

## Communications - EC4H

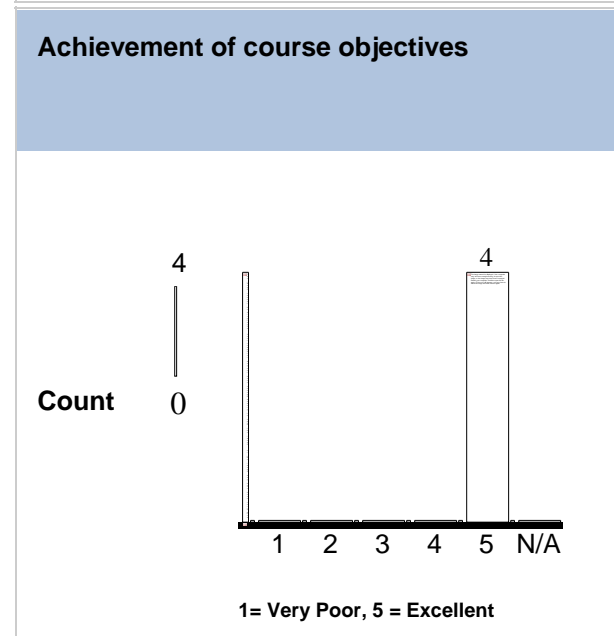
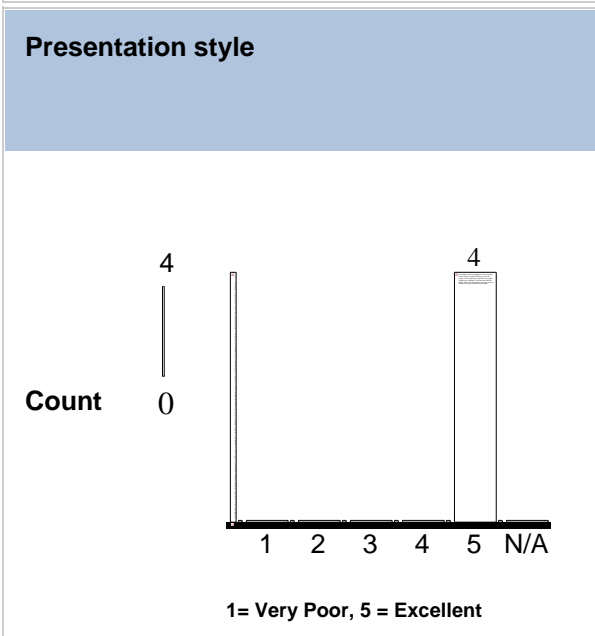
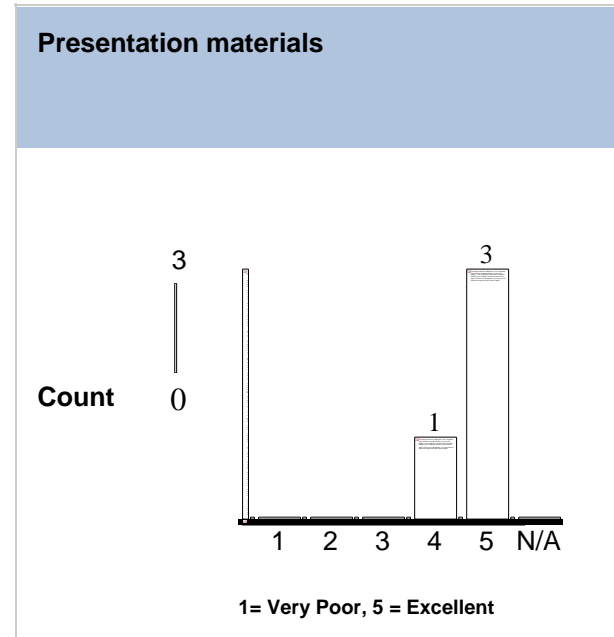
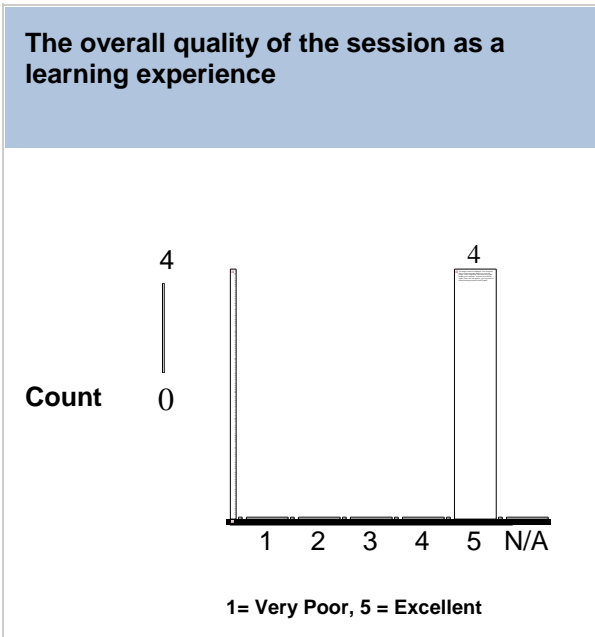
9-Jan-2013



