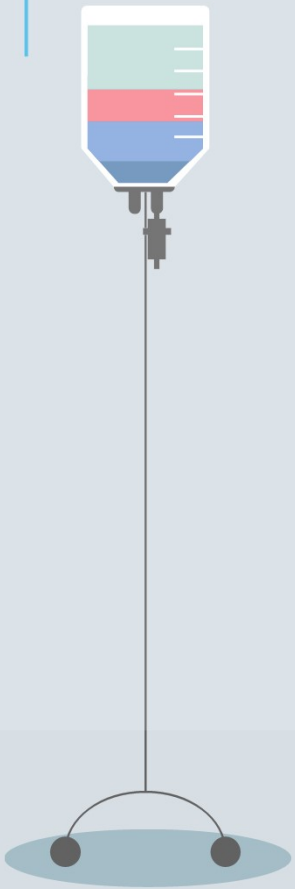


**COMMUNICATION
WITH PATIENTS AND
THOSE WHO ARE
CLOSE TO THEM**



LEARNING OBJECTIVES



- 💡 To raise awareness of the guidance set out by the GMC and MSC's in *Achieving Good Medical Practice* on communication.
- 💡 To understand why good communication is an important part of professionalism.
- 💡 To recognise and discuss common barriers to communication, how to mitigate them and strategies to communicate effectively.
- 💡 To leave the session feeling more confident and comfortable with communicating effectively and safely to patients in a range of scenarios.

COMMUNICATING EFFECTIVELY

Try your best to find information for the patient or **pass query onto a more capable person**

Be honest when you don't know something

Supporting patients to make decisions for their treatment and their care

As a doctor on duty, you must be readily available to patients seeking advice, support, information

Sharing information a patient may want or need, **in a manner that is appropriate for them**



Listening and respecting patient's views

Barriers to communication

Patient language and communication needs

Always remain polite and considerate to anyone close to patients (including friends/family) **at all times**

Reference:

