Course overviews, outlines and delegate profiles

MST courses help non-medical staff understand medical terminology whether encountered through doctors’ reports, prescriptions or investigation results. See inside for course details.
Medical Services Training
Course Available

The following pages set out the aims and objectives and course content of MST’s training courses. Please note these outlines are for guidance purposes and each course may be able to be tailored to the individual needs of clients.

Each course page also describes the benefit of that course for those involved in Active Signposting as set out in the GP Forward View.

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Background to the Active Signposting Programme

In April 2016 NHS England produced the General Practice Forward View (GPFV) with support from Royal College of GPs and Health Education England.

The GPFV is a substantial five year package of investment that seeks to stabilise and transform general practice, improving services for patients, and freeing up GP time giving them more “Time for Care”.

This investment includes £45m to support the training of reception and clerical staff enabling them to play an increasing role in the navigation of patients and the handling of clinical paperwork.

Medical Services Training has supported receptionists and clerical staff for many years by providing training courses aimed at helping non-clinical staff groups to understand medical terminology and medical issues.

This understanding is a vital element of an effective care navigator or clinical paperwork handler. This document sets out how specifically these courses can increase the confidence and expertise of the receptionist and/or clerical staff and so help them undertake these roles more effectively.

In all these courses we stress that delegates must only use the information within their own competence, professional boundaries and responsibilities and delegates should always ensure they work in accordance with practice policies and protocols.
Specific benefits of MST courses

Medical Terminology
MST provide three levels of medical terminology courses: an introductory course (one-day), and an intermediate and advanced course (both two-day). These will increase delegates’ medical knowledge of terminology and disease areas.

This will equip delegates to better understand the patient and/or correspondence and also be able to quickly and safely interpret summary care records. This increased knowledge and confidence will therefore enable delegates to explore with the patient safe and appropriate options for future care and support, thus optimising the flow of patients through the care pathway.

Prescription Medicines Explained
This course gives delegates an understanding of the common drugs and drug types that they will come across and what follow ups are required.

Many of the patient enquiries delegates will encounter are related to prescribed drugs. This course will therefore greatly enhance delegates’ ability to signpost patients correctly and also optimize safety in the reissuing of prescriptions. The course will make delegates aware of the association of certain drugs to disease areas.

Understanding Investigations
This course enables delegates to better understand the purpose of test investigations and their results. It will build delegates’ own confidence and knowledge to enable them to better understand care pathways. It is anticipated that staff will have increased confidence in dealing with patients and will be able to more accurately signpost the patient to the correct services.

The course will also enable delegates to understand the ongoing management of certain illnesses including knowing when patients might require early follow up appointments. It will also help delegates to assess which services would be appropriate for a patient by increasing their knowledge of what investigations may be required and when.
A Systematic Approach to Summarising Medical Records
This course gives delegates the knowledge necessary to summarise medical records in General Practice in a safe, efficient and effective manner.

Compiling electronic patient summaries has, for many years, been a task delegated to administration staff in general practice. This course has been at the forefront of this development by training non-clinical staff across the country in the best ways to summarise notes. The training has been continually updated to reflect Department of Health General Practice contractual obligations and guidance.

Factors increasing the importance of this non-clinical staff role within general practice include Summary Care Records (SCRs), increasing amounts of electronic data being added into the medical records and the pressures being placed on GPs from various sources.

The course gives delegates an understanding of the processes necessary to summarise medical records safely, effectively and confidently including teaching delegates to update and edit SCRs. It also gives delegates a greater understanding of key disease areas which helps them in identifying and promoting problems; and highlights their responsibilities regarding governance of the process thus freeing up GP’s time for direct patient care.
Introduction to Medical Terminology
One-day course (9.30am - 4.00pm)

Maximum number of participants per course
The maximum number of participants for this course is 15.

Aims and Objectives
The Introduction to Medical Terminology Course is designed to help delegates understand the elements of medical terminology and so increase their confidence on a day to day basis.

The objectives of the course are to enable delegates to be able to:
- explain the concept that medical terminology can be broken down into component parts of prefixes, root words and suffixes;
- state the meanings of commonly used prefixes, suffixes and root words in medical terms;
- decipher terminology associated with various diseases;
- recognise commonly used abbreviations and medical symbols;
- obtain a fundamental understanding of the body structure and systems;
- explain the six categories in which the body is studied.

