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Trainer Information

Penny Lambert has been working in general practice for over 25 years as a nurse practitioner with a special interest in immunisation. She provides training for non-clinical staff on Chaperoning, Understanding Diagnostics Tests for Admin Staff and Red Flag to support Care Navigators.

She enjoys sharing her knowledge with other professionals and likes helping general practice staff achieve their potential within their roles. She recently semi-retired to the Welsh countryside but still works in a local practice and keeps up to date with new advice and recommendations as they are released.

Booking Information

To book a place/s email bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £45 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.

Red Flag Training for Non-Clinical Staff

Date: 16th January 2026
Times: 1100 - 1200
Venue: Microsoft Teams Online Platform
Places available: 10

Fee/s:	NfP Members	£35
	Non-Members	£80

This workshop is suitable for: Reception staff/Care Navigators

Learning Outcomes / Workshop Objectives:

To be aware of scenarios needing urgent attention when triaging patients or interacting with patients at the front desk.

Objectives:

To increase receptionists and care navigation staff's confidence in dealing with patients that are unwell.

To ensure that clinically urgent scenarios are identified promptly and take the right action.

Course Content:

- What are red flag scenarios?
- How do they present?
- What action should receptionists / care navigators take?