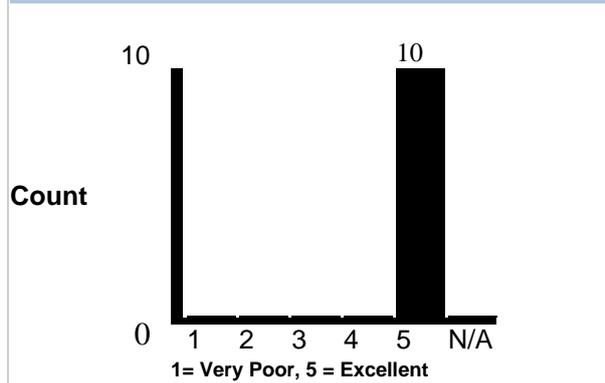


CPD - General Feedback

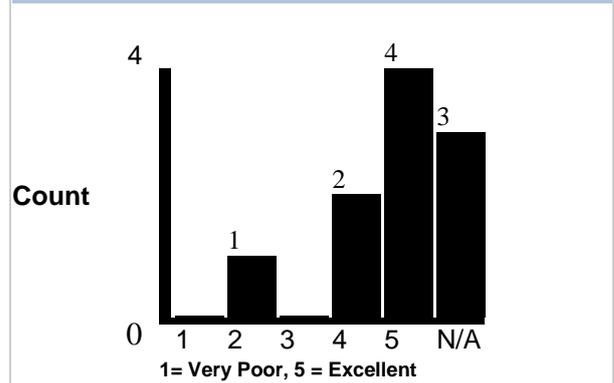
Number of actual attendees = 10

Number of attendees who have completed feedback = 10

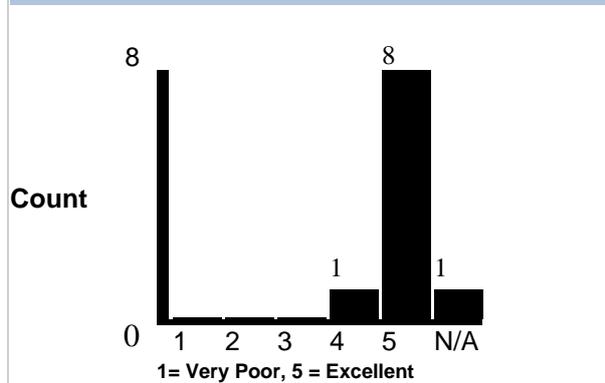
The overall quality of the session as a learning experience



