

Communications - EC4H

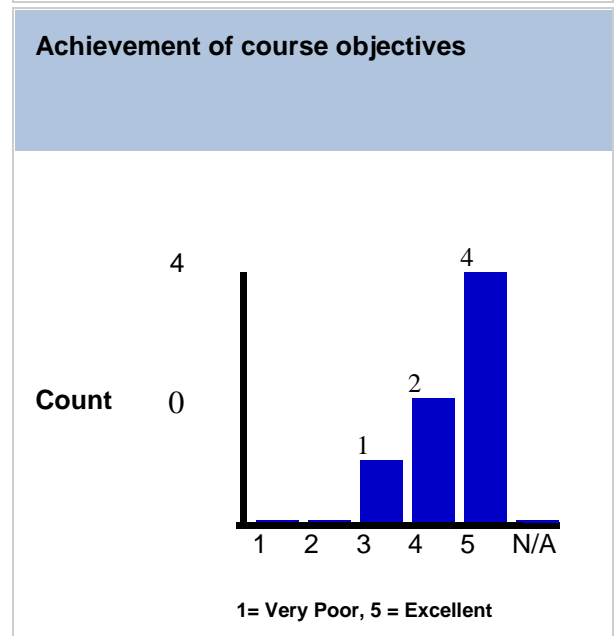
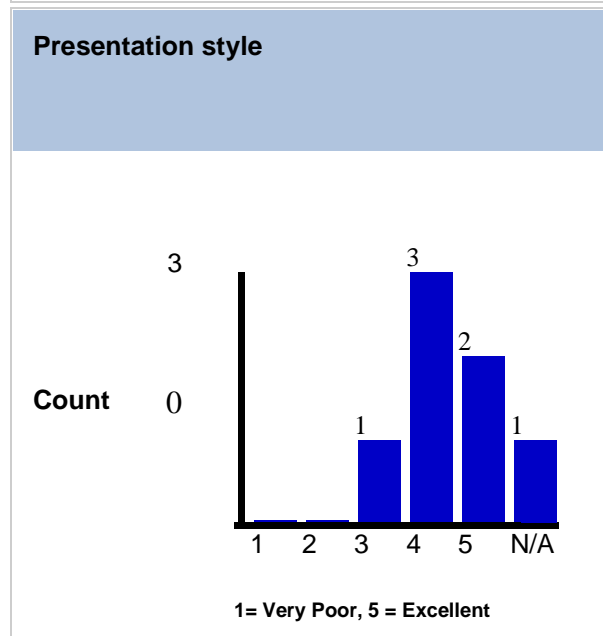
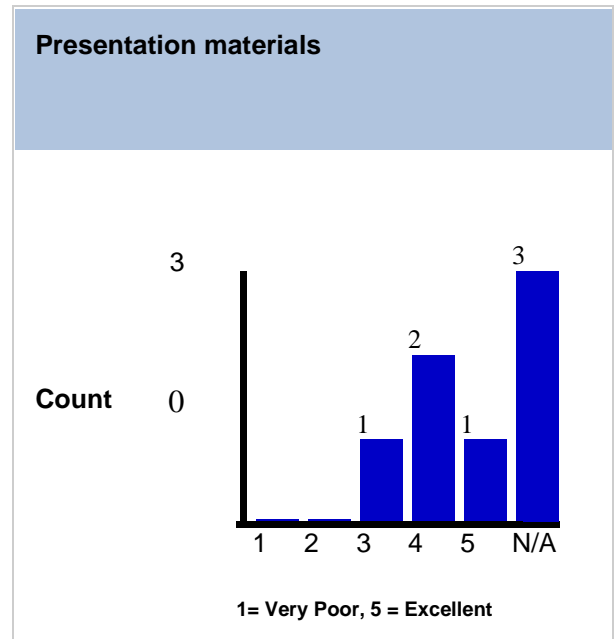
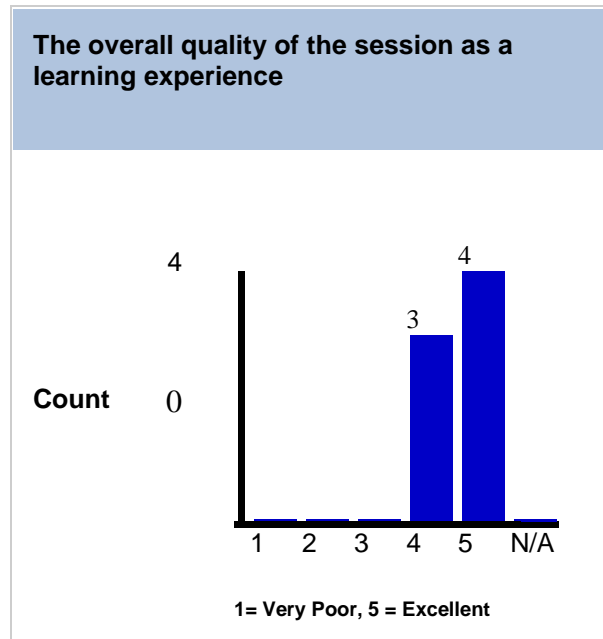
13-Jun-2013