GMC and MSC's *Achieving Good Medical Practice* (2016), Domain 3.42-3.44

GMC's *Good Medical Practice* (2013), Domain 3.31-3.34

**CAN YOU THINK
OF ANY BARRIERS
TO
COMMUNICATION?**



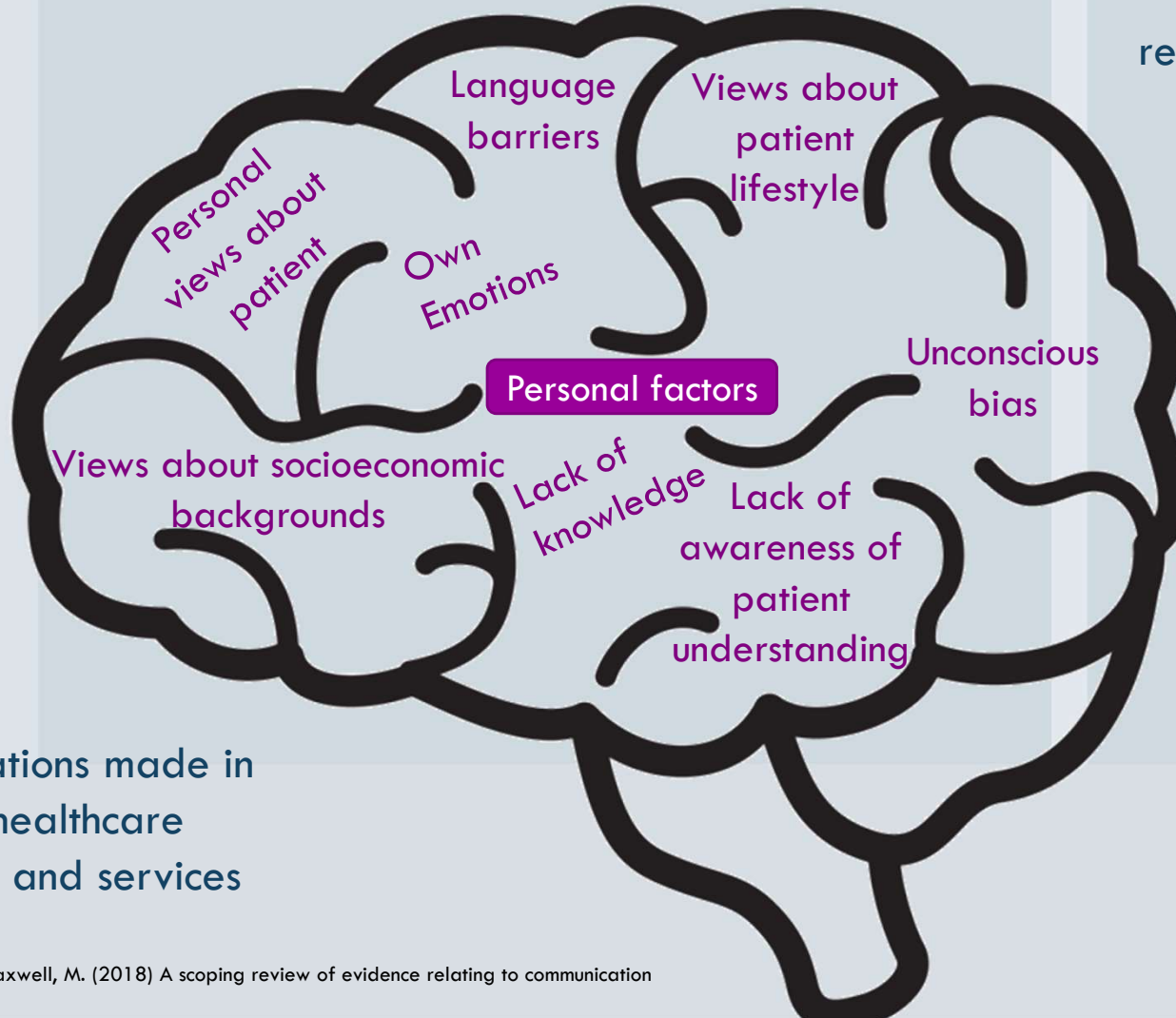
BARRIERS TO COMMUNICATION

External factors

Digital consultations (e.g. telephone consultations)

Patient factors, patients may be anxious or in pain

Miscommunications made in between healthcare professionals and services



Workload responsibilities

Time constraints

Technology/system /equipment breakdowns

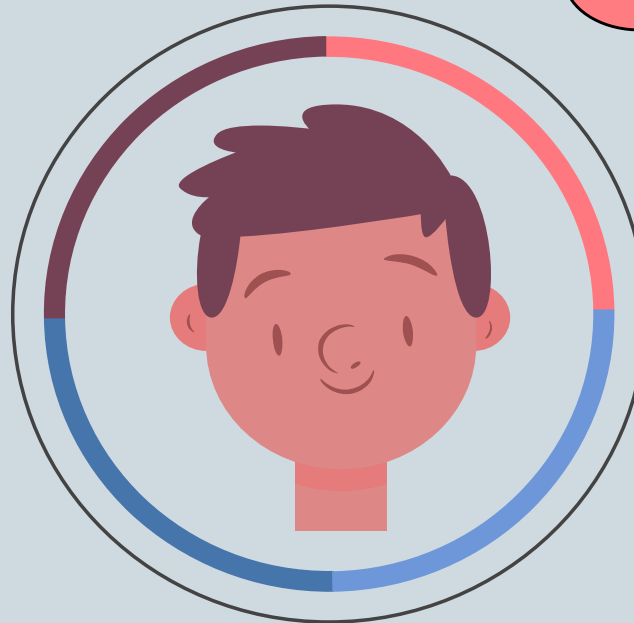
Personal Protective Equipment e.g. face masks

WHAT THE GMC EXPECTS FROM YOU...

“Establish and maintain partnerships with patients”

Be **polite** and considerate at all times

Be clear with patients about the **role** you'll take in their care



YOU, THE MEDICAL STUDENT

Treat patients fairly, with respect no matter your own thoughts about their **choices** and **beliefs**.

Listen and **respond** to patient's views and concerns

Respect patient's dignity, **confidentiality** and privacy

TIME FOR SOME
CLINICAL
CASES!




SCENARIO 1: VIDEO CALL APPOINTMENT




THE STORY SO FAR...

There is a scheduled appointment for Mrs. Jo Smith with rheumatoid arthritis at the rheumatology clinic. Due to COVID-19, appointments have been moved to online consultations with the doctors at the clinic video-calling patients at home.

DISCUSSION




1. What were the barriers to communication?



2. What examples of bad communication have you identified?

3. What would you do instead?



4. How would you convey good communication through a telephone call or through PPE?

WHAT THE GMC SAYS...

DOMAIN 3.42

01

Doctors must work in partnership with patients and good communication is vital if they are to do this successfully. **Working in partnership** is about supporting patients to make decisions about their treatment and care, by **listening to** and **respecting their views** about their health.

02

Working in partnership is also about **sharing information patients want** or need, in a way that is tailored to their needs.



CASE 2




SCENARIO 2: RELATIVES AND HALLWAY MISHAPS

THE STORY SO FAR...

Mark Jones has recently been diagnosed with a cancer and is currently in hospital on a busy and noisy medical ward over the weekend. The FY1 doctor has not met this patient before but is approached by Mark's relatives down the hallway who are very angry.



DISCUSSION



1. How could the doctor improve some of these barriers?

2. What errors did the doctor make?

3. What were the barriers to communication?

WHAT THE GMC SAYS...

DOMAIN 3.44

01

Be polite and considerate to anyone close to the patient, such as relatives, carers and friends at all times- not just during a consultation.

02

When communicating with patients you must:

Be honest when you don't know something.

As a student, you're not expected to know the answers to all questions a patient may have but you are expected to listen to them and respect their views.

How does this relate to Scenario 2?



TAKE HOME MESSAGES

Empathy and compassion

Doctors must work in partnership with patients and good communication with the patient and those close to them is vital for success. (domain 3.42 and 3.44)

Be aware of barriers

Be aware of barriers to effective communication and how you can adapt to meet the patient's language and communication needs. (Domain 3.44)

Honesty and confidentiality

Respect patients' dignity, confidentiality, and privacy whilst maintaining honesty and integrity. (Domain 3.44 and 3.55)



THANKS!

ANY QUESTIONS?




FURTHER READING (CLICK ME!)



**GMC's Achieving Good
Medical Practice
(GMC & MSC, 2016)**



**GMC's Good Medical
Practice (GMC, 2013)**



**GMC's Understanding
communication failures
involving doctors (GMC,
2019)**

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