



MDU Effective Patient Communication Skills Workshop Programme

In association with Healthcare Performance Limited

Lead presenter:

Dr Emma Sedgwick

Facilitators:

Dr Mike Roddis and an MDU Medico-Legal Adviser

09:00	Registration
09:15	Welcome Overview of the day
09:30	Setting boundaries and preparing for the workshop
10:00	What type of communicator are you? Delegates to list their good points as a communicator and identify those communication skills they would like feedback on for the afternoon session
10:15	Explanation of video sessions Delegates to explain case studies in pairs <i>Throughout the rest of the morning session (10.30am to 12.45pm delegates to be videoed in pairs: 15 minutes per pair in total with 5 minutes videoing time each)</i>
10:30	Poor communication Watch an example - 'Doctor in the House' video List aspects of poor communication as a group
10:45	Medico-legal consequences of poor communication MDU presentation
11:15	Coffee
11:30	Modelling The best communicators Watch examples – videos of consultations List aspects of excellent communication
12:00	Consequences of good communication (for the patient and the doctor): The Research
12:15	The Calgary-Cambridge Model for doctor-patient communication and the skills: i) Initiating the Session ii) Gathering Information iii) Building the Relationship iv) Explanation and Planning v) Closing the Session

- 12:45 Catch up session: delegates to teach one another in small groups
- Group 1: Consequences of poor communication skills: MDU presentation
- Group 2: Good communication case studies
- Group 3: Consequences of good communication skills:
Research
- Group 4: Cambridge: Calgary Model
- Delegates to spend 15 minutes in a group where they were present at the presentation and 15 minutes in a group where they missed the presentation*
- 13:15 Lunch
- 14:00 Three feedback groups:
Case scenarios
Watch delegates 5 minute video session from the morning and receive 10 minutes feedback.
- 15:00 Tea
- 15:15 Case scenarios
Watch delegates 5 minute video session from the morning and receive 10 minutes feedback.
- 16:15 Round up
Learning from the day – meeting of original objectives
Action points – future learning plan
Fill out evaluation forms
- 17:00 Close