CPD - General Feedback

Number of actual attendees = 7

Number of attendees who have completed feedback = 7



Communications - EC4H

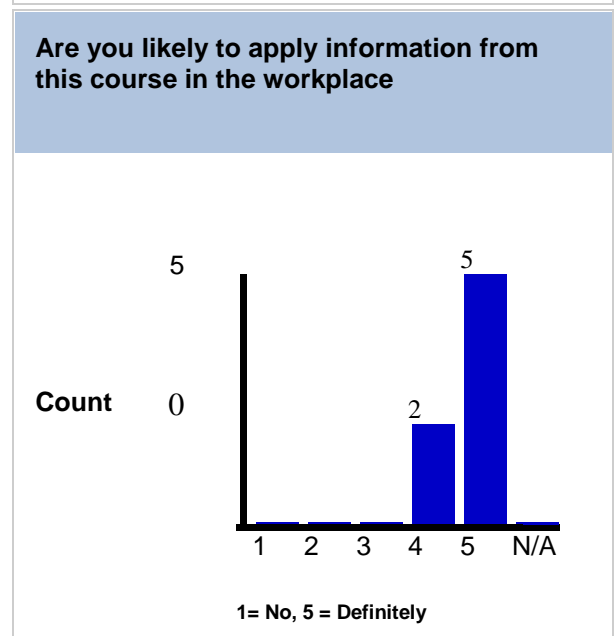