### General Feedback regarding CPD Educational Activity

Number of actual attendees = 4

Number of attendees who have completed feedback = 4



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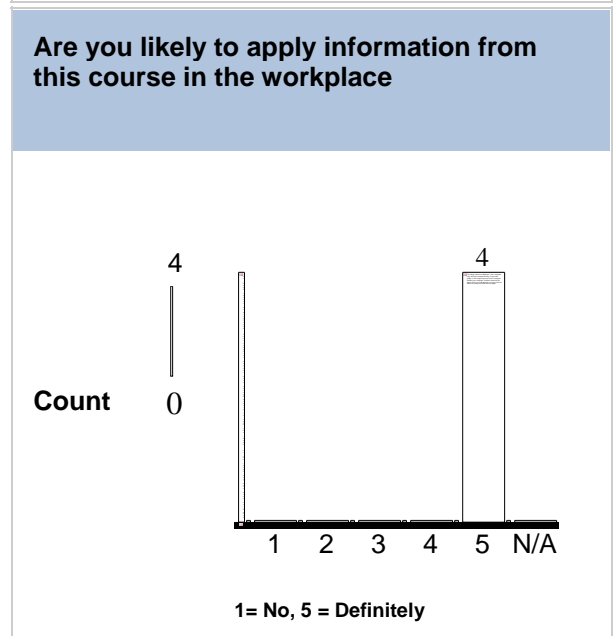
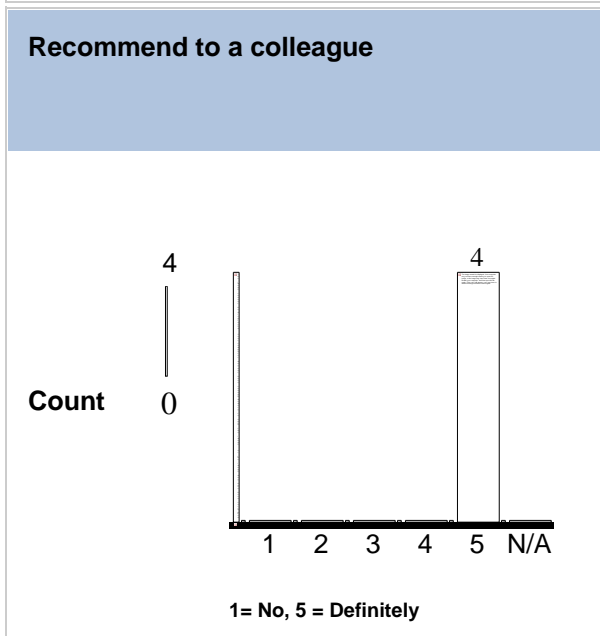
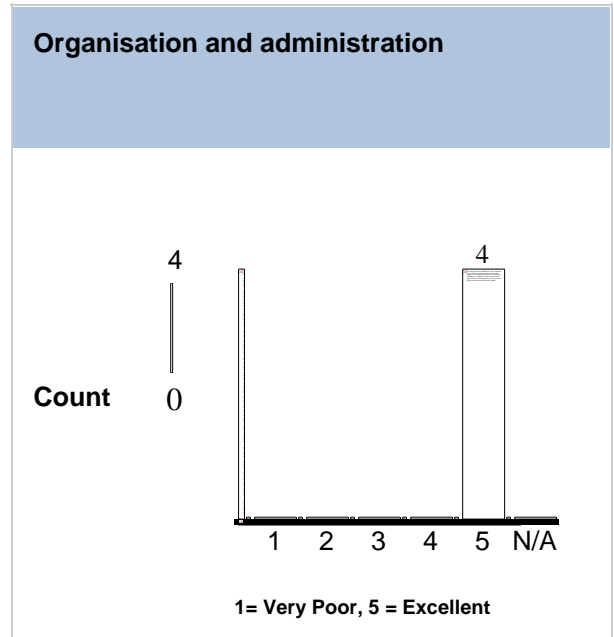
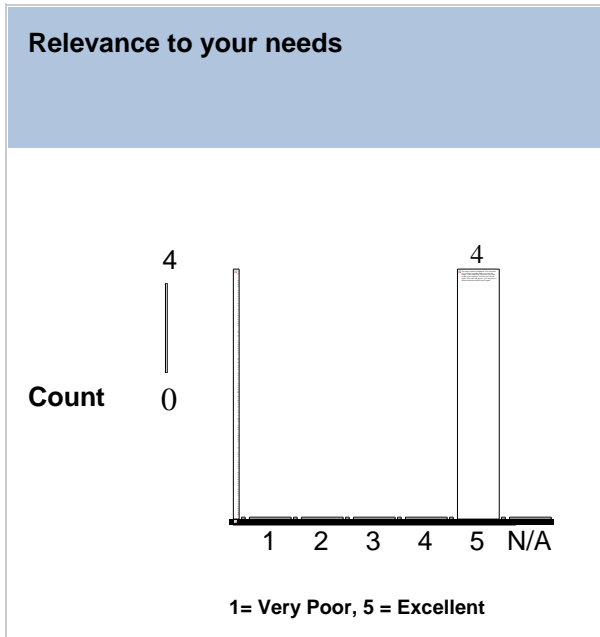
9-Jan-2013



