

**Does Training of general practitioners affect their Knowledge and performance,  
Jordan experience at United Nations Relief and Working Agency Clinics?**

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**Background:** Training and capacity building is the mainstay in any health system, but training models for the primary health care level have not been adequately evaluated in a Middle Eastern setting.

**Methods:** In 2013/2014, 84 general practitioners working in United Nations Relief and Working Agency (UNRWA) primary health care clinics in Jordan were enrolled in a training program. Training was provided in three stages: i) needs assessment, ii) lectures, roleplay, interactive learning and audio-visual materials, and iii) on-the-job training. Evaluation of the training was done with regard to theoretical knowledge and practical performance. For knowledge, a pre- and post-training test was used, while for performance, an on-the-job training checklist was employed to evaluate adherence to guidelines and training material.

**Results:** There was a strong and significant improvement in theoretical knowledge before and after the training: the mean test score increased from 46% to 81% ( $p < 0.0001$ ). The practical performance on selected indicators such as communication, examination and diagnosis was excellent at the end of the training. The participants' satisfaction with the training program was high.

**Conclusion:** A structured training program at the primary health care level increased theoretical knowledge and yielded a high on-the-job practical performance.