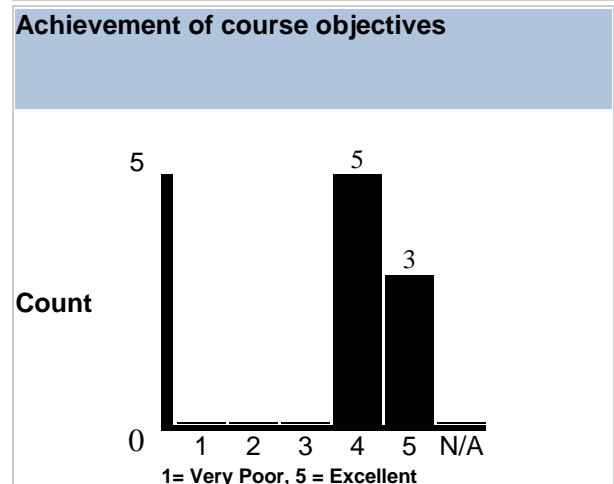
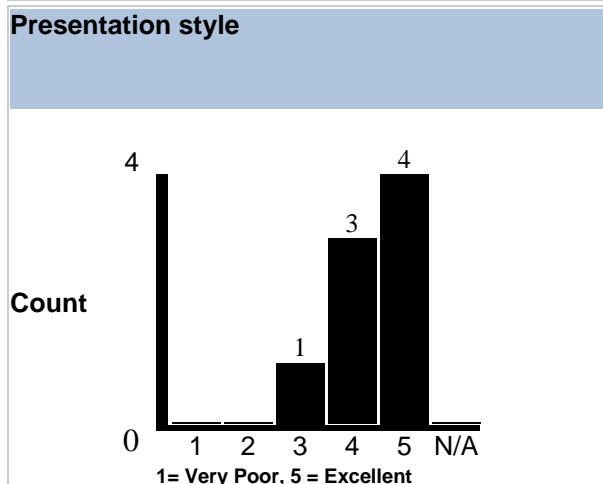
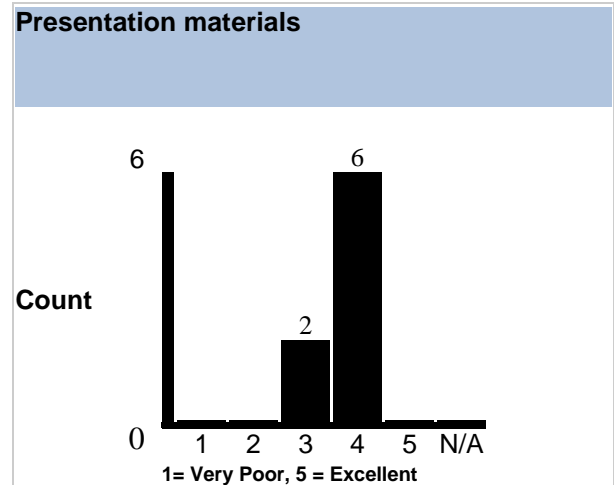
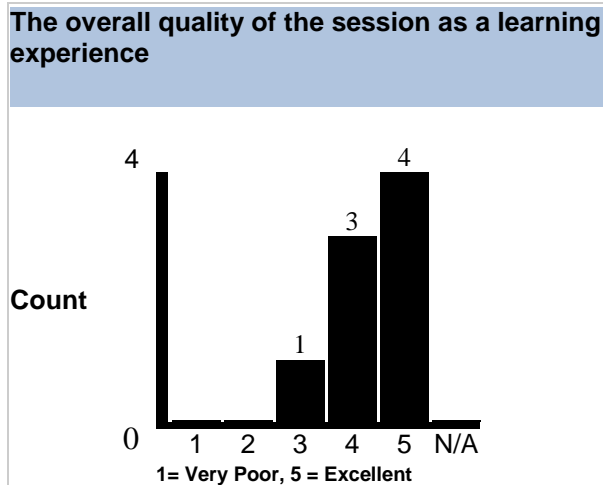