## General Feedback regarding CPD Educational Activity

Number of actual attendees = 5

Number of attendees who have completed feedback = 4



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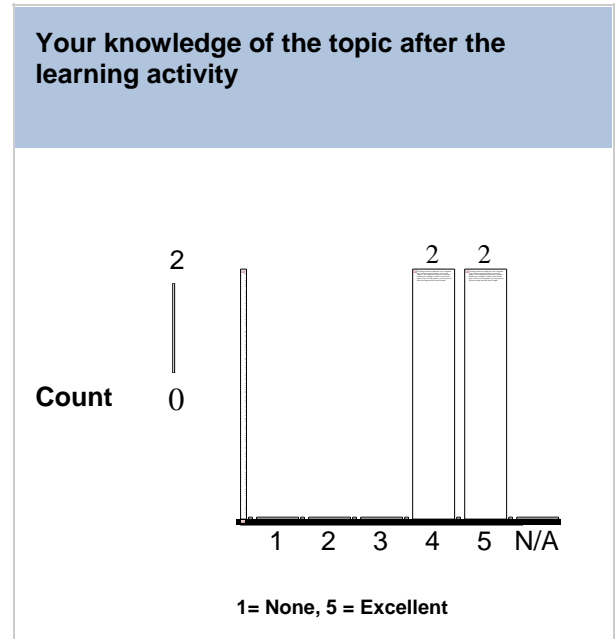
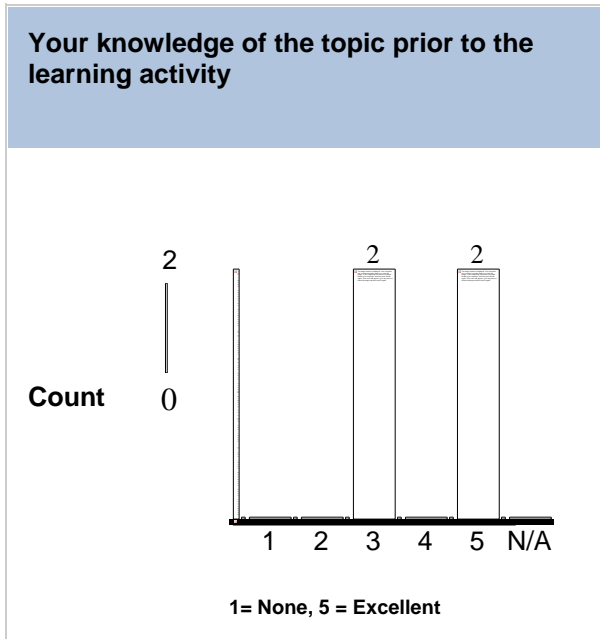
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## General Feedback regarding CPD Educational Activity

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

interactive

the whole session was very useful and productive.

Role playing scenarios-giving each individual the opportunity to personalise them from past difficulties

Getting help from colleagues on potential strategies to try and seeing if it works or not

Idea of feedback from patients/ relatives was hugely insightful as well as actually playing one

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

None- it was the best communication course I have attended.

#### Comments and other feedback

well organised

Excellent course, highly recommended.

Excellent course and excellent facilitators. Medical facilitators made a huge difference in helping define/progress scenarios and to make them real in terms of communication challenges- and offering effective tips in given situations.

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### Reflection on Personal Learning

Number of actual attendees = 5

Number of attendees who have completed feedback = 4

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

communication

The importance of being prepared if I plan a difficult conversation with patient or carers/ colleagues, listening to others' concerns and be able to negotiate.

The value of 'pauses' in communication

The power of showing appreciation to colleagues and vocalising this

Effective body language

Planning an agenda and anticipating different parties goals in advance of a difficult discussion.

**Will this course influence patient care?**

yes

Undoubtfully, it will as it is very important for a doctor to have good communications skills in order to ensure that they deliever the best care to their patients.

Yes, I think it will assist in improving my communication with patients and within the MDHCT, which in turn will benefit patient care.

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

improve my interaction skills

I need to practice more the way to conduct a difficult interview in different settings which are relevant to my practice and to become more assertive.

I think I need to put the skills into day to day practise and fine tune them accordingly.

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

more practice

Self practice; revision of course accompanying materials; to attend a course on assertiveness.

It will be carried out within my normal work routine so no specific resource would be required. Additional supplementary courses eg Difficult conversations may be useful in the future to consolidate this.