

# Certificate in Medical Reception and Administration



Endorsed by





# Develop and invest in your reception and admin staff



GP practices and primary care networks (PCNs) find it increasingly difficult to recruit and retain reception and administration staff.

Subject to growing amounts of unacceptable abuse from frustrated patients as well as demand, your frontline staff need high-quality training to develop the essential skills they need in their roles.

The type of training that builds confidence, develops resilience and gives your staff the best possible support to succeed in their role.

Conexus Healthcare is proud to be one of the country's leading providers of high quality, innovative, non-clinical primary care training.

Being an award-winning accredited learning centre as well as a GP confederation, we know just how vital reception and admin staff are to general practice. That's why we're passionate about their ongoing development.

This **Certificate for Medical Reception and Administration**, endorsed by the Skills and Education Group, is the first step in a pathway to development for receptionists and administrators.

## Who the course is for

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

## How long the course lasts

Our direct experience in general practice means we understand the current staffing issues and demand you face right now.

For that reason, this course is nice and short, being just 5 weeks long with 5 online learning sessions (one online learning session per week). Giving the learners from the course start date to complete the online section.



## Benefits to learners

Receptionists and administrators are crucial for practice stability and continuity. So invest in them.

This interactive course fine-tunes the essential skills needed to thrive in these roles, together with fresh ways to communicate with patients more clearly, including those living with hearing impairment or a learning disability.

The course boosts confidence and resilience too, improving patient communication and satisfaction along the way.

What's more, it's all underpinned by the latest research and knowledge from experienced practitioners and leaders who work 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 in one place for easy access.



## Live sessions

Each week, learners take part in an interactive 2-hour live session. The schedule for these sessions goes out 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

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

These sessions are accessible as soon as the course starts, with the rest released as the course progresses.

Recorded sessions include:

- Understanding healthcare.
- Learning disabilities awareness.
- Dementia awareness.
- Deaf awareness.

## Workbook competencies

There is one workbook covering a range of topics to complete throughout the course.

This is released 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 and control.



Each 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.

Once finished, learners upload their workbook onto our Learner Portal for approval.





## Recorded sessions

**Deaf awareness** - "I thought this was informative without being too long or overwhelming 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 on site, I have never done any other dementia training or awareness. This was a great introduction and something I will put into practice and refer 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 I'm in a conflict situation."



## Live sessions

Titles	No. of Hours
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 and control

## Cost

Purchase a course for 20 of your reception and administration staff for the discounted price of **£6,450 exc VAT**.

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

The cost for an individual learner is **£275 exc VAT**.



# Ready to invest in your frontline staff?

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



[@ConexusHealthUK](https://twitter.com/ConexusHealthUK)



[https://conexus-healthcare.org/  
training-consultancy/](https://conexus-healthcare.org/training-consultancy/)



[events@conexus-healthcare.org](mailto:events@conexus-healthcare.org)

