

24 March 2016

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Dear Becky

**Re: MDM122 Communication Learning and Teaching in Health and Social Care – 2015/16**

On behalf of the course team and students I would like to thank you for the workshops you ran as part of the Communication Learning and Teaching modules (for the students studying 'clinical courses'). I am very grateful for your contribution and hope that you will be able to run similar sessions next academic year. We will be in touch in the near future with potential dates.

Here is some feedback from students regarding your sessions:

**SEMESTER 1 - Session 1: Difficult Communication Workshop - Playout Theatre**

**Please comment on what was good about this session:**

- I enjoyed everything about this session.
- This was an excellent session, the demonstrations were very realistic and even stressful with the dramatisation of scenarios. An excellent way of demo starting good and bad ways of communicating
- It reflected what I have to improve myself about non-verbal language.

**Please comment on what you think could be changed regarding this session:**

- I would not change anything.

**Overall how would you rate this session?**

- Excellent
- Excellent
- Excellent
- Excellent

**Feedback collected by Playout:**

**What went well?**

- Excellent session, sorry I didn't have the courage to roleplay.
- The content in general, well done keep it up.
- Great to work through examples in roleplay and initial scenarios.
- Great feedback and scenarios.

- Given me important key points for dealing with difficult patients.
- Roleplay scenarios the whole time of the session.
- Improved my communication skills.
- Roleplay, enjoyed real life situations/case studies.
- I learnt the importance of body language, especially through the first exercise.
- Insightful into different communication encounters in NHS setting.
- Very clear agenda and scenarios.
- Clear explanations.
- Good interactions.
- Know how non-verbal language is important.
- How to deal with furious person.
- Be more careful with body language.
- Keep calm let them talk.
- Excellent engagement.
- Several take-home messages.
- Varied, interactive, constructive.
- Engagement, Enthusiastic.
- Good communication training.
- Reactions to aggressive patients.

**What could be improved?**

- A few slides to sum-up important points to take home.

**SEMESTER 2 - Session 1: Difficult Communication Workshop - Playout Theatre**

**Please comment on what was good about this session:**

- Really informative, relevant and interactive
- Engaging session - visually, mentally and emotionally. Knowledgeable actors. Well designed to relate to the healthcare setting. Right approach to role play involvement - had a choice, flexible learning environment. Room well set out. Enjoyed the session and it was a positive talking point over lunch.

**Feedback gathered by playout – what went well?**

- Everything went well from content to delivery to execution, well done.
- The sketches – very good for gathering thoughts around communication.
- Very relevant to practice, made me question my approach to situations. Increase my awareness of my approach to situations – what might be going on – subtext in situations.
- Programme covered a variety of examples of difficult communications relating to my practice.
- Enjoyed use of role plays to demonstrate points.
- Very helpful linking role plays to communication models.
- It really helped me to improve my communication.
- I would definitely try to keep all points in my mind in future.
- I think everything was amazing, I really enjoyed it.
- Very stimulating and good scenarios.
- Really enjoyed this session – it has made me reflect on my communication skills.
- Enjoyed all aspects of session.
- Enjoyed use of written info and interactive style
- Context related and realistic
- Group work was effective
- Interesting and varied demos.
- Theoretical skills transformed into real practical skills by watching the roleplay. Very well done. Good real life scenarios.
- Pleased to have opportunity to role-play.
- Exposure to difficult situations and understanding how our approach can instigate or deflate the aggression level.
- Relevant examples.
- Clinically relevant.
- Typically encountered situations and attitudes.

- Interesting to see the different approaches to different problems.
- Very good scenarios.
- Group work when preparing for roleplay a good way of brainstorming action plan to best deal with anxious patients.
- Different skills of communication to get outcomes.

**Please comment on what you think could be changed regarding this session:**

- Nothing
- If we had more time I feel it would have been useful to break off into groups of ~4 and role play your proposed scenario in your groups for your assignment in order to re-enact the emotions as well as to get feedback and promote discussion about what theories, reflection etc. of what your scenario entails. So more time dedicated to this section of the module, maybe another hour or two.

**Feedback gathered by Payout – what could be improved?**

- More time ideally so much to think about!!
- Smaller group work.
- Whole day session.
- Maybe more time for roleplay – longer session.
- More techniques on how to negotiate and how to keep calm yourself.
- Could have done with more time.
- Clarify the theories earlier – before role play and reiterate them by repeated use during analysis of role plays.
- Maybe video clips for examples.
- More on useful communication tools in difficult circumstances.
- More short roleplay scenes before students exposure.

**Overall how would you rate this session?**

- Excellent
- Excellent

Thank you for supporting this module.

Kind regards



Dr Jim Price  
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