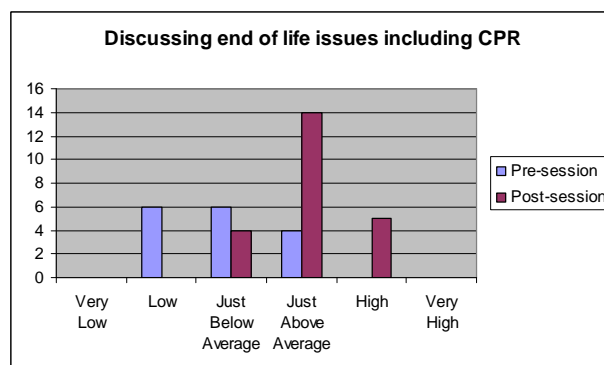
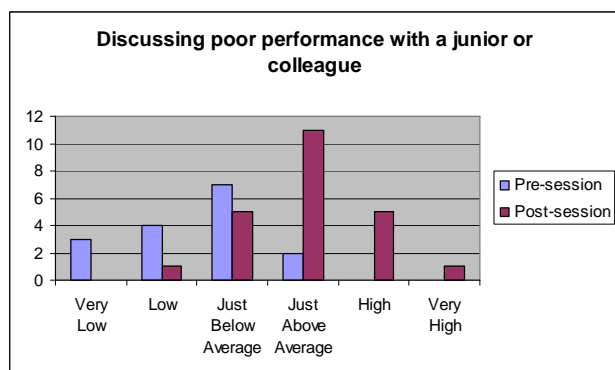
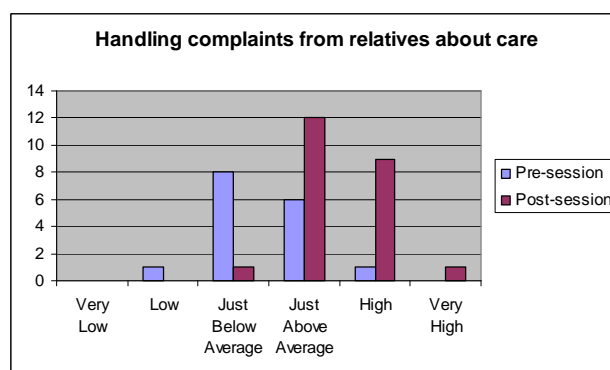
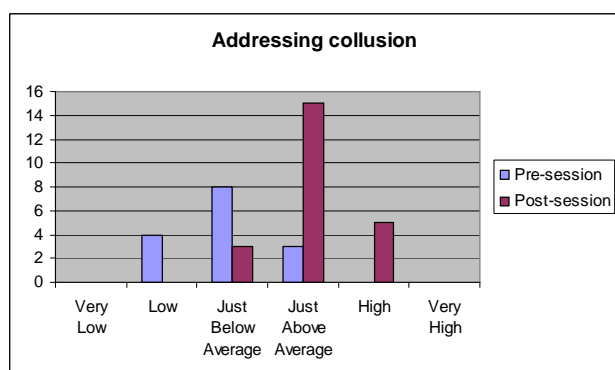
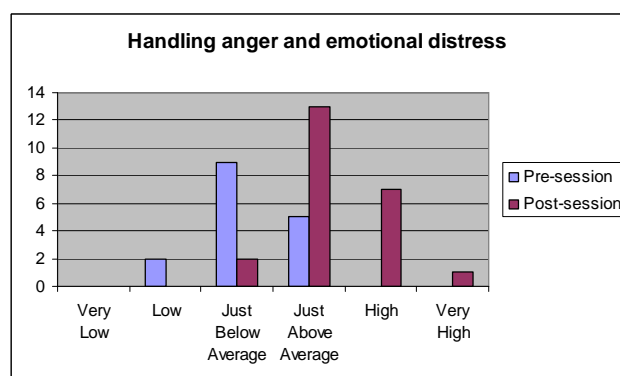
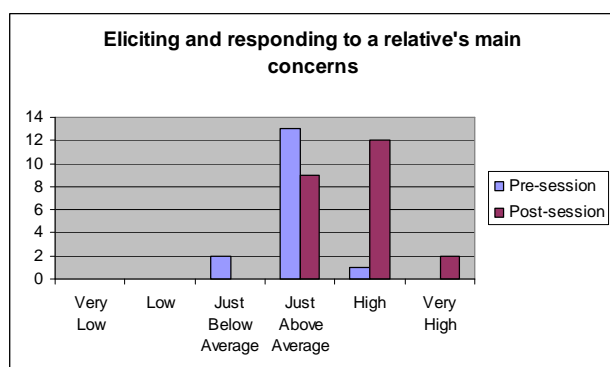


## Enhancing Clinical Communication: Workshop for FY2 doctors in SE Scotland 8<sup>th</sup> November 2012 - The Lister, Edinburgh

This one-day workshop was delivered by senior NHS clinicians from the NHS Lothian Effective Communication for Healthcare programme: <http://www.ec4h.org.uk>

Participants worked with trained simulated relatives on two scenarios: handling complaints and care at the end of life, and managing the expectations of assertive relatives. They also chose two scenarios relevant to their practice as junior doctors for role play in the second part of the workshop.

Of the 26 FY2 doctors who attended the course, 16 returned pre-course evaluations and 23 returned post-course evaluation forms. Participants were asked to rate their confidence in the following aspects of communication:



Participants were also asked to rate the content and delivery of the workshop:

- 100% of trainees would recommend this course to a colleague
- 100% of trainees would like to see this course feature in future FY2 education programmes