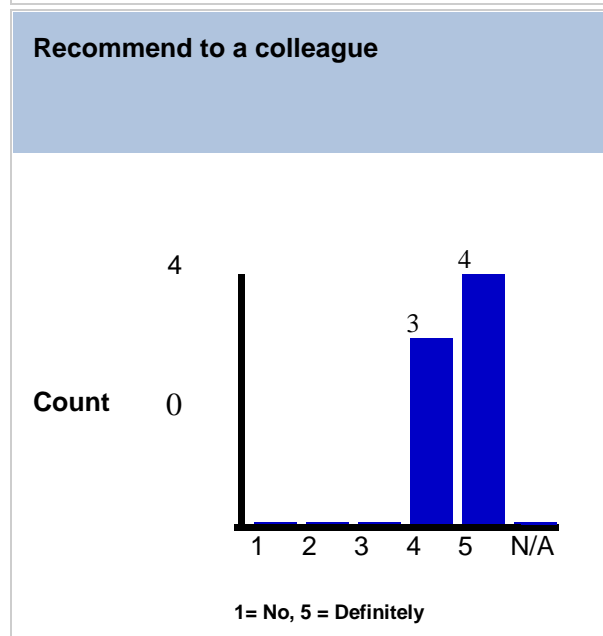
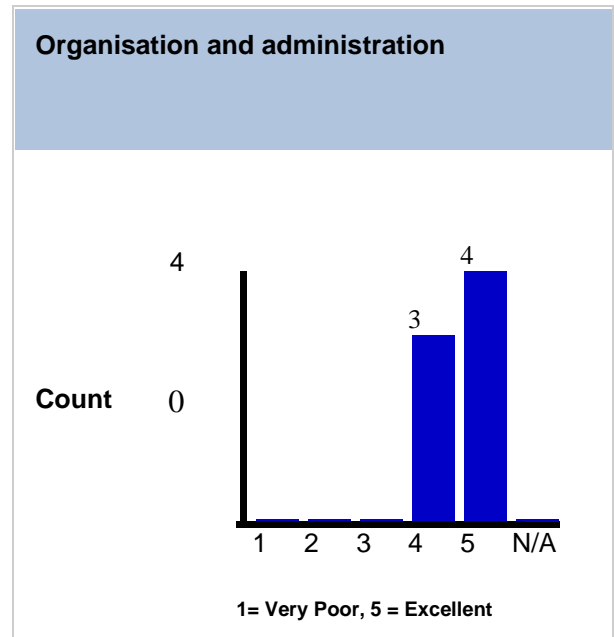
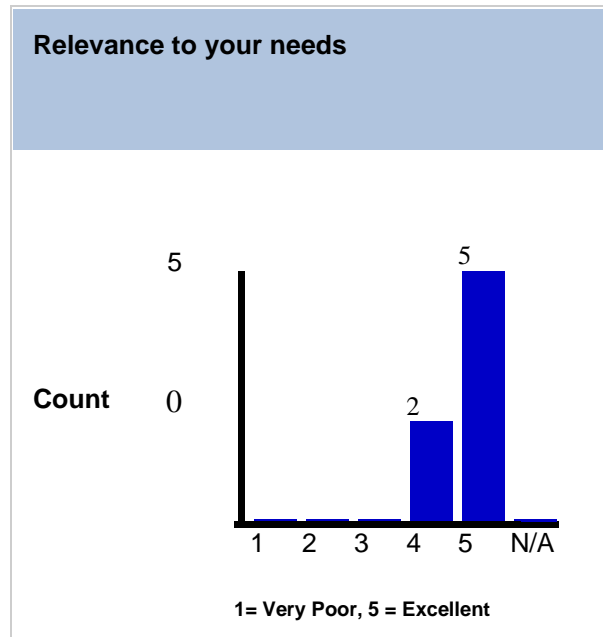
13-Jun-2013



