



Communicating for Better Care

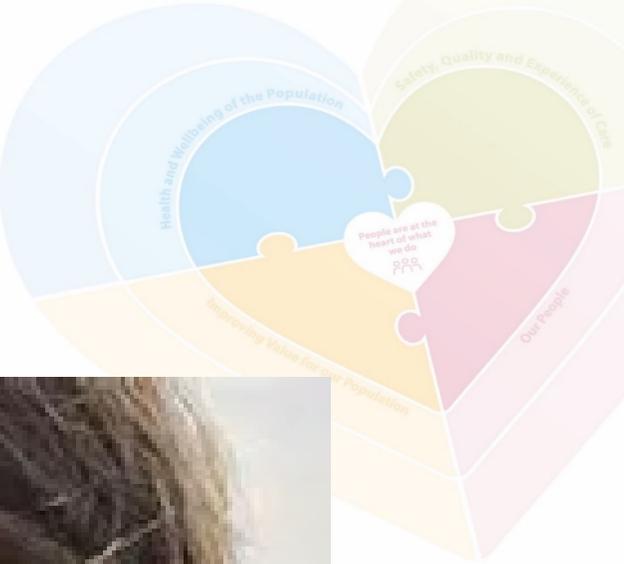
Dr Ruth Gray

Assistant Director in Quality Improvement and Innovation

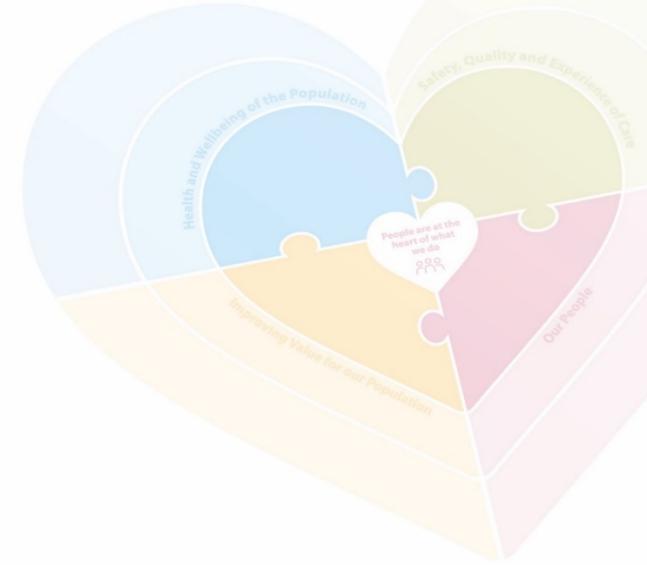
ruth.gray@setrust.hscni.net

@camperofdreams

Martha's Law



1:2:4:All



What is most Important in Communicating with Patients as a Dental Team ?



