

What will you get?

At the end of this module you should be able to:

- Consider and identify the communication skills for responding to patient feedback;
- Name the five core emotional concerns;
- Demonstrate the skills required for responding to patient feedback;
- Reflect on and identify key skills you wish to practice to enhance your communication skills for responding to patient feedback.

How will you be supported?

A range of adult learning methodologies will be used including classroom-based modules, role play, reflective practice and group work.

For more information, please contact:

(include name, telephone and email)

Get involved

Check out our website pages and Twitter & Instagram accounts to find out more about our workshops, view our case studies, videos, animations, reference cards and much more.

www.hse.ie/nhcprogramme

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MODULE

Responding to Patient Feedback (including complaints)



Module

Responding to Patient Feedback

We hope this module will be helpful to those of you who are likely to be having difficult conversations responding to patient feedback. Throughout the module, we will discuss and practice a series of evidence-based communication skills. We think this is the best way to help you and your colleagues to communicate flexibly according to individual circumstances. Circumstances may include phone calls, face to face meetings and conversations with people who have varying degrees of knowledge and distress.

Educational methods

The workshops are grounded in educational theory, evidence-based best practice and experiential learning. Participants’ own experiences in healthcare and the collective experiences of the group are used to enhance learning.

Next workshop

VENUE:

DATE AND TIME:

Context

Research evidence indicates that a healthcare team member’s communication skills can have a profound impact on healthcare outcomes and on the experience of care for patients and their families. The ability of healthcare staff to listen, explain and empathise can influence the patient’s capacity to follow through with treatment recommendations and empower patients and their families to find solutions to their health challenges. In addition, communication among healthcare team members can encourage good working relationships, job satisfaction and improve patient safety.

National Patient Experience Survey

The Results of the National Patient Experience Survey (NPES) provide acute hospital services in Ireland with tangible evidence about what matters to patients and their families, about their journey through Irish Hospitals and identifies areas for improvement.

The Programme

This Programme is designed to support healthcare staff to take a skilled, sensitive and person-centred approach to all conversations with patients, their families and with colleagues. The Programme is under-pinned by the Core Values of Care, Compassion, Trust and Learning.

How will it be delivered?

The Programme modules are short, intensive and practical. Delivery of the modules over nonconsecutive days will allow participants to do some on-the-job reflection between modules. In-house facilitators come from Acute Hospitals with support from the National Programme.