



Achieving Quality through Clinical Responsibility & Communication

09.30 – 16.30 Hours

Friday, 6th July 2018

Venue:

Seminar Room 1, PGME Centre,
Oliver Plunkett Building, St. Peters Hospital,
Chertsey, Surrey, KT16 0PZ

Who this is for: SAS doctors

Educational objectives:

- Understanding key models and approaches related to clinical responsibility and communication
- Building skills to take on clinical responsibility and communicate more effectively
- Applying these skills in everyday professional practice

About the trainer:

Ben Smith is a senior Res associate and an honorary senior lecturer at University College London. Ben has spent the last 5 years as Clinical Director for Psychological Services and the Allied Health Professions at North East London Foundation Trust (NELFT), where he was the clinical and professional lead for over 800 health professionals. Ben is lead therapist for the C-PAS (CBT for PTSD and Schizophrenia) randomised controlled trial in NELFT and NHS in Berkshire. He also runs a postgraduate leadership programme for health care leaders and has worked on a number of service transformation projects in Mental Health throughout the South East of England. As a Res Associate he is involved in delivering education for professionals across a range of specialties with a focus on personal reflective practice, management and leadership, and service development.

Booking a place, please contact:

Mr Russell Varcoe
Education and Training LFG Co-ordinator
Post Graduate Education Centre
E: russell.varcoe@nhs.net
Tel: 01932 722814

Agenda

Registration from 09.00

AM – Clinical Responsibility

09.30 ABC of Clinical responsibility – Impact on quality & governance

10.00 Skills 1 - Accountability and professional practice as an SAS doctor

10.30 Skills 2 – Behavioural analysis of self & others

11.00 Break

11.15 Skills 3 – Building “responsible behaviours”

12.00 Skills 4 – Learning from complaints

12.30 Case Study: Risk in the workplace

13.00 Key points & lunch

PM – Effective Communication

13.30 Setting module objectives

13.35 Defining ‘patients & peers’ – What do you need to communicate?

13.50 ABC of Communication – Some simple models

14.20 Skills 1 – Building a basic communication plan

14.40 Skills 2 – Utilising the right media (verbal, written, digital)

15.15 Skills 3 – Building communication into pathways

15.15 Skills 4 – Building communication skills

16.00 Role play - A patient communication scenario

16.15 Personal communication development plan

16.30 Summary & close