GDC Standards to Support Good Communication

The 9 Principles

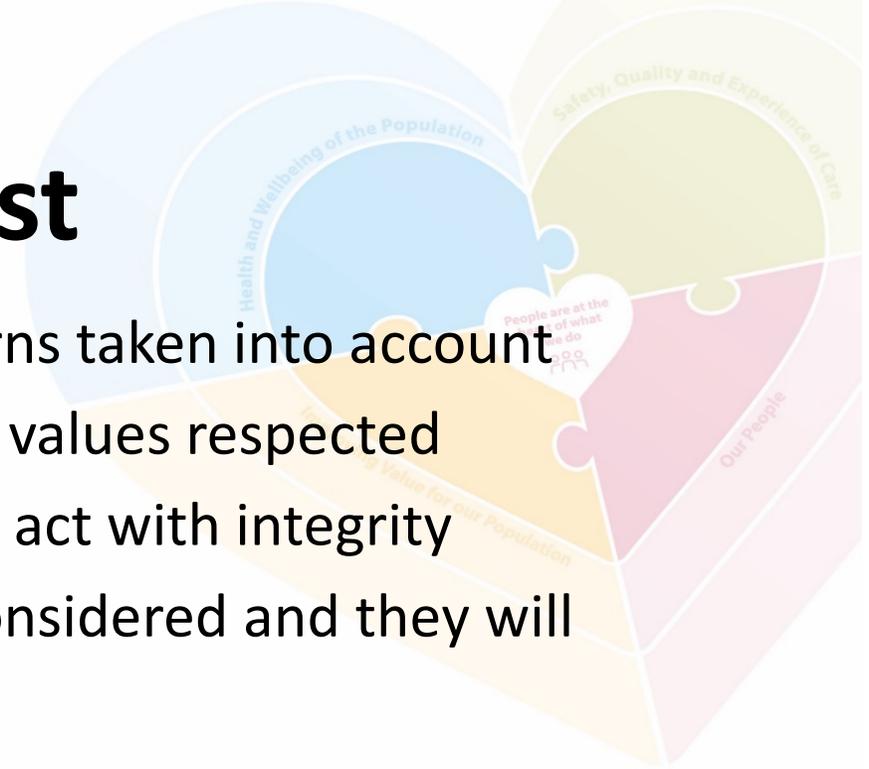
- 1 Put patients' interests first
- 2 Communicate effectively with patients
- 3 Obtain valid consent
- 4 Maintain and protect patients' information
- 5 Have a clear and effective complaints procedure
- 6 Work with colleagues in a way that is in patients' best interests
- 7 Maintain, develop and work within your professional knowledge and skills
- 8 Raise concerns if patients are at risk
- 9 Make sure your personal behaviour maintains patients' confidence in you and the dental profession





Put Patients First

- To be listened to and have their preferences and concerns taken into account
- To be treated as individuals and have their cultures and values respected
- That all members of the dental team will be honest and act with integrity
- That all aspects of their health and well-being will be considered and they will receive dental care that is appropriate for them
- To be treated in a clean and safe environment
- That reasonable adjustments will be made for any disabilities
- That their interests will be put before financial gain and business need
- Redress if they suffer harm during dental treatment
- That their dental pain and anxiety will be managed appropriately





Communicate Effectively

Standards & their guidance



2.1 You must communicate effectively with patients – listen to them, give them time to consider information and take their individual views and communication needs into account



2.2 You must recognise and promote patients' rights to and responsibilities for making decisions about their health priorities and care



2.3 You must give patients the information they need, in a way they can understand, so that they can make informed decisions

