



# The "heartsink" consultation - managing complex needs



## Details:

**Saturday 19 October 2019**

**Tompkins on Swan**

Corner Dunkley Ave  
& Canning Highway

Alfred Cove

**Registration 8:30am**

**9:00am - 12:00pm**

morning tea included

**FREE event**

## Registration:

**Eventbrite**

<https://191019tompkins.eventbrite.com>

**For more information:**

**Email - [sirch@ecu.edu.au](mailto:sirch@ecu.edu.au)**



**RACGP**

**QI&CPD**  
2017-19 Accredited Activity  
Category 2



**5** points



**WA Primary  
Health Alliance**  
Better health, together

**phn**

PERTH NORTH, PERTH SOUTH,  
COUNTRY WA  
An Australian Government Initiative

**SIRCH**  
Systems & Intervention  
Research Centre for Health

AUSTRALIA  
**ECU**  
EDITH COWAN  
UNIVERSITY

# Summary

## Managing challenging consultations:

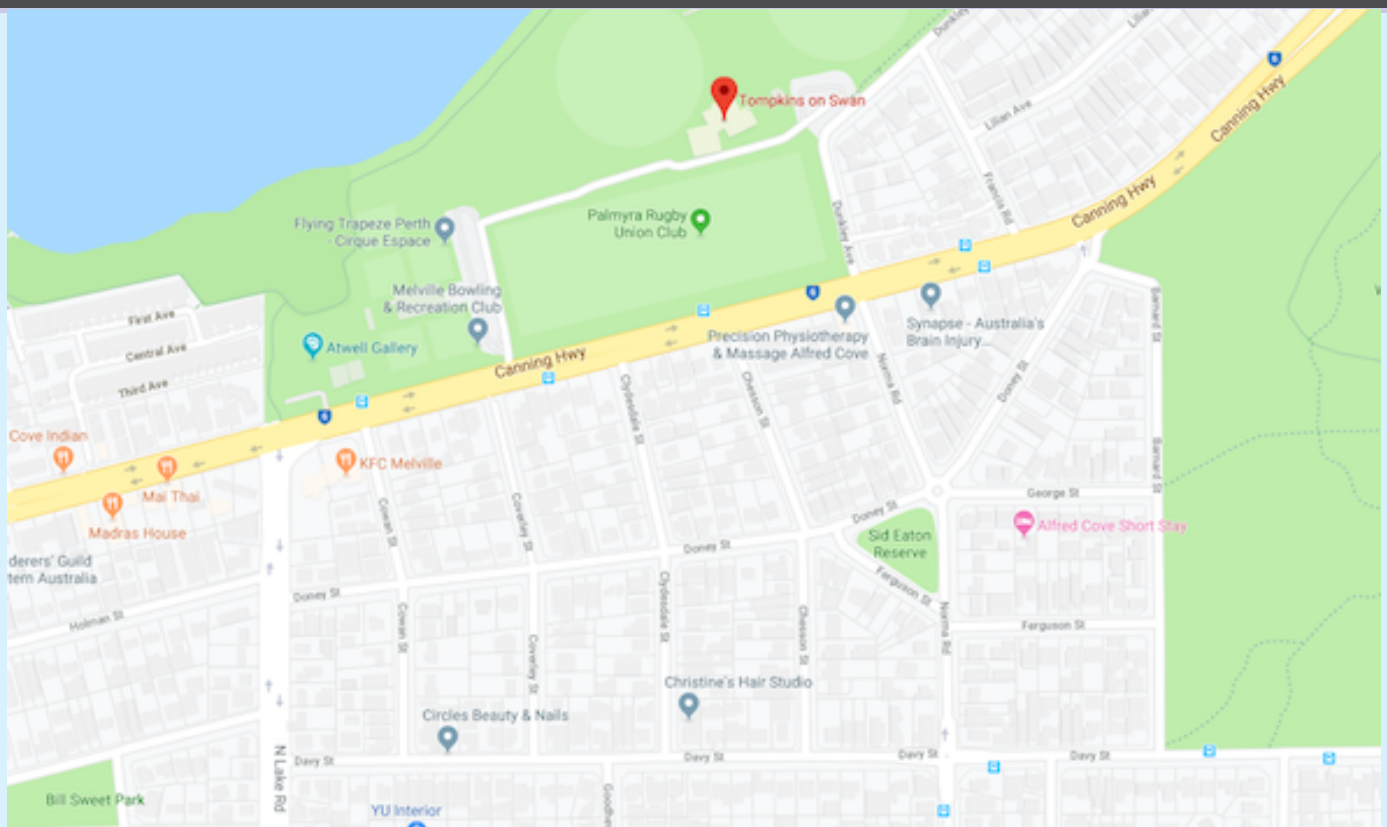
Patients with multiple physical, mental, alcohol and other drug issues often face many challenges. Health practitioners may experience “heartsink” in trying to respond to these difficult problems.

This interactive session will include a conversation about the patient and health practitioner experience and expectations, resources and an approach to managing complex issues within time and resource constraints.

## Learning objectives:

- Describe the patients and health practitioners experience of, and expectations from the consultation.
- Explain how to manage complex issues within time and resource constraints of the practice.
- Identify resources which are available to assist patients with complex needs.

**Presenters: Professor Moira Sim & Dr Eric Khong**



**Free Parking**

**Cnr Dunkley Ave & Canning Hwy,  
Alfred Cove**