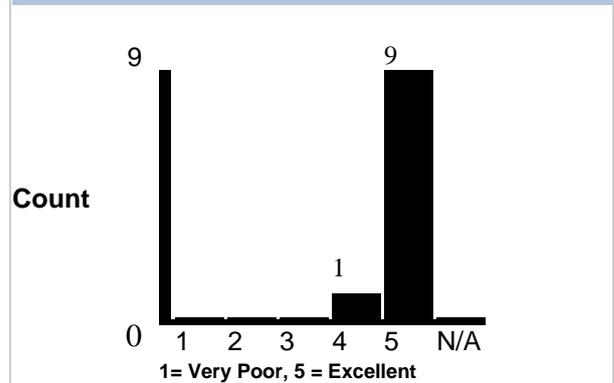
Presentation materials



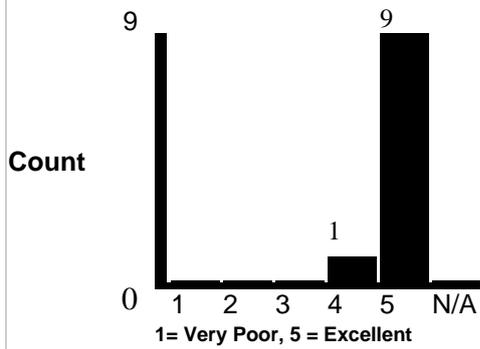
Presentation style



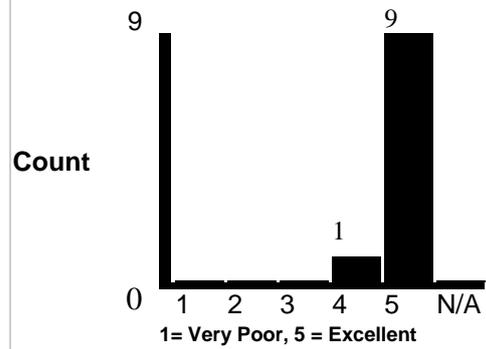
Achievement of course objectives



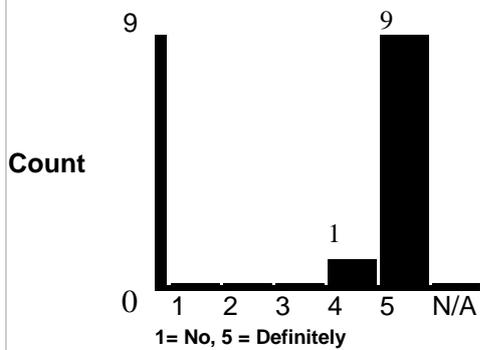
Relevance to your needs



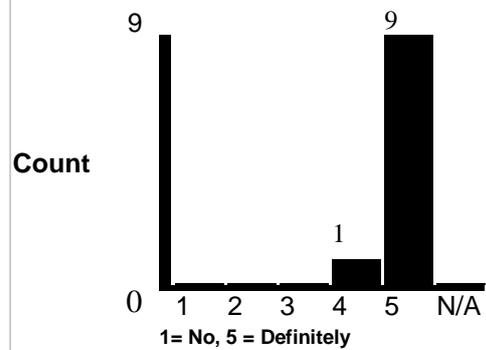
Organisation and administration



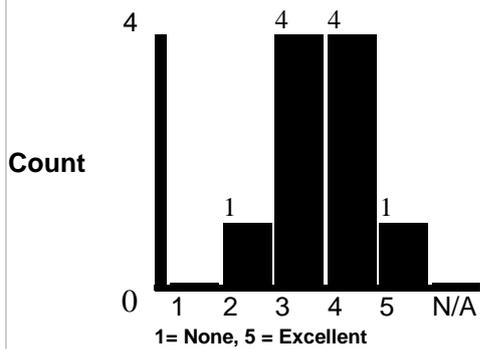
Recommend to a colleague



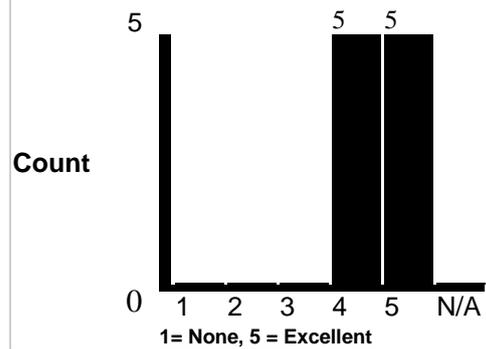
Are you likely to apply information from this course in the workplace



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?

The practical effect of role play and the support of the group in improving communicational behaviour

Discussion with my colleagues.

Role play/scenarios

It was very helpful to involve clinical colleagues from a range of specialities, covering a range of communication issues.

Excellent facilitation, previously I have found that as communication is quite a personal thing feedback might be a little bland or generic. On this course I felt it was always supportive and constructive but targeted at improving my skills.

Most topics were very relevant and the way of addressing them with role play particular effective.

The role playing of scenarios and stopping the flow of the scenario to examine the interactions and to find out what people observing and role playing thought and felt.

We had multiple opportunities to express our view in for common difficult clinical scenarios. This gave me ample opportunity to see how different people would respond in a difficult situation. Learnt how keeping short and use of right words can get patients and colleagues on your side.

The range of communication scenarios was very helpful and the chance to be on the other side of the doctor-patient interaction was enlightening

Very interactive and practical approach which was very effective for the topic.

What topic(s) could have been more effective?