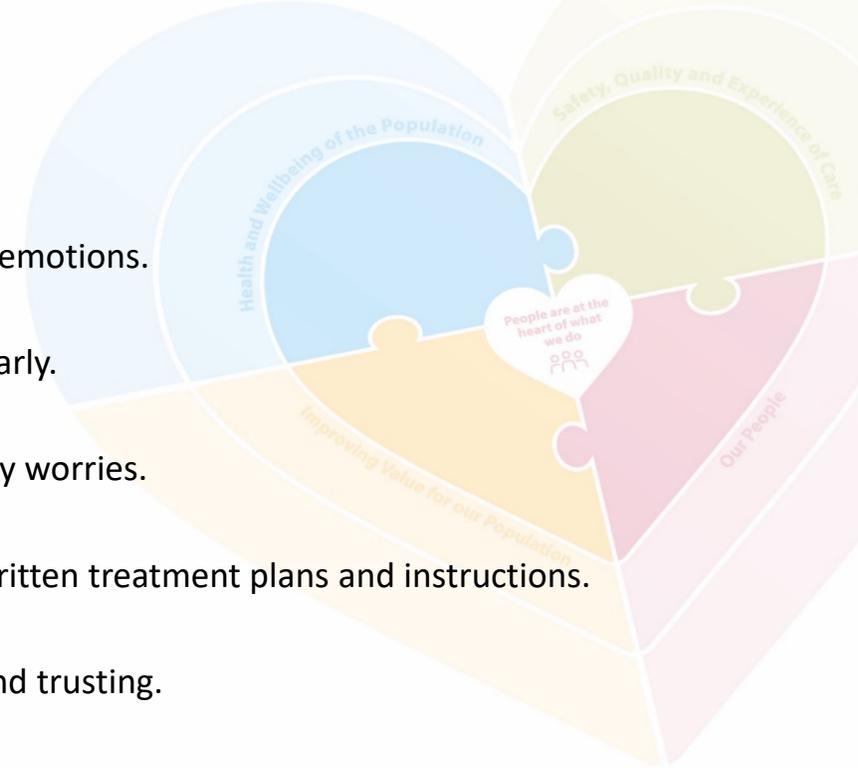


2.4 You must give patients clear information about costs



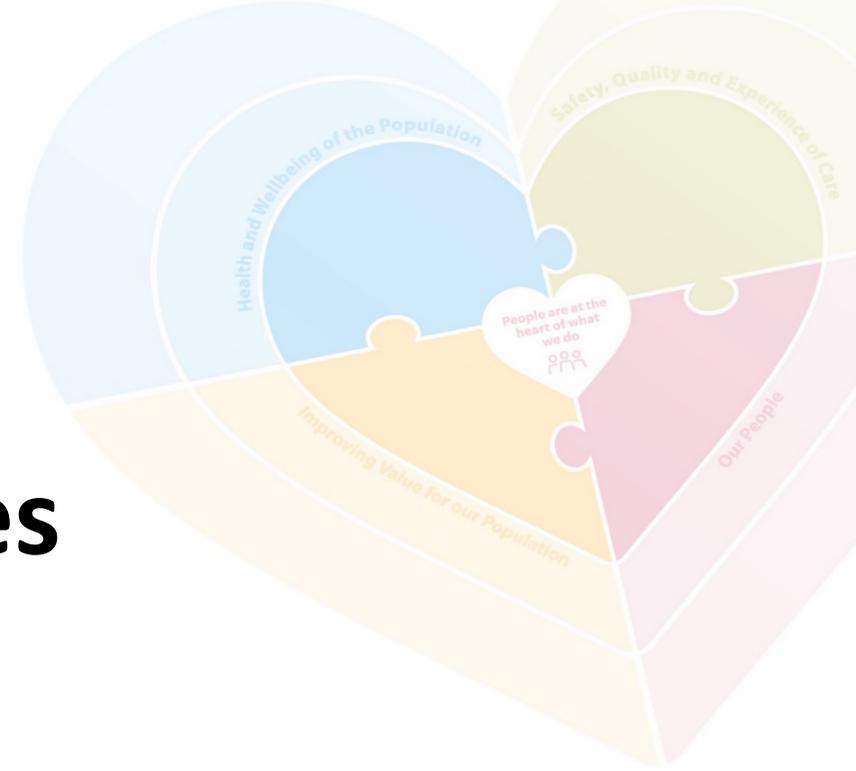
Key Communication Strategies

- **Active Listening:**
Give patients your full attention to understand their concerns and needs, and acknowledge their emotions.
- **Clear and Simple Language:**
Avoid medical jargon and use straightforward terms to explain procedures, risks, and benefits clearly.
- **Encourage Questions:**
Create an open environment where patients feel comfortable asking questions and expressing any worries.
- **Visual Aids and Written Information:**
Use handouts, models, radiographs, and videos to enhance patient understanding and provide written treatment plans and instructions.
- **Empathy and Reassurance:**
Show care, empathy, and a positive, reassuring attitude to help patients feel more comfortable and trusting.
- **Positive Non-Verbal Cues:**
Maintain eye contact, offer a warm smile, and use positive facial expressions and calm body postures to convey engagement and confidence.
- **Provide Reassurance:**
Offer comfort and manage patient anxiety, especially during procedures.
- **Improved Patient Trust:**
Building strong relationships based on trust encourages patients to share information and feel more comfortable in the practice.
- **Better Understanding:**
Patients are more likely to understand treatment plans, oral health advice, and potential risks and benefits.
- **Reduced Complaints:**
Clear communication helps prevent misunderstandings that can lead to patient dissatisfaction and complaints.





