



# Effective Virtual Consultations – Workshop

**4** external CPD points

## Introduction

This new workshop for Doctors covers telephone triage and virtual consultations, as well as the use of web-based technology to provide a quality and safe doctor consultation service. Our course will enable you to recognise how to identify patient need, locate the most appropriate resource and to determine the most appropriate end point for each individual case.

*Rather than saying ‘we’re going to implement the technology’, you say ‘we’re going to improve the service and the way we improve the service is by using the technology’.*

Quote from Professor Trish Greenhalgh.

## Course Structure

- **4 hour workshop**
- **Date: 11th October 2021**
- **Timings: 9:30am – 1:30pm**
- **Venue: The Oakwell Centre**

## Workshop Objectives

- Challenge your own thinking to provide consultations using existing technologies
- Continue to provide high quality care and support using virtual consultations
- Identify which patients and conditions are suitable/not suitable for virtual consultations
- Identify how to establish what is important to the patient
- Understand basic principles of online meeting etiquette and associated skills
- Identify the steps to providing a good meeting

To book or enquire about this programme please contact:

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