**In-house Training for Non-Clinical Staff**

**Foundation Standard Indicator 6.1: The practice trains staff to respond to urgent health needs**

Date:

Trainer(s):

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| **Name** | **Signature** |
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| **Comments / Actions** |
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**Training reference:**

* *<insert practice name >* Emergency Training Programme for Non-clinical Staff
* Prioritisation of patients: A guide to urgency for non-clinical staff for telephone or patient presentation

**Emergency Training Programme for Non-clinical Staff**

**Purpose**

1. To train the non-clinical staff to recognise a person who presents at reception exhibiting any of the following states or signs and symptoms which will require an emergency response:
2. Shock;
3. Respiratory distress;
4. Chest pain;
5. Acute distress.
6. This programme will also train non-clinical staff to understand their role as a support person within the medical practice by detailing when and where to seek immediate support from the clinical staff members in the event that an emergency response is required.

**Objectives**

1. To train the non-clinical staff to:
2. understand the importance of their role in identifying states and symptoms that require an emergency response;
3. confidently ask the relevant questions to a presenting patient;
4. confidently and in a timely manner access support from and provide support to the clinical staff when required;

**Training Delivery and Review**

1. The programme will be delivered and reviewed as follows:
2. On an annual basis as part of *<Practice>* will provide training on monitoring waiting areas
3. Orientation and Induction of new staff will be provided with one on one training by a nominated clinical staff member;
4. Where a non-clinical staff member cannot attend the training that staff member will receive one on one training by a nominated clinical staff member;
5. A senior clinical staff member will provide local orientation training relating to where emergency equipment is stored and the non-clinical staff member’s role in an emergency;
6. An attendance roll will be taken evidence the annual training of all non-clinical staff members;
7. A review process will be undertaken annually to evaluate whether the training meets the objectives of the programme and the needs of each practice.

**Training Notes**

1. To discuss signs and symptoms of an acutely unwell patient including:
2. Pallor;
3. Cyanosis (blue) around lips or nose;
4. Uncontrollable coughing;
5. Silent almost euphoric;
6. Hunched posture and not communicating well;
7. Clutching chest or complaining of pain in back, neck shoulders arms;
8. Vomiting;
9. Actively bleeding;
10. Confusion;
11. Sweating profusely;
12. Collapse;
13. Seizures;
14. Elderly person sitting in the corner hunched over.
15. To identify the emergency equipment and oxygen that may be required in an emergency situation, and be familiar with the location of the equipment.
16. To understand the actions to be taken on positive identification of signs and symptoms as follows:
17. Treat the situation as an emergency;
18. Alert the nearest clinical staff member of the situation;
19. If required, provide assistance to the clinical staff member as directed eg assisting the patient to the nurse bay or by retrieving the emergency equipment and oxygen as directed;
20. When required, as directed by the clinical staff member, telephone the ambulance service providing the correct location details.
21. Actions taken after the emergency event:
22. Debrief as soon as possible after any emergency event;
23. Complete a continuous quality improvement (CQI) form (formerly an Incident form) and pass to the administration manager.
24. The CQI form will initiate the CQI process.

Keep yourself SAFE

Call a Nurse Or a GP for HELP (identify your concern)

Support the Clinical Team AS DIRECTED

If able take the patient down to the nurse bay