

VIRTUAL HUG

(1 CPD POINT)

THE PRINCIPLES OF REMOTE CONSULTING

(4 CPD POINTS)

We are offering South West NHS clinicians in acute and community care settings the **opportunity to enhance your skills in delivering video consultations (VC)** so that you can **create the best and safest experience for you and your patients.**

Maximising video consultations as a positive alternative to face to face benefits you, and your patients by saving time, reduces stress and saves the environment.

Virtual Hug Clinical or Care versions. - 1 CPD point



Description

A rapid remote consultation/appointment skills course, with a soft skills and technical housekeeping focus. Designed to build clinician/carer confidence and patient or client rapport, for a more consistent professional and reassuring experience.

Suitable for all health and care professionals.

Time to complete: Around 50 minutes.
24/7 online access for 'in your own time', modular, flexible completion

Learning Outcomes

Participating clinicians will acquire improved understanding and confidence in:

- How best to set up or use their remote setting and devices to provide a reliable and reassuring consultation.
- How soft skills can be applied to reassure and build meaningful rapport to aid information gathering.
- A variety of patient perspectives, to enable a stress free patient and clinician experience.
- Good remote hosting habits, and be able to download a useful 'Best Practice', pdf guide.

The Principles of Remote Consulting - 4 CPD points



Description

A comprehensive course encompassing the key principles of current advice issued by a range of UK primary and secondary care bodies. It includes Medicolegal issues, with the primary focus being patient safety. Created in partnership with [Healthcare Skills International](https://www.healthcareskillsinternational.com).

Time to complete: Around 240minutes.
24/7 online access for 'in your own time', modular, flexible completion.

Learning Outcomes

Participating clinicians will gain:

- A better understanding the difference between face to face and remote consultations from a clinical perspective.
- Clarification of safe management, with insights into the specific pitfalls of remote consulting and how to avoid them.
- Enhanced patient perspective, via video examples, to maximise the added value of Video Calls for both patient and clinician.
- Clarification on the Medicolegal aspects that arise in remote consultations.
- Top tips for self-care and peace of mind habits and a downloadable - 'Best Practice', pdf guide.

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South West Outpatient Transformation Programme



There are a limited number of online places available on a first come first served basis.

These can be taken at your own convenience from 18th January 2021