

# Certificate in Medical Reception and Administration



Updated June 2022



# Develop and invest in your reception and admin staff



Practices and PCNs find it increasingly difficult to recruit and retain reception and administration staff. Subject to growing amounts of unacceptable abuse from increasingly frustrated patient demands, staff need high-quality training, which focuses on supporting them to develop the essential skills they need in their roles.

The type of training that builds confidence, develops resilience, and increases staff retention.

Conexus Healthcare is proud to be one of the country's leading providers for high quality, innovative, non-clinical primary care training. As an award-winning accredited learning centre and provider in Care Navigation and Social Prescribing, we are passionate about developing receptionists and administrators to ensure they thrive in this demanding environment.

This Certificate for Medical Reception and Administration, endorsed by the Skills and Education Group, is the first step in a pathway to development for reception and administration staff.

## Who is the course for?

This course is for receptionists and administrative staff in the early stages of their career.

## How long will this course last?

We have direct experience of how busy practices are and understand the current staffing issues in general practice. For that reason, we have spread the content of this course across 5 months, allowing learners to complete online sections up to 12 months after the start of the course.



## Why should you take this course?

Reception and administration roles are integral to practice stability and continuity.

This interactive course will develop the essential skills needed to thrive in these roles whilst raising awareness of better ways to communicate more clearly including patients with a hearing impairment and those living with a learning disability.

This course builds resilience and improves patient communication and satisfaction.

What's more, you will benefit from the latest research and knowledge from practitioners and leaders with vast amounts of experience working in primary care.

## Course Overview

The course is delivered through a mixture of live and recorded sessions plus workbook competencies.

Learners get access to our Learning Management System (LMS), where all progress and course materials are stored.



## Live Sessions

Each month, learners take part in a 2-hour live session. You will receive a schedule for these sessions on or before enrolment.

Live sessions include:

- An introduction to care navigation
- An introduction to supporting wellbeing
- Confident and effective communication
- Assertiveness - how to grow in confidence when having difficult conversations with patients
- Good conversations - how to manage conflict with patients



## Recorded Sessions

There are four recorded sessions followed by a short assessment for learners to complete.

These sessions will be accessible as soon as the course starts, and the rest are released as the course progresses.

Recorded sessions include:

- Understanding Healthcare
- Learning Disabilities Awareness
- Dementia Awareness
- Deaf Awareness

## Workbook Competencies

There are five workbooks covering a range of topics to complete throughout the course.

They are released as the course progresses, with the first being available from the date of the first live session.

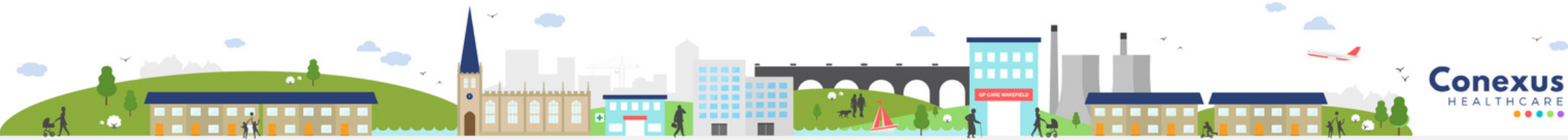
Workbook competencies include:

- Greeting Patients and Managing the Patient Waiting Area
- Patient Registration
- Inputting Data Accurately
- Prescriptions
- Infection Prevention & Control



The learner signs off each competency before a final sign off by a practice nominated mentor. A mentor can be a senior member of staff, a direct line manager or an experienced colleague.

Learners upload these workbooks onto our Learner Portal for approval once completed.





## Recorded Sessions

**Deaf awareness** - "I thought this was informative without being too long or overwhelming you with unhelpful information. Thanks for putting everything together so well and for keeping everything so interesting! :)"

**Dementia awareness** - "The content of the session was very informative other than e learning at site I have never done any other dementia training are awareness this was a great introduction and something I will put in to practice and referrer back to in the future."

# Feedback

**100% of learners agreed or strongly agreed that...**

- ✓ they would recommend the course to others
- ✓ the course content has enhanced their work in practice
- ✓ the trainer was knowledgeable in the subject area
- ✓ the sessions delivered all of the learning objectives

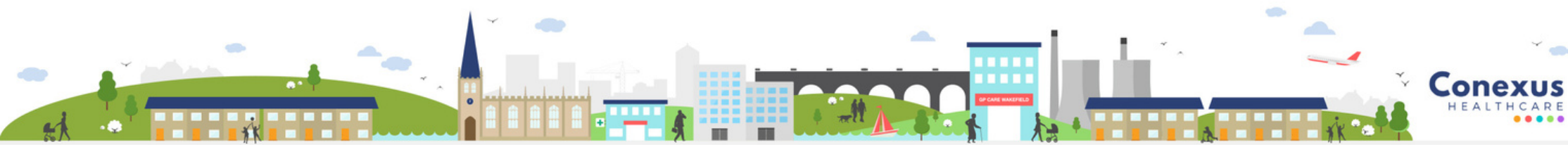


## Live Sessions

**Assertiveness** - "I feel that this course will enable us to be more effective as reception staff and have better communication with patients."

**Care navigation** - "Really enjoyable training session - not had training in this area before and it really opened my eyes regarding Care Navigation and what a wonderful tool it is as well."

**Conflict** - "No one likes conflict however this session has given me the additional tools needed if in a conflict situation."



	Titles	No. of Hours
Live sessions	An introduction to care navigation	2hr
	Supporting wellbeing	2hr
	Confident and effective communication	2hr
	Assertiveness - how to grow in confidence when having difficult conversations with patients	2hr
	Good conversations - how to manage conflict with patients	2hr
Recorded sessions	Understanding healthcare	30 min
	Learning Disabilities Awareness	30 min
	Dementia Awareness	30 min
	Deaf Awareness	30 min
Workbook Competencies	Greeting Patients and Managing the Patient Waiting Area	
	Patient Registration	
	Inputting Data Correctly	
	Prescriptions	
	Infection Prevention & Control	

## Cost

Purchase a course for 20 of your reception and administration staff for the discounted price of **£6,400 exc VAT (saving £1,520)**.

Individual learners can join colleagues from around the country by enrolling onto our open courses.

The cost for an individual learner is £395 exc VAT.

## Get in touch

Contact our training & consultancy team on 01924 677987 for more information & a no-obligation quote.

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