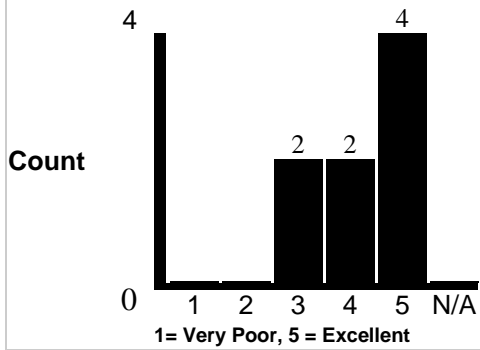
CPD - General Feedback

Number of actual attendees = 8

Number of attendees who have completed feedback = 8



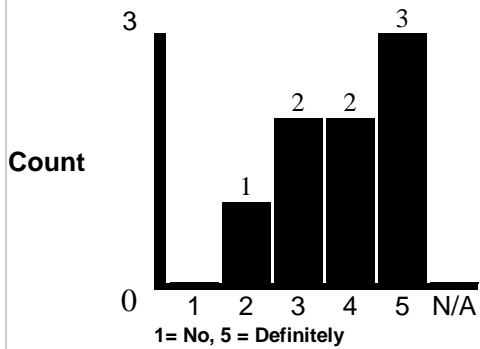
### Relevance to your needs



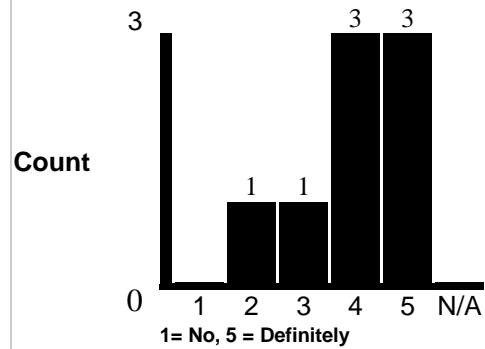
### Organisation and administration



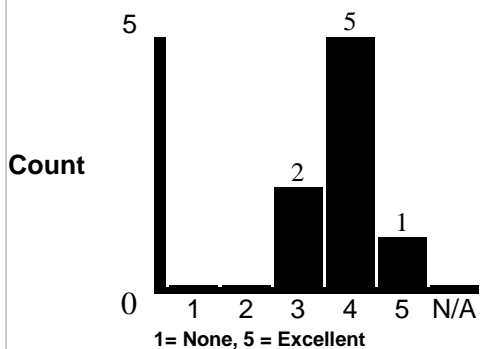
### Recommend to a colleague



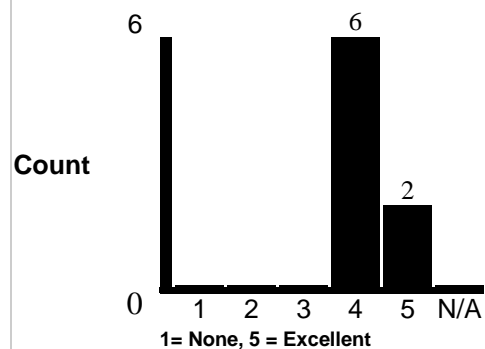
### Are you likely to apply information from this course in the workplace



### Your knowledge of the topic prior to the learning activity



### Your knowledge of the topic after the learning activity



## CPD - General Feedback

### What topic(s) did you find particularly effective?

Role play and enacting different scenarios was very helpful.  
Role play  
Comparing your techniques with colleagues  
Working on real scenarios experienced by the participants.  
Taking ideas from observers during the role play,  
Dealing with confrontation / difficult patients  
Peer group feedback on communication style.  
Case scenarios

### What topic(s) could have been more effective?

Importance of appearance of a doctor in communication with a patient needs more emphasis.  
Presentation  
Discussing about the preliminaries of communication like general appearance and behaviour on the doctor's side.  
nil  
Lot of repetition

### Comments and other feedback

Very helpful course overall.  
Excellent course  
Two days would have been better  
Overall good course  
Helpful.  
Excellent course, useful to hear different approaches to similar themed problems experienced by colleagues in all specialties.  
Facilitators were knowledgeable and relaxed which is always helpful  
An excellent day. Very relevant to the everyday work situations we all find ourselves in and that often remain challenging even to an experienced clinician. Reassuring to realise that we all struggle with similar issues.  
Supportive group and facilitators. Thank you.  
Session seemed to move along slowly - perhaps could be a bit more succinct.  
If candidates are unable to attend a session without constantly being on their mobile phone could I suggest they be asked to leave rather than obstructing the flow of the session.  
Could be condensed to half a day with more varied topics

## General Reflection

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

Communicating with empathy is essential.  
Managing difficult and angry patients, breaking barriers  
Dealing with angry patient. Display of empathy helps to defuse the situation  
No matter what you can always get better in this area.  
Try role playing if in a challenging situation  
Everyone finds the same situations challenging!  
All my colleagues are in the same difficult situations at times

**How will this course influence patient care - what will you do now?**

It will improve my interaction with patients and in understanding their expectations better.  
More confident in my communication skills  
Use different communication styles in different situations  
Will apply techniques learnt in the course  
Be more mindful of the skills necessary for effective communication.  
Continue similar approach to present but a few new techniques to try if things not going well  
Improvement in Dr-patient relationships and interactions.  
Increase in patient satisfaction.  
Potential reduction in complaints.  
Be more of a listener

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

I need to practice the skills learnt in clinical settings especially dealing with angry patients.  
None  
There is always scope for improvement. Reflecting on my practice and discussing with colleagues will help improve my practise  
Be in the position of the patient or relative.  
Can always learn new things, but probably more experiential learning  
I think further learning will come through practice in everyday clinic situations  
Better ways of giving negative feedback

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

None.  
Clinical practice  
As above  
Practice, practice, practice...  
Nil  
Nil additional except time to reflect  
Attend the 2 day course on the topic