

Advanced Call handling and Message Taking at the GP Reception'

Date / Time / Venue

Rescheduled to 26th November 2026. MS Teams. 10am-1pm.

Trainer:

Primalinea

Booking details

GPTrainingapps@nhslothian.scot.nhs.uk

Please book early as spaces there are limits on numbers.

Who is the course aimed at?

Admin staff working in General Practice Reception Staff

Closing Date

12th October 2026.

Spaces will only be confirmed when a fully completed and signed application has been received. One application form per person.

Method of Delivery

- ✚ Presentation
- ✚ Group work / discussion
- ✚ Case Studies
- ✚ Delivered via Microsoft TEAMS

Cost

- ✚ Cost to General Practice including 2C Practice- £15-
- ✚ Cost to NHS Lothian Departments- £30
- ✚ Cost to External Boards & Services outside NHS Lothian-£45

Course/topic content

The upsurge in patient contact by telephone and remote consultations in General Practice have necessitated a sharper focus on how we handle telephone calls and the effectiveness of our front line message taking.

In this session we examine:

- ✚ The impact of the telephone on our communication style and how to encourage patients to engage with our care navigation system.
- ✚ We uncover the 5 levels of listening – which one do you operate on and how does this impact on the quality of the call?
- ✚ Many staff use selective listening, primacy listening or regency listening to get through the volume of calls – what is the impact of each of these and how can we amend our listening to a hybrid model?
- ✚ How do we deal with anxious callers or indeed angry callers?
- ✚ What are the barriers to good call handling?
- ✚ Do you use jargon or abbreviations?
- ✚ Do we make generalised assumptions such as gender bias without even realising it?
- ✚ Are we asking the same questions every time and wonder why we get the same answers?
- ✚ Is it ever ok to interrupt a patient on the phone and, if so, how do you do this?
- ✚ Why is good message taking important and what are the 3 Cs of taking a good message? Objective message taking – v – subjective message taking, what is this and which one is better?
- ✚ We will practice our skills by using the 'just 5 words' exercise and listen to some real telephone calls – let's see what we hear and what our message looks like.

Learning outcomes

By the end of this course, the participant will demonstrate an understanding of

- the impact of the telephone on our communication style and understand how to encourage patients to engage with our care navigation system.
- The 5 levels of listening – and how these impact on our Patient interactions
- Effective listening skills and the impact of using these listening skills.
- How do we deal with anxious callers or indeed angry callers?
- What are the barriers to good call handling?
- The impact of our own biases and assumptions
- Good messaging
- Demonstrate 'just 5 words'

A cancellation fee will be charged should applicants fail to attend a course and their place is not filled.

- If cancelled 4 to 1 week prior to course – **40% of full cost**
- If cancelled 1 week or less prior to course – **100% i.e. full cost**
- An administration charge of £25 will be added to the cost of courses, where a member of staff has failed to attend.
- An administration fee of £25 will be charged for free courses that are cancelled one week or less, prior to the start of the course. This charge will also apply to any member of staff who doesn't attend the course on the day.

