

Implementing and Sustaining Effective IBD Advice Services



MODULE OVERVIEW

Telephone, email, video and virtual advice services have become invaluable for the management of patient needs. By providing advice on the development and delivery of these services, this transformational module looks at a smarter way for you to offer advice via telephone, email, and video and virtual services.

This module is suitable for IBD nurses who are new to the role and experienced IBD nurses as a refresher course.

- ✓ Establish an efficient IBD advice service that is both simple and productive
- ✓ Develop quick and easy vocal rapport with patients to establish an effective dialogue
- ✓ Learn to recognise and influence language patterns to understand what a patient is thinking



Register now

Places are limited to 12-15 per course, so don't miss out on your chance to build your knowledge and confidence in IBD now. To register visit www.LOGIC-Tillotts.co.uk/education



FRIDAY – Connect and Settle in

- You will be introduced to your IBD nurse trainer and gain insight into their role, the challenges they face at work and their career to date.

SATURDAY – Building Confidence in Practice

- You will explore the need for effective IBD patient advice services. Understanding the structure of IBD telephone advice lines and clinics, and an overview of remote monitoring, whilst considering the challenges these services could face.
- You will gain insights on setting up an IBD service line: cover the goals of call and email responses, IBD telephone clinics, video consultations, virtual review, evaluation, and audit.
- In the afternoon, you will explore key skills for telephone and video consultations, the role of empathy with the patient and how to empower them.
- This is followed by exploring the components for sustaining an effective IBD advice service and virtual review: how to prioritise, effective documentation, when to see a patient in clinic, feedback, virtual biologic clinics and take-home messages.

SUNDAY – Bringing It All Together

- On the final day of training, you will learn techniques on vocal rapport, speed and tone matching to build rapport with patients and reduce anxiety.



**Opportunity to network
with fellow IBD nurses.**



**Certificate of attendance
for CPD records**



**Case studies and interactive
sessions to enhance learning.**



**Fully-funded with overnight
accommodation and appropriate
travel reimbursed.**

Adverse events should be reported. Reporting forms and information in the UK can be found at yellowcard.mhra.gov.uk. Reporting forms and information for Ireland can be found at www.hpra.ie/report-an-issue/medicines-for-human-use/side-effects. Adverse events should also be reported to Tillotts Pharma UK and Ireland.

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