The ‘Art’ of Communication

Communicating with Patients and Those Close to Them
Welcome!
Learning Objectives

Students should be able to...

• Understand that communication forms an important element of professionalism for medical students.

• Gain an awareness of the joint guidance set out by the GMC and MSC in Domain 3; concerning communication with patients and those close to them.

• Identify key factors that contribute to good communication with patients and those close to them. This should include (but is not limited to) honesty, respect, punctuality, sensitivity, forming partnerships and communicating at an appropriate level that is tailored to each individual patient.

• Gain an understanding of the numerous issues that may arise when communicating with patients and those close to them. Understand ways in which to resolve these issues.

• Reference and utilise the guidance when participating in virtual scenarios.
“Your x-ray showed a broken rib, but we fixed it with Photoshop.”
59%

Of patients rank good communication as the most important quality in their doctor.
What is **Good Communication?**

- Holistic approach.
- Recognizing patient autonomy.
- Respecting the patient.
- Learning about the patient’s ideas, concerns and expectations.
- Sharing information with the patient.

- Verbal (speech) and non-verbal approaches (listening and cues).
- Tailoring a patient-specific approach (e.g. deaf or old patients).
- Always being honest.
- Know your competencies.
- Keeping information safeguarded.
What is **Bad Communication?**

- Closed approach.
- Ignoring a patient’s rights/will.
- Lack of respect for the patient (e.g. ‘elderspeak’)
- Failing to obtain the patient’s ideas, concerns and expectations.
- Keeping the patient in the dark.
- Using a poor range of communication approaches.
- Failing to tailor to a patient-specific approach (e.g. deaf or old patients).
- Being dishonest.
- Working outside your competencies.
- Failing to safe-guard information.
The benefits?
01 Time
Reduces consultation time and patient stays

02 Streamlines treatment
Increases efficiency and effectiveness

03 Decreases malpractice claims
Less risk of adverse outcomes

04 Happier work environment
Reduced job stress and burnout

05 Satisfied patients
Care is patient centered

06 Improved system quality
Knock on effect on care provision
Barriers to Good Communication

- Environment – noise and distractions.
- Lack of interest – patient or doctor.
- Discomfort – patient or doctor.
  - Other people.
  - Language issues.
  - Time constraints.
- Disability or other impediment.
  - Cultural differences.
"The biggest problem in communication is the illusion that it has taken place"

- George Bernard Shaw
Key Points

1. Practice makes perfect.
2. Barriers can be passed.
3. The patient is a person.
THANK YOU!

Proceed to today’s workshop
Credits & Copyrights

• Information – many thanks to:
  • BMA – Good Communication as a Medical Student
  • GMC and MSC – Guidance

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