Course outline
- An introduction to how medical terms are constructed.
- Common suffixes.
- Common prefixes.
- The study of the body.
- Body systems.

Delegate profile
For staff who come into contact with medical terminology on a regular basis but who have not come from a medical background. The course is ideal for staff who are new to a medical environment; those who are unfamiliar with medical terms and also for established staff who have not received any training in understanding terminology.

Link to Active Signposting
A first step in understanding terminology which will equip delegates to better understand what the patient and/or correspondence is saying and also be able to quickly and safely interpret summary care records.
# Introduction to Medical Terminology

## Course Programme

| Session 1       | Understanding the structure of medical terms  
|                 | Identifying common suffixes  
| Session 2       | Identifying common prefixes  
|                 | Prefixes combined with root words and suffixes  
| Session 3       | How the body is studied  
|                 | How the body is made up  
|                 | Understanding the associated medical terms  
| Session 4       | Body systems and associated medical terms  
|                 | Common medical abbreviations  
| Session 5       | Group workshops: Deciphering medical terminology in different systems  
| Session 6       | Revision quizzes  
| Close           | Course evaluation, certificates  

Intermediate Medical Terminology

Two-day course (9.30am - 4.00pm each day).

**Maximum number of participants per course**
The maximum number of participants for this course is 15.

**Aims and Objectives**
This course is designed to increase delegates’ knowledge of medical terminology and so develop their competence and confidence and maximise the effectiveness of patient care.

The objectives of the course are to enable delegates to be able to:
- identify root word terminology relating to:
  - ear, nose and throat (ENT) & respiratory system;
  - obstetrics and gynaecology;
  - orthopaedics;
  - cardiology;
  - gastroenterology;
  - nephrology;
  - general medicine/general surgery.
- state the meaning of various medical prefixes and suffixes;
- explain the meaning of certain medical abbreviations including those relating to the above subjects.

**Course outline**
- An introduction and revision of basic terminology
- Respiratory system and related terminology
- Obstetrics & Gynaecology and related terminology
- Orthopaedics and related terminology
- Cardiology and related terminology
- Gastroenterology and related terminology
- Urology and related terminology
- General medicine/surgery and qualifications

**Delegate profile**
For staff who already have a familiarity with medical terms gained through experience and who wish to expand their knowledge further.

**Link to Active Signposting**
This course will further enhance delegates’ understanding of what the patient and/or correspondence is saying and also enable them to quickly and safely interpret summary care records.

This increased knowledge and confidence will equip delegates to explore with the patient safe and appropriate options for future care and support, thus optimising the flow of patients through the care pathway.
Intermediate Medical Terminology
Course Programme

Day 1

Session 1  Recognising the construction of medical terms
            ENT & respiratory system root words and abbreviations

Session 2  Understanding medical suffixes
            Use in conjunction with ENT & respiratory system

Session 3  Obstetrics and Gynaecology

Session 4  Extending the suffixes
            Commonly used medical abbreviations

Session 5  Orthopaedics

Session 6  Cardiology

Day 2

Session 1  Gastroenterology

Session 2  Suffix revision quiz
            Nephrology root words, associated terms & abbreviations

Session 3  Prefix workshops, understanding and identifying

Session 4  General surgery & General medicine letter transcription

Session 5  Revision quizzes of Day 1 terminology & abbreviations

Session 6  Revision crossword
            Deciphering medical pictionary

Session 7  Medical degrees & titles
Advanced Medical Terminology
Two-day course (9.30am - 4.00pm each day)

**Maximum number of participants per course**
The maximum number of participants for this course is 15

**Aims and Objectives**
This course is designed to increase delegates’ knowledge of medical terminology in certain areas in order to develop their own competence and confidence and maximise the effectiveness of patient care.

The objectives of the course are to enable delegates to be able to:
- consolidate their knowledge of medical terminology;
- state the meaning of medical prefixes and suffixes at an advanced level;
- identify root words and basic anatomy of:
  - digestive system;
  - skeletal system;
  - dermatology;
  - gynaecology;
  - nervous system;
  - cardiology;
  - oncology.