Listening Exercise Liberating Structures



GDC Complaint Handling

Universal principles for handling complaints

Six core principles:

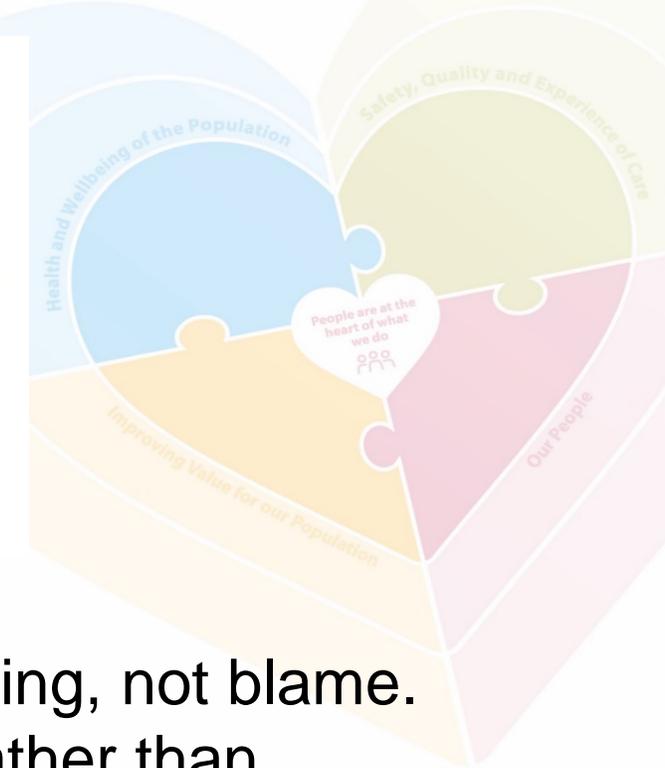
- All of your feedback is important to us.
- We want to make it easy for you to raise a concern or complain
- We follow a complaints procedure and keep you informed.
- We will try to answer all your questions and any concerns you raise.
- We want you to have a positive experience of making a complaint.
- Your feedback helps us to improve our service.

**MAKING A
COMPLAINT
ABOUT DENTAL
SERVICES**



This leaflet sets out what you can expect from your dental team if you would like to provide feedback or raise an issue with us

The Health & Social Care Model Complaints Handling Procedure



- Welcoming complaints is a sign of transparency
- Each HSC Trust supports a Just Culture – focusing on learning, not blame.
- Most complaints stem from system issues or human error rather than individual misconduct.
- The focus is on understanding what occurred, what should have happened, identifying any gaps, and ensuring that learning takes place.
- Make improvements to prevent similar issues from happening again.
- Listening and acting on complaints enhances patient safety



Early Resolution

Early resolution aims to resolve straightforward complaints.

Dealing with the complaint

Any member of staff may deal with complaints at this stage.

