Practical observation

Assessment of receptionists by questions on patient management

D J BAIN, D DUKE

The development of group practice and health centres has been based on the perceived need for primary health care. The primary health care team has evolved into the practice team, and the receptionist has become an integral part of that team. The receptionist's role in the delivery of primary health care has been... (remaining text not visible)

Practice research

Reference


Organising a practice

Ten years in a health centre: concept and reality

E RONSHAW, F RODDY

The health centre (or "community health centre”) is a key element in the provision of primary health care in the UK. It is a community-based, multidisciplinary, primary care facility that provides a range of services to patients in the community. The concept of the health centre as a primary care provider has been... (remaining text not visible)

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References

Preventing Practice

Preparing a leaflet for patient education

J MUR GRAY

It is now generally accepted that patients are more likely to make a few facts after a consultation with the general practitioner about the disease or its treatment. This can be done more easily and comprehensively with the patient if it is put in a simple form. It is also important that the patient understands the cause of the disease and what they can do to prevent it. This is particularly important in chronic diseases, where the patient's cooperation is essential for successful treatment.

The message

The general practitioner should convey a message that should be simple and easy to understand. It should be concise, clear, and free from jargon. The message should be tailored to the patient's needs and preferences.

The leaflet

A leaflet is a useful tool for conveying information to patients. It should be designed to be easy to read and understand. The content should be well-structured and the language should be simple.

The design

The design of the leaflet should be simple and easy to read. The text should be large enough to be easily read, and the layout should be clear and uncluttered. The use of bullet points and headings can help to make the information easier to read.

The content

The content of the leaflet should be concise and to the point. The information should be easy to understand and the patient should be able to retain it. The leaflet should also include information on how to access further information.

The leaflet should also include a section on how to contact the general practitioner if the patient has any further questions. This will help to ensure that the patient understands the information and is able to take action if necessary.

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