

Advanced Patient Communication Skills Course for Doctors

Formed in 2004, Oxford Medical Training is now the UK's leading provider of high quality career development for doctors, specialising in advancing leadership, management, communication and teaching skills in the medical environment.

This one day course is designed to build upon your existing knowledge and experience, introducing concepts and using exercises to increase your self-awareness and clarifying factors affecting patient behaviour. You

will then have the opportunity to practice difficult scenarios in a safe environment, helping you to develop both personal resilience and efficiency while having a positive influence on the patient's experience.



Learning Outcomes

The course will enable you to:

- Be clear regarding what both patient and doctor need to communicate to each other
 - Improve your ability to create rapport and demonstrate empathy
 - Develop your self-awareness
 - Identify your own personal communicating style and how to use it effectively
 - Explore factors affecting the communication and behaviour of both doctor and patient
 - Integrate new approaches to your patient interactions
 - Apply these points to breaking bad news, dealing with complaints as well as when and how to say no.
 - Address issues of patient compliance
 - Experiment with new ideas and approaches in a safe environment
 - Create a personal action plan to support your ongoing development
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Prospectus

08:30 REGISTRATION AND COFFEE

This is an excellent opportunity for course delegates to meet fellow attendees and break the ice before working together throughout the day. This is also an invaluable time to share personal and professional experiences with the tutor and other delegates.

09:00 INTRODUCTIONS, COURSE OBJECTIVES AND PERSONAL LEARNING GOALS

The course begins with an opportunity for personal introductions, a presentation of the course aims and objectives and some exploration of your own individual learning goals

WHAT NEEDS TO BE COMMUNICATED AND WHY?

This session is dedicated to clarifying what it is that both doctors and patients must communicate to each other and what they need from each other.

CREATING DIALOGUE

During this section of the course the importance and fundamental elements of creating dialogue will be explored including rapport and empathy. The subject of personal awareness is also introduced at this point with processes and actions which can be undertaken to improve this.

FACTORS AFFECTING COMMUNICATION AND BEHAVIOUR

The factors which generally affect communication and behaviour are introduced and their relevance to patient/doctor interactions brought into focus.

This will include:

- Personal communication styles
- The impact of time pressure
- Assumptions, associations and bias
- The Health Belief Model
- Reasons for patient “non-compliance”



COMMUNICATION APPROACHES IN HEALTHCARE

Communication models are explained and applied to healthcare, considering the flow of communication across the consultation and the importance of summary, recommendations and conclusions.

Key areas in this section include:

- Breaking bad news
- Dealing with complaints
- When and how to say no



PRACTICING NEW IDEAS AND APPROACHES

This practical section gives every delegate the opportunity to share, apply, experiment and test out their individual learning points which had been developed throughout the day in a safe, supportive environment.

CONCLUSIONS, ACTION PLANNING AND CLOSE

The course concludes with some critical reflection, a review of the course planned objectives and progress toward individual learning goals.

There will be 15 minute breaks with tea and coffee supplied morning and afternoon plus lunch served during a 45 min-1 hour break. The exact timing of these will be determined on the day.

Course ends 16:30-17:00 depending on delegate numbers.

***Our course content is constantly updated ensuring
you receive the best and latest information.***