01670 528468 E: enquiries@effectivepi.co.uk www.effectivepi.co.uk