**Course outline**
- Digestive system and related terminology
- Skeletal system and related terminology
- Dermatology and related terminology
- Gynaecology and related terminology
- Nervous system and related terminology
- Cardiology and related terminology
- Oncology
- Revision exercises

**Delegate profile**
For staff who have attended the ‘Intermediate medical terminology’ course and who want to extend their knowledge of medical terminology.

**Link to Active Signposting**
This course will further enhance delegates’ understanding of what the patient and/or correspondence is saying and also enable them to quickly and safely interpret summary care records.

This increased knowledge and confidence will equip delegates to explore with the patient safe and appropriate options for future care and support, thus optimising the flow of patients through the care pathway.
Advanced Medical Terminology
Course Programme

Day 1

Session 1  Revision of suffixes

Session 2  Advanced terminology of digestive system
            Discuss various aspects of digestive system

Session 3  Advanced terminology of skeletal system
            Spondylosis/scoliosis & fractures

Session 4  Advanced terminology of skin
            Skin cancers & burns

Session 5  Revision exercises

Day 2

Session 1  Revision of prefixes/suffixes associated with digestive system

Session 2  Advanced terminology of nervous system
            Epilepsy

Session 3  Advanced terminology of female reproductive system

Session 4  Advanced terminology of cardiology
            Common heart conditions

Session 5  Oncology

Session 6  Crossword, revision exercises, quiz

Close     Course evaluation
            Certificates
Maximum number of participants per course
The maximum number of participants for this course is 15.

Aims and Objectives
The Prescription Medicines Explained Course is designed to enable delegates understand terminology related to prescription medicines and so carry out their roles in a more efficient and effective manner.

The objectives of the course are to enable delegates to be able to:
- explain the concept of trade and generic drug names;
- recognise classifications of medicines;
- identify routes of administration;
- state the meaning of prescription abbreviations
- make more effective use of MIMS.

Course outline
- What is a drug?
- Brand and generic drugs
- Classification of medicines and the use of MIMS
- Relevant abbreviations
- Routes of administrations
- Understanding prescriptions

Delegate profile
For staff dealing with prescriptions on a regular basis and who would benefit from a greater understanding of trade and generic names and the use of MIMS.

Link to Active Signposting
Many of the patient enquiries that delegates will encounter are related to prescribed drugs. This course will therefore greatly enhance delegates’ ability to signpost patients correctly and also optimize safety in the reissuing of prescriptions. The course will make delegates aware of the similarity of certain drug names (e.g. Carbamazepine and Carbimazole) and the potential dangers of typing errors or confusing one drug for another.
Prescription Medicines Explained
Course Programme

**Session 1**
- Introductions
- Course Content
- Ice breaker: Quiz sheet
- Brainstorm quiz sheet

**Session 2**
- Generic and brand names
- Drug terminology

**Session 3**
- Introduction to drug classifications

**Session 4**
- MIMS Manual
- Drug classification workshops
- Feedback

**Session 5**
- Routes of Administration
- Brainstorm and discussion
  
  Classification of brand and generic drugs, with routes of administration

**Session 6**
- The Misuse of Drugs Act
- Prescription Transcription
- Word search

**Close**
- Course evaluation, certificates
Understanding Investigations  
One day course (9.30am -4.00pm)  

**Maximum number of participants per course**  
The maximum number of participants for this course is 15  

**Aims and Objectives**  
The Understanding Investigations Course will enable delegates to increase their knowledge of clinical investigations so enabling them to empathise with patients and increase the effectiveness of patient care.  

The objectives of the course are to enable delegates to be able to:  
- describe the physiology of blood;  
- explain frequently requested blood tests and the conditions or diseases which may be associated with them;  
- demonstrate knowledge of male and female screening including cytology;  
- describe common gastrointestinal and cardiology investigations;  
- identify common normal values;  
- state the meaning of common investigation abbreviations.  

**Course outline**  
- Blood and blood tests  
- Heart and chest investigations  
- Respiratory/cardiac investigations  
- Gastro-intestinal investigations  
- Well male and female screening  
- Reference ranges  

**Delegate profile**  
This course is equally suited to both new and experienced staff who have responsibility to administer investigations and results. It is also highly appropriate for staff who encounter pathology terms and abbreviations in the course of their work, and who would like to have a clearer understanding of them.  

