

Day 1, Thursday 7th May

8.45-9.00am	Arrival / Registration
9.00-9.30am	Welcome and introductions
9.30-10.30am	Guest speakers
	NHS 111 in Oxfordshire <i>James Ray, Clinical Governance Lead</i>
	Urgent Treatment Centre, Banbury, Oxford <i>Dan Wood, Manager</i>
	Oxford Health GP Out-of-Hours Service <i>Angela O'Neill, Senior Clinical Lead</i>
10.30-11.00am	Morning break
11.00-11.55am	Scientific session 1: Managing risk & safety
	Rapid identification of emergencies in the telephone queue and routing to a fast track (FAST) – results for the primary outcome <i>Tobias Herrmann, Uta Weidlich-Wichmann, Tanja Dietsch, Timm Frerk, Gerald Willms, Thorsten Pollmann</i> Germany
	Rapid identification of emergencies in the telephone queue and routing to a fast track (FAST) – exploratory analysis of care pathways <i>Gerald Willms, Uta Weidlich-Wichmann, Tanja Dietsch, Timm Frerk, Thorsten Pollmann</i> Germany
	HEART-GP strategy with integrated hs-troponin point of care in Dutch OOH primary care: a guided referral approach <i>Indra M.B. Melessen, Jelle C.L. Himmelreich, Amy Manten, Eric P. Moll van Charante, Ralf E. Harskamp</i> Netherlands
	Documentation and factors affecting safety-netting in records of paediatric patients attending urgent primary care: A retrospective cohort study. <i>Roisin Dillon, Rebecca K. Barnes, Catherine J. Woods, Ariel Wang</i> England
	“We don’t have any idea what happens to our patients”: A qualitative study of clinician feedback mechanisms across NHS urgent primary care providers <i>Rachel Brettell, Rebecca K. Barnes</i> England
	Identifying Adverse Events Following Tele-Triage in OOH Primary Care: Development and Validation of a Register-Based Identification Tool

	<i>Maria Louise Køpfli, Henrik Schou Pedersen, Linda Huibers, Morten Bondo Christensen, Christian Emil Sejersen Brinck, Anette Fischer Pedersen</i> Denmark
11.55am-12.05pm	Comfort break
12.05-12.30pm	Scientific Session 2: Workforce
	Multidisciplinary teamworking in GP OOH services in Scotland: What works, for whom, why and under what circumstance? <i>Babar Akbar</i> Scotland
	Teamwork in the OOH primary care: A mixed-methods study from the Central Denmark Region <i>Tine Bennedsen Gehrt, Lea Skodborg, Bastian Benjamin Kruse, Peter Museaus</i> Denmark
	Relationships between working conditions, remote work from home or not and the outcomes job satisfaction, burnout and thriving for nurses working in telephone advice services <i>Annica Björkman, Karin Myrberg, Anna Carin Wahlberg, Maria Engström</i> Sweden
12.30-1.30pm	Lunch
1.30-2.10pm	Workshop <i>Tbc</i>
2.10-2.15pm	Comfort break
2.15-3.00pm	Scientific Session 3: Help-seeking and Self-care
	Patient-Reported Help-Seeking Behavior for Common Infectious Illnesses in Daytime and OOH Primary Care <i>Meenu Bollier, Oliver Senn, Andreas Plate</i> Switzerland
	First experiences with digital self-assessment at a shared desk of the emergency department and the OOH service <i>Beate Zoch-Lesniak, Bernhard Rochel, Dominik von Stillfried</i> Germany
	Patient descriptions of self-care <i>Anna Lindström</i> Sweden
	Exploring information exchange in urgent primary care contacts with older patients and their companions in England <i>Yicen Guo, Catherine J. Woods, Nan Wang, Ariel Wang, Rebecca K. Barnes</i> England
	Exploring self-care advice in urgent primary care contacts in England <i>Catherine J. Woods, Rebecca K. Barnes</i> England
3.00-3.30pm	Afternoon break
3.30-4.10pm	Scientific Session 4: Older patients and Multimorbidity
	Ascertainment of delirium in older adults presenting to a primary care OOH service: a retrospective cohort study

