

Managing Difficult and Aggressive Patients CPD Program Evaluation form

(Activity No. 1521933, allocated 2 CPD hours in the RACGP 2026-28 CPD program)

Name: _____ RACGP No.: _____

(participant responses are optional and/or anonymous)

Q1: Please rate to what degree the learning outcomes of the program were met:

At the end of this CPD activity, GP participants will be able to:	Not met	Partially met	Entirely met
Learning Outcome 1: Identify warning signs and risk factors for occupational violence.			
Learning Outcome 2: Describe de-escalation strategies for managing difficult or aggressive patients during telephone and face-to-face interactions.			
Learning Outcome 3: Identify appropriate safety and post-incident responses following aggressive or violent patient encounters.			

Q2: Please rate to what degree this CPD activity met your expectation about:

	Not met	Partially met	Entirely met
Content - Current, contemporary, evidence-based, and relevant to general practice			
Comments:			
Delivery - Engaging/interactive, eg with opportunity for questions and feedback			
Comments:			
Learning Management System is user friendly and easily navigated to achieve Learning Outcomes.			
Comments:			

Q3: Would you likely recommend this CPD activity to a colleague? Yes/No Why?

Q4: Would you likely change anything in your practice as a result of this CPD activity? Yes/No Why?

Once completed, please submit to info@hrinhealth.com.au.