

# Evaluation

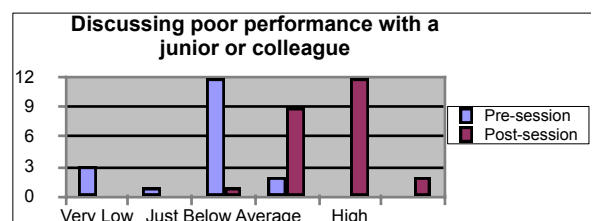
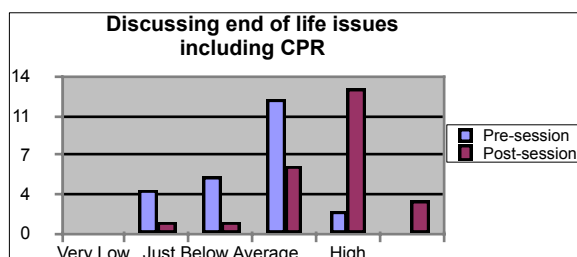
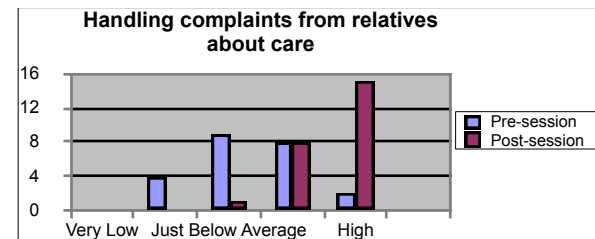
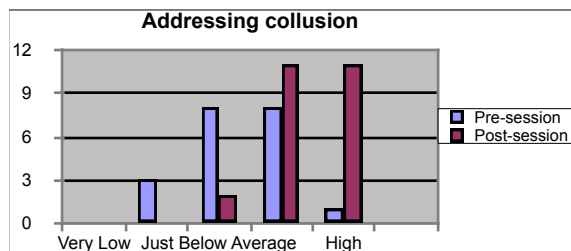
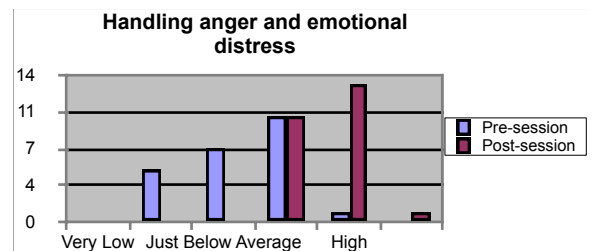
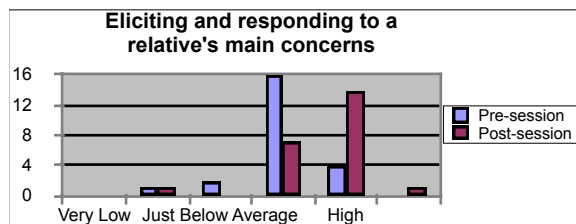
## Enhancing Clinical Communication Course, 7<sup>th</sup> November 2013

### The Lister, Edinburgh

Of the 23 trainees who attended the course, all completed pre-course and post-course evaluation forms.

Trainees were asked to rate their confidence in:

1. Eliciting and responding to a relative's main concerns
2. Handling anger and emotional distress
3. Addressing collusion
4. Handling complaints from relatives about care
5. Discussing end of life issues including CPR
6. Discussing poor performance with a junior or colleague



## Course Ratings

Trainees rated 10 questions about the course on the following scale:

Excellent	Good	Just Above Average	Just Below Average	Poor	Very Poor
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The results were as follows:

1. How **enjoyable** was the course?  
57% - Excellent 43% - Good
  2. The **relevance** of the course?  
100% - Excellent
  3. The **venue**?  
57% - Excellent 39% - Good 4% - Just Above Average
  4. The **balance of teaching methods**?  
68% - Excellent 32% - Good
  5. The **interactive demonstrations** (am)?  
82% - Excellent 18% - Good
  6. The **participant role plays** (pm)?  
82% - Excellent 18% - Good
  7. The **facilitation skills** of the **tutors**?  
95% - Excellent 5% - Good
  8. The **knowledge** of the **tutors**?  
100% - Excellent
  9. The **atmosphere** the **tutors** created?  
100% - Excellent
  10. **OVERALL THIS COURSE WAS**  
95% - excellent 5% - good
- 100% of trainees would recommend this course to a colleague
  - 100% of trainees would like to see this course feature in future programmes