	<i>Anna Seeley, Rachel Brettel, Ariel Wang, Rebecca K. Barnes, Gail Hayward</i> England
	Prognostication and care planning in OOH primary care in England: a mixed- methods study of terminal care case records <i>Rebecca Anderson-Kittow, Rachel Brettell, Ariel Wang, Rebecca K. Barnes</i> England
	Use of OOH primary care services before a cancer diagnosis for patients with a migrant background in Denmark <i>Karoline Riis Christensen, Anne Harbo Dahl, Anne Sofie Baymler Lundberg, Alina Zalounina Falborg, Linda Huibers, Line Flytkjær Virgilsen</i> Denmark
	Patterns of Urgent Healthcare Use, Multimorbidity, and Causes of Death in the Last Year of Life <i>Sarah Mills, Luciana Rocha Pedro, Colin McCowan, Sarah Bowers, Richard Andrew Taylor</i> Scotland
	Managing Complexity in OOH Primary Care: Lessons from Geriatric and Multimorbidity Risk Profiles <i>Ana R. Miljković</i> Serbia
4.10-4.15pm	Comfort break
4.15-4.40pm	Scientific Session 5: Demand
	The use of OOH GP care in Belgium, Denmark, the Netherlands and Norway <i>Linda Huibers, Anthony Pairon, Valborg Baste, Lotte Ramerman</i> Denmark, Belgium, Norway, Netherlands
	Identification of acute unscheduled medical cases in routine data <i>Christoph Strumann, Beate Zoch-Lesniak, Laura Charitou, Jost Steinhäuser, Edgar Steiger</i> Germany
	Comparing ambulance and OOH primary care pathways for acute chest pain in the Netherlands <i>Amy Manten, Indra M.B. Melessen, Jelle C.L. Himmelreich, Eric P. Moll van Charante, Ralf E. Harskamp</i> Netherlands
	A learning health system for acute care: supporting regional implementation of acute care coordination <i>Lotte Ramerman, Priya Dewansingh, Robert Verheij</i> Netherlands
5.00-7.00pm	Free time
7.00-7.30pm	Pre-dinner drinks <i>Rector's Drawing Room, Exeter College, Turl Street</i>
7.30-10.00pm	EurOOHnet Dinner <i>Dining Hall, Exeter College, Turl Street</i>

Day 2, Friday 8th May

9.00-9.25am	Arrival
9.25-9.35am	Update from the Board

9.35-10.30am	Scientific Session 6: Triage
	AI can pass the exam — but can it guide a patient? <i>Rebecca Payne, Andrew Bean, Adam Mahdi</i> Wales
	Video-supported Telephone Triage in Emergency Primary Healthcare: An Observational Study from Norway <i>Nathalie Sandal, Ingrid Hjulstad Johansen, Magnus Hjortdahl, Valborg Baste, Stine Ness, Erik Zakariassen</i> Norway
	Assessment of doctors' communication during out-of-hours tele-triage: Adapting the Four Habits Coding Scheme for tele-triage (4HCS-TT) <i>Brinck, Christian Emil, Kjøppli, Maria Louise, Pedersen, Henrik Schou, Huibers, Linda, Christensen, Morten Bondo, Pedersen, Anette Fischer</i> Denmark
	Comparison of Doctor–Patient Communication in Video Consultations and Face-to-Face Consultations in General Practice: An Observational Study <i>Svend Storm Rasmussen, Christian Emil Sejersen Brinck, Henrik Schou Pedersen, Ulrik Bak Birk, Anette Fischer Pedersen</i> Denmark
	Evaluation of Generative Artificial Intelligence for Triage of Acute Chest Pain: A Vignette-Based Comparison of ChatGPT-5.2 with the Netherlands Triage Standard <i>Ralf E. Harskamp</i> Netherlands
	Impact of an AI-based Question Recommender on Communication and Medical Content in Calls to Medical Communication Centres: A Quasi-Experimental Feasibility Study <i>Siri-Linn Schmidt Fotland, Arngeir Berge, Erik Zakariassen, Valborg Baste, Gro Fonnes, Vivian Midtbø, Frode Guriby, Christoph Trattner, Junyong You, Ingrid Hjulstad Johansen</i> Norway
10.30-11.00am	Morning break
11.00-11.30am	Workshop <i>Tbc</i>
11.30am-12.15pm	Scientific Session 7: Prescribing
	Medications prescribed after an OOH primary care telephone consultation in North Wales, over the course of one year <i>Sonja Hofmann, Adam Mackridge, Christine Bond, Zoe Hoare, Rebecca Payne</i> Wales
	Antibiotic prescriptions in OOH primary care: a descriptive study across consultation types <i>Thea Kjærsgaard Mortensen, Henrik Schou Pedersen, Mette Amalie Nebsbjerg, Morten Bondo Christensen, Malene Plejdrup, Katrine Bjørnshave Bomholt, Linda Huibers</i> Denmark
	Differences in Determinants of Antibiotic Prescribing Between Regular and OOH Care: Context Matters

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	<i>Andreas Plate, Sereina Graber, Sabrina Stollberg, Carola Huber, Oliver Senn</i> Switzerland
	HAPPY PATIENT – not so happy OOH? A secondary analysis of the multifaceted intervention on antibiotic prescribing across five European countries <i>Bent Håkan Lindberg, Ingrid Keilegavlen Rebnord</i> Norway
	CRP in GP OOH services - Tool or trap? <i>Rebecca Payne, Kate Lifford, Zoe Hoare, Sonja Hoffman, Clare Wilkinson, Haroon Ahmed</i> Wales
12.15-12.30pm	EurOOHnet Business
12.30-1.30pm	Farewell Lunch