### Communicating with patients
(COURSE-09)

**Date:** 10 May 2019 08:30-16:30  
**Provisional course timetable [as at December 2018]**

<table>
<thead>
<tr>
<th>Time</th>
<th>Content</th>
<th>Materials &amp; methods</th>
<th>Speaker(s)</th>
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<tbody>
<tr>
<td>8.30 – 9.00</td>
<td>Introductions, outline &amp; consideration of own practice</td>
<td>Reflective task</td>
<td>Lisa Roberts</td>
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<td>Lisa Osborn-Jenkins</td>
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<tr>
<td>9.00 – 10.00</td>
<td>What makes a good encounter? Summary of research programme</td>
<td>Facilitated discussion Brief lecture</td>
<td>Lisa Roberts</td>
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<td>10.00 - 10.30</td>
<td>Tea/Coffee break</td>
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<td>10.30 – 11.30</td>
<td>Expectations, Meeting and greeting Small talk</td>
<td>Brief lecture Sculpt task Reflection &amp; discussion</td>
<td>Lisa Roberts</td>
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<td>Lisa Osborn-Jenkins</td>
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<tr>
<td>11.30 – 12.30</td>
<td>Opening encounters Interruptions Difficult encounters</td>
<td>Interactive task Identifying 'key clinical question' in teams</td>
<td>Lisa Roberts</td>
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<td>12.30 - 13.30</td>
<td>Lunch</td>
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<td>13.30 – 14.00</td>
<td>Active listening</td>
<td>Practical task</td>
<td>Lisa Roberts</td>
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<td>Lisa Osborn-Jenkins</td>
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<td>14.00 – 15.00</td>
<td>Explaining findings Reassurance Shared decision-making – OPTION tool</td>
<td>Discussion Brief lecture and facilitated discussion</td>
<td>Lisa Roberts</td>
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<td>15.00 - 15.15</td>
<td>Tea/Coffee break</td>
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<td>15.15 – 16.00</td>
<td>The importance of advice</td>
<td>Brief lecture and facilitated discussion</td>
<td>Lisa Roberts</td>
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<td>Lisa Osborn-Jenkins</td>
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<td>16.00 – 16.15</td>
<td>Take home messages</td>
<td>Summary presentation</td>
<td>Lisa Roberts</td>
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<td>16.15 – 16.30</td>
<td>Course evaluation &amp; finish</td>
<td>Evaluation</td>
<td>Lisa Roberts</td>
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