



ACTIVE SIGNPOSTING – LIVE WEBINAR

3 external CPD points

Introduction

Active signposting is one of the ten high impact actions to release time for care as recommended in the NHS Long Term plan. This webinar supports people who are either new to working in General Practice or who would like some refresher training to review the fundamentals of Active Signposting and the benefits to patients.

Course structure

- **2.5 hour webinar**

Webinar objectives

- A brief review of the General Practice Forward View as context
- An awareness of the ten high impact actions identified by NHS England to release time for care
- What is Active Signposting?
- Why is Active Signposting important? - culture change within patients, address pastoral needs, release appointments, support wellbeing and / or management of chronic conditions
- Building rapport in a busy environment
- Some communication and telephone techniques that can support building rapport
- A review of basic communication skills

To book or enquire about this programme please contact us
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