**Link to Active Signposting**  
This course enables delegates to better understand the purpose of test investigations and their results. It will build delegates’ own confidence and knowledge to enable them to better understand care pathways. It is anticipated that staff will have increased confidence in dealing with patients and will be able to more accurately signpost the patient to the correct services.  

The course will also enable delegates to understand the ongoing management of certain illnesses including knowing when patients might require early follow up appointments. It will also help delegates to assess which services would be appropriate for a patient by increasing their knowledge of what investigations may be required and when.
Understanding Investigations
Course programme

**Session 1**  Discuss screening vs. diagnostic investigations

**Session 2**  Physiology of blood
               Common blood tests.
               Blood clotting

**Session 3**  Glucose Tolerance Test
               Liver Function Test
               Thyroid Function Test
               Cholesterol testing

**Session 4**  Respiratory and cardiac investigations

**Session 5**  Gastrointestinal investigations - Oscopys

**Session 6**  Well women/men screening

**Close**  Course evaluation, certificates
Summarising Medical Records
One day course (9.30am -4.00pm)

Maximal number of participants per course
The maximum number of participants for this course is 15

Aims and Objectives
This course is designed to enable delegates to:
- understand the importance of having a logical approach to summarising medical records;
- create protocols for summarising medical records, in conjunction with their Practice Manager and GPs;
- summarise medical records in an efficient and effective manner;
- gain an overview of QOF clinical targets and how summarising can help in the achievement of these targets;
- understand how confidentiality can become compromised in the process of summarising;
- explain how the Data Protection Act relates to their role;
- identify issues that they need to follow up when returning to their place of work.

Course outline
- Overview of medical records
- Organising and pruning medical records
- Protocol formation
- Summarising medical records
- Summarising and the effect on QOF and disease areas
- Data protection and confidentiality
- Medical Terminology
- Summarising practical exercises

Delegate profile
- For any staff managing medical records systems.
- For staff responsible for undertaking the organising, sorting and summarising of medical records and also for those for whom this may become part of their role.
- For staff responsible for clinical data entry including QOF data

(This course does not cover any issues in relation to inputting into the computer or Read codes).

Link to Active Signposting
This course gives delegates the knowledge necessary to summarise medical records in General Practice in a safe, efficient and effective manner.

Compiling electronic patient summaries has, for many years, been a task delegated to administration staff in general practice. This course has been at the forefront of
this development by training non-clinical staff across the country in the best ways to summarise notes. The training has been continually updated to reflect Department of Health General Practice contractual obligations and guidance.

Factors increasing the importance of this non-clinical staff role within general practice include Summary Care Records (SCRs), increasing amounts of electronic data being added into the medical records and the pressures being placed on GPs from various sources.

The course gives delegates an understanding of the processes necessary to summarise medical records safely, effectively and confidently including teaching delegates to update and edit SCRs. It also gives delegates a greater understanding of key disease areas which helps them in identifying and promoting problems; and highlights their responsibilities regarding governance of the process thus freeing up GP’s time for direct patient care.

**Course Programme**

**Session 1**

Understanding paper and electronic medical records  
Organising medical records  
Understanding ‘a Protocol’  
The importance of a Practice Protocol

**Session 2**

Pruning medical records  
Discussion of legal implications of pruning medical records

**NB** There are no absolute guidelines for pruning and can only be discussed in the light of the above and *must be agreed* within the Practice Protocol with the permission of the doctors and Practice Manager

**Session 3**

Summarising medical records: The advantages - Why? What? – to include or exclude.  
Summarise Set 1 of dummy set of notes (provided by MST)

**Session 4**

Related medical terminology and abbreviations

**Session 5**

GMS contract and QOF – current information on clinical domain and disease areas  
Discussion on the relevance of summarising medical records in relation to the achievement of QOF clinical targets

**Session 6**

Data Protection: Relevance and Importance  
Confidentiality

**Close**

Course evaluation, certificates
Contacting MST

Please get in touch if you would like further information about Medical Services Training, our courses or to make a booking.

We run in-house courses at either a client’s premises or a venue arranged by the client, and also hold (public) courses in various locations around the country. If you have one or two people who need training then the open course is most suitable; if you have half a dozen or more then it may be worth discussing the possibility of an in-house course.

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Medical Services Training provides non-clinical training courses for you or your team delivered throughout the UK.