The technical voice recording lacked in quality and was a bit of a nuisance

None

None

None

Use of a room with superior heating and acoustics

All topics were very well addressed

Technical issues to do with recording and play back of the role playing.

I found it all effective

Some difficulties with electronic recording equipment however the teaching methods work well even without that equipment functioning fully.

Comments and other feedback

Excellent engagement and interventions on behalf of the presenters, being inclusive, empathic respectful and competent

Very helpful !

None

Very helpful to my personal development.

Provision of a drink other than tea or coffee for breaks would be appreciated.

The feedback with suggestions etc. was particularly effective in improving one's introspective abilities in the context of consultations with patients or in discussions with colleagues.

Very good team working by the 3 presenters and lots of useful feedback provided to the participants.

Very good course. Very interactive and pitch at the right level.

Very worthwhile course and works well over 2 days

Excellent course that I would highly recommend. Friendly and relaxed approach was ideal for the topic covered. This put the participants at ease and as a result we were all able to achieve more.

General Reflection

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

Get my hearing checked, as auditory perception is essential.

Time is a mayor positive factor in communication. The improvement of communication und time restriction can definitely be improved but there is likely to be a trade-off.

The importance of subtleties of language and the need to be direct

Balance positive and negative feedback

Short structured communication is superior to long sermons when talking to patients.

When running into communication difficulty with patients in a consultation, to put oneself into their shoes to see where they are coming from and better understand the cause for the situation.

Pt. centre.

The importance of trying to think on your feet ie to be analysing how an interaction is going as the interaction is taking place. For example, how has this person responded to what i have just said, what is their body language, how might they be feeling at the moment, what might they be seeking?

1. Keep the message short.

2. Always keep in patients' agenda and not your own.

3. Correct use of words

Some useful techniques to use when dealing with difficult communication scenarios

There is a limit to the amount of information people can take in in one go. It is therefore often better to impart information in small chunks and expand if necessary. That way you get the salient points across in a concise manner.

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

Fighting for improvement against time restrictions;

Simplifying and shortening complex contents tailored to recipient.

Always have a carrot even if you have to apply a stick.

Will reflect on what my agenda is/ what I want to achieve by the meeting before meeting the patient/relatives

Improve communications in difficult situations

Alter my non-verbal communication and being focused in the message I am looking to deliver.

The course has sensibilised me to the above issue.

Better communications with pts. & cares.

I will try to be more aware of the impact of the way in which I interact with patients and their carers with regards to words and phrases used, how interactive the conversation is and checking for understanding and impact of what I have said with the patient. I will also seek to obtain confirmation that i have understood what the patient and/or carer have said accurately.

Learned how keeping short and use of right works can get patients and colleagues on your side.

I will be very aware of taking time to listen to patients and to show that I am listening. I will also use a lot more positive feedback in communication scenarios.

This course will influence my everyday practice and will be applicable to all forms of communication including with patients, their relatives and colleagues.

I would like to go on to tutor on communication skills.

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

However much we know or are competent in communication the area of cognitive and behavioural ignorance is always far greater. There is no end in increasing you communicational skills

Need to practise skills learned in real situations

Put into practice the skills / techniques taught

Moving these lessons into practice. Avoiding old habits

To recognise sooner potential situations, before they become an issue.

Better understanding pts & cares problems.

I need to practice analysing communications, conversations from various perspectives until this becomes second nature.

Need to put it to practice regularly so that I can master and continue to learn.

With issues of communication, there is always something more to be learned - I treat this as a work in progress.

I would like to apply what I have learnt to discussions on DNACPR.

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

Intact brains, hearing aids, long life expectancy and people who are interested in aiding an atmosphere of growth in this area.

Ongoing clinical and non clinical work

May attend a refresher course in the future.

N/a

Use of the booklet/ notes from the time.

More awareness.

Nil

Course handbook, notes from the course, references provided, www.

Apply the learning from course into real life scenario.

I plan to reflect more on communication situations I find myself in and try to learn from each individual scenario

Course booklet. Day to day work.