

Essential skills and training for primary care practice



For practice managers, owners, and reception staff

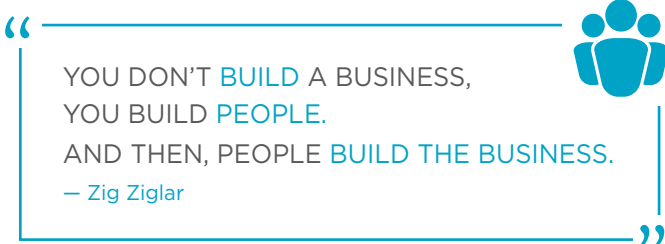
Northern Queensland Primary Health Network (NQPHN) invites practice managers, owners, and reception staff working within primary care to attend a full-day workshop to learn and discuss the latest topics relevant to primary care practice.

Topics:

- » **Building strong foundations from the inside out**
presented by Health Industry Employment Service Principal Workplace Consultant Vanessa James-McPhee
- » **Top tips for accreditation**
presented by PracticeHub Product Adoption Manager Anna-Maria Gibb
- » **Legal update – privacy and payroll tax**
presented by Avant Law Senior Associate Ben Ryan
- » **Occupational violence prevention and de-escalation of angry and aggressive patients**
presented by Occupational Violence Solutions Senior Trainer OVP Tracey Gardiner
- » **POPGUNS patient triage education**
presented by MediCoach Director Kim Poyner.

Participants are invited to select sessions of relevance and are not required to attend every presentation/topic.

Bursaries are available for participants located in MMM3-7 regions.



Workshop details

- » Saturday 15 July 2023
- » Registration: 8.30am
- » Program: 9am–4.30pm
- » Rydges Esplanade Resort Cairns
209-217 Abbott Street, Cairns City

Register

Visit the link below, or scan the QR code, to secure your place and book for catering purposes
www.surveymonkey.com/r/TWLMXTY

Registrations close 4pm, Thursday 6 July 2023.



Contact

Claire Lawless
NQPHN Primary Care Engagement Officer,
Primary Care Engagement Team
p: (07) 4034 0306 m: 0455 043 559
e: claire.lawless@nqphn.com.au

Event program

Essential skills and training for primary care practice

Saturday 15 July 2023 – Cairns

Time	Session	Presenter/facilitator
8.30am-9am	Registrations open	
9am-10.30am	Building strong foundations from the inside out	Health Industry Employment Service Principal Workplace Consultant Vanessa James-McPhee
10.30am-10.45am	Morning tea break	
10.45am-11.15am	Top tips for accreditation	PracticeHub Product Adoption Manager Anna-Maria Gibb
11.15am-11.45am	Legal Update - Privacy and Payroll Tax	Avant Law Senior Associate Ben Ryan
11.45am-12.15pm	Q&A panel session	Vanessa James-McPhee, Anna-Maria Gibb, and Ben Ryan
12.15pm-12.45pm	Lunch break	
12.45pm-2.15pm	Occupational violence prevention and de-escalation of angry and aggressive patients	Occupational Violence Prevention Solutions Senior Trainer Tracey Gardiner
2.15pm-2.30pm	Afternoon tea break	
2.30pm-4.30pm	POPGUNS patient triage education	MediCoach Director Kim Poyner
4.30pm	Close	



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.

