

LEARNING IN LoTHIAN- GP TRAINING PROGRAMME



* Care Navigation and the GP Reception* Consolidated course

This course is a three-hour course.

Rescheduled to 6th October 2026

**Delivered In Partnership with Prima
Linea**

Completed applications to:

GPTrainingapps@nhslothian.scot.nhs.uk

**Target Group Staff working in front of
house/reception areas of the General Practice**

Cost Per Participant

Cost to Lothian GP employed staff: £10

**Cost to Non-NHS Lothian Employed
staff- £15**

Open to GP Practice employed staff only

**Please note last minute cancellations
and DNA will be charged £40.**

Closing date: 24th May 2026

Length of Activity:

3 hour session

Delivery Method: Course content will be delivered over Microsoft Teams

Care Navigation - an overview. What it is and what it is not

Is now a good time for navigating patients? How have things changed?

Module 1 The Communication Model

Before we can signpost the patient, we need to understand how we individually communicate with patients. How can we signpost if we can't establish rapport with them – are we just seen as the 'nosy receptionist' or is our style conducive to engaging well with the patient? This module uses unique techniques and a recognized communication model to look at how we gather information when we are dealing with patients and the impact of semiotics in this process.

Module 2 Excellence in telephone handling skills

We examine the impact of the telephone on the communication process and the golden rules for telephone call handling including active listening, good questioning and empathy. In this module we go on to examine the barriers in communication via the telephone including people-pleasing & how to say 'No'. What happens when we are dealing with anger – some brilliant ways to deflate anger and still keep the patient at the centre.

Module 3 Navigation decision making – this is a whole practice project

What are we telling our patients? Examining some ways across a number of platforms to explain to patients why we need to ask what the issue is so we can help them. We uncover a range of navigation algorithms and tools in various formats to support our navigation conversations including some MDT destinations. These can be amended for use in your own practice.