

Advanced Communication Skills Training for Senior Health Professionals Working in CYP Cancer Care



The Advanced Communication Skills Training programme has been developed in response to patient feedback and in line with a number of national drivers such as NHS Knowledge and Skills Framework (2004), NHS Cancer Plan 2000, NICE Guidelines on Improving Supportive and Palliative Care (2004) and more recently the End of Life Strategy (2008).

The programme has been shown to have a beneficial effect in changing the communication behaviour of professionals with a significant increase in participant's confidence levels for key communication tasks measured pre and post course.

You will be taking part in a course looking at the specific needs of Professionals caring for children and young people with cancer.

The aim of the programme is to enable senior clinicians to enhance their skills and their confidence so that patients and their families experience of care can be improved.

The workshop:

- Involves experiential learning
- Is based on a learner centred agenda
- Provides didactic overview of issues of communication
- Uses role play to practice key skills
- Is backed up with handouts, reference and reading lists

Previous courses have covered areas such as seeking informed consent, breaking bad news, dealing with collusion, handling conflict and communicating with colleagues.

Sessions will be structured around participants' needs.

Advanced Communications Skills Training for Senior Healthcare Professionals in Children and Young People.

Who can apply?

The course is targeted at senior Health Care Professionals.

- Doctors
- Nurses (Band 6+)
- Allied Health Care Professionals

What does it cost?

This course is nationally funded through the Department of Health.

There is no charge to participants (see “Non-attendance or cancellation” note)

Courses include refreshments and lunch.

The 2 day course has a mixture of teaching methods

We would like to take this opportunity to highlight that although there is a mixture of teaching methods used throughout the course (lectures, discussions), the emphasis of the two days is videoed role play.

Delegates are expected to participate fully in role-play with trained actors and to be filmed. Footage will be erased at the end of the course.

Due to its experiential nature, this can by its very nature trigger strong personal emotions. In view of this, we suggest that participants consider any recent significant or stressful life event prior to attendance.

Please discuss with one of the course facilitators if you have any concerns relating to this.

For further information or if you would like to discuss anything about the programme please contact:

Telephone Number: 01423 555761

Email: pauline.atha@ycn.nhs.uk
Yorkshire Cancer Network

When are the courses?

Dates: To be scheduled – 8:30am – 5:30pm

Venue: To be confirmed

You will need your organisation to give:

- Commitment to release you and support time away from the workplace
- Commitment to fund travel costs
- Commitment for you to attend all of the 3 days
- Commitment to provide suitable learning experiences and resources for development

Non-attendance or cancellation –Please note:

Except in exceptional circumstances if you cancel less than 2 weeks before the start date of the course and we are unable to find a replacement or if you do not attend the course, this will result in your organisation being charged £500.00.

The 2 day course is designed as a safe but intensive learning experience.

We ask that participants respect and support each other in their learning objectives. We therefore request that beeps and mobile phones are turned off during all training sessions.

Contact with work can be made during breaks and lunch if necessary. We thank participants for committing to attend the full two days, free from any clinical duties, especially on call and MDTs.

Next Steps- How do I apply?

Complete the attached application form and send in to the Yorkshire Cancer Network as instructed on the application. **PLACES ARE LIMITED TO 10 DELEGATES.**

Once applicants are allocated a place, they will receive confirmation by email.

Applications can be submitted on an on-going basis to assess demand for future course. These will be placed on the Network’s ACST waiting list and applicants notified accordingly.