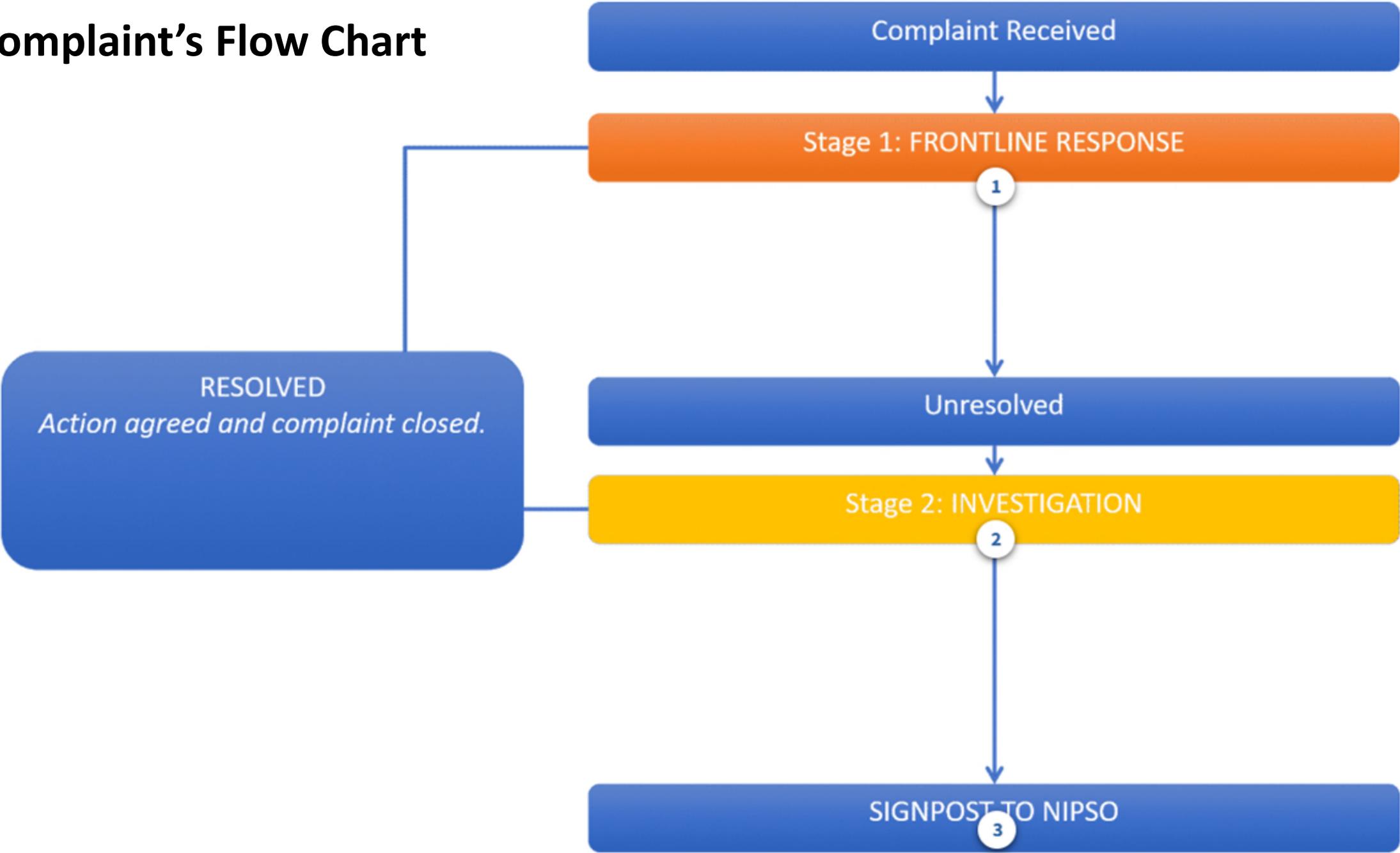
Apology or explanation

On-the-spot apology or explanation why the issue occurred and, where possible, what will be done to stop this happening again.

Consider Early Resolution

Always consider early resolution, regardless of how you have received the complaint.

Complaint's Flow Chart



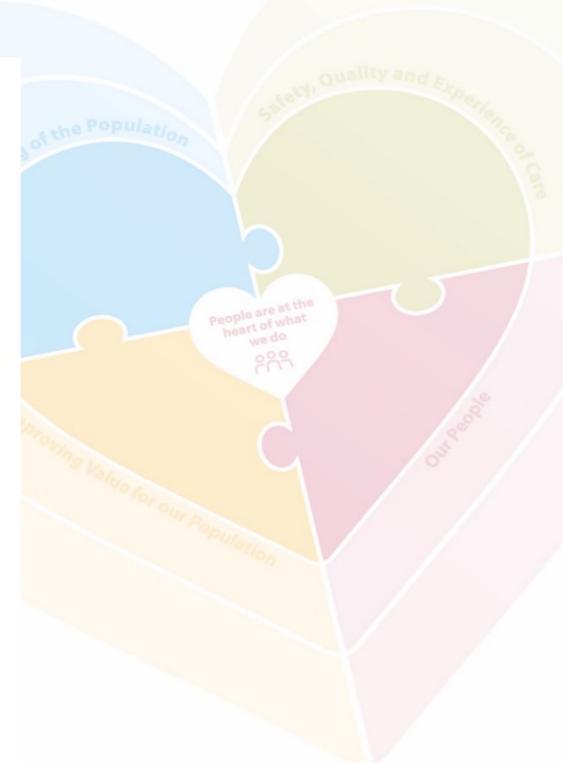
Stage 1. Local, Early resolution

