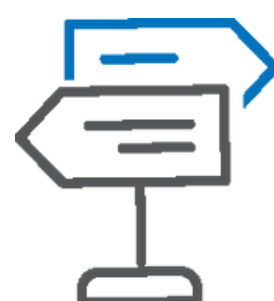


BECOMING A HEALTH ADVISOR AT PRACTICE PLUS GROUP

NHS 111 HEALTH ADVISOR'S JOURNEY

To get you ready for your role, you will now embark on a six-week training course on NHS Pathways. The course is available both full-time and part-time, delivered in person, by an experienced accredited trainer.



YOU WILL LEARN

- DLS systems
- Adastral systems
- NHS Pathways systems
- assessment and triage
- ambulance dispatch scenarios
- managing callers with mental health needs
- CPR toolkit.



TRAINING DURATION

The core modules take three weeks to complete plus one week training on our host system Adastral.

We include additional exposure to our contact centres during the training period to listen to calls and immerse yourself in the culture of our sites.



ASSESSMENT

There are three assessments, with one opportunity for a resit.

You will do two written assessments followed by call audits, where you will role-play with a trainer using the NHS Pathways system.

Passing both the assessment and the call audits is a requirement to continue with the role.



BEFORE YOU TAKE YOUR FIRST CALL

After the training is completed, you will then undertake coaching and shadowing with an experienced Health Advisor for a minimum of 37.5 hours. This will help embed your new skills to a safe and effective level of practice before you advance to independent call taking.