CPD - General Feedback

Number of actual attendees = 7

Number of attendees who have completed feedback = 7



Communications - EC4H

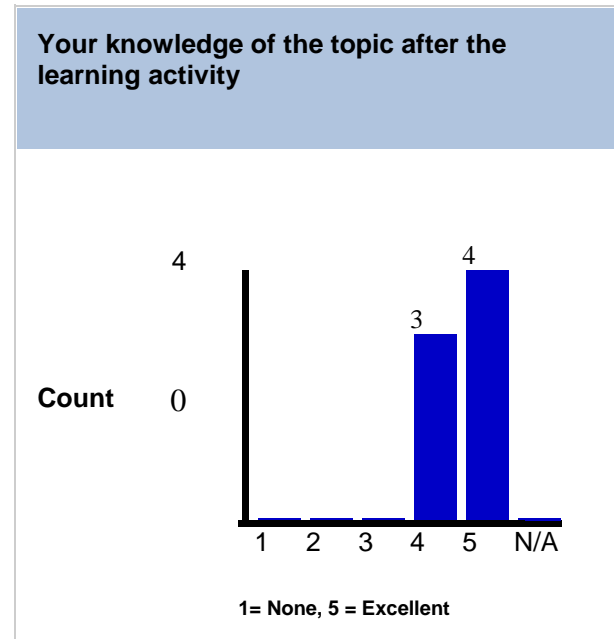
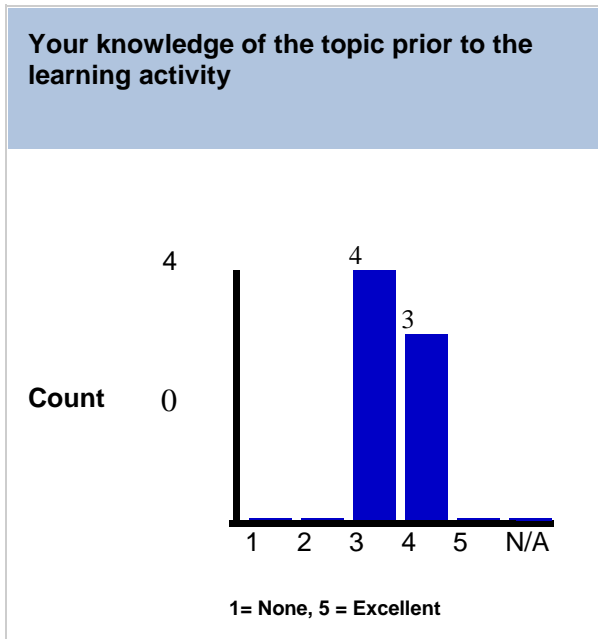
13-Jun-2013



CPD - General Feedback

Number of actual attendees = 7

Number of attendees who have completed feedback = 7



Communications - EC4H

13-Jun-2013



CPD - General Feedback

Number of actual attendees = 7

Number of attendees who have completed feedback = 7

What topic(s) did you find particularly effective?

Role plays were very useful
Practical sessions- role playing
Exploring the communication styles and using in practice
Role Play Session

Important parts of communication
Practical interactions very useful
Dealing with poor performance

What topic(s) could have been more effective?

May some handouts be useful
More role play sessions

Comments and other feedback

Size of the group was right.
Maybe video-recording and giving the CDs to participants will be very helpful.
Excellent experience and more useful
more time and scenarios to reflect on own communication styles
Very well-run course with good interaction from participants which benefitted the overall experience



General Reflection

Number of actual attendees = 7

Number of attendees who have completed feedback = 7

What was the most important thing you learned as a result of participating in this activity?

Information to be provided to the patients or relatives or colleagues in small chunks.
Giving information to parents in chunks
Avoid information overload- give general information and detailed information should be made available.
Understanding different communication styles in different situations
Communicating with empathy
Communicating important facts in a explicit manner
To understand better and practice active listening skills
Effective use of assertiveness
Short efficient message
Giving information in smaller chunks and pausing to check that the message is received
Learnt to deal with conflict at work place.

Will this course influence patient care?

Certainly.
Yes
This course will help to communicate effectively with parents and patients when dealing with complex clinical conditions and poor outcomes
Yes by enhancing my communication skills
Yes
Yes, it was very useful to be on the 'receiving end' in the role play situations
Yes it would enable good communication within the team.

What do you think you still need to learn in relation to this topic?

Learning is a continuous process and only a fool would claim to have learnt everything.
I think way to look back at our performance and to seek feedback on regular basis
More knowledge on this topic
Review relevant literature about the topic on a regular basis
Own communication styles
To continue to expand on the techniques demonstrated and learned from the day
To put into practice the skill I have acquired by doing this course and get feedback from colleagues.

What resources will you require to enable you to achieve this?

Day to day activities!
I already seek it from my colleagues, junior staff who are witnessing the communication and also from nursing staff.
Video-recording our consultation with consent and reviewing it.
By attending more courses or conferences
Resources are in place at present.
More practice and discussions
Continued reflection of practice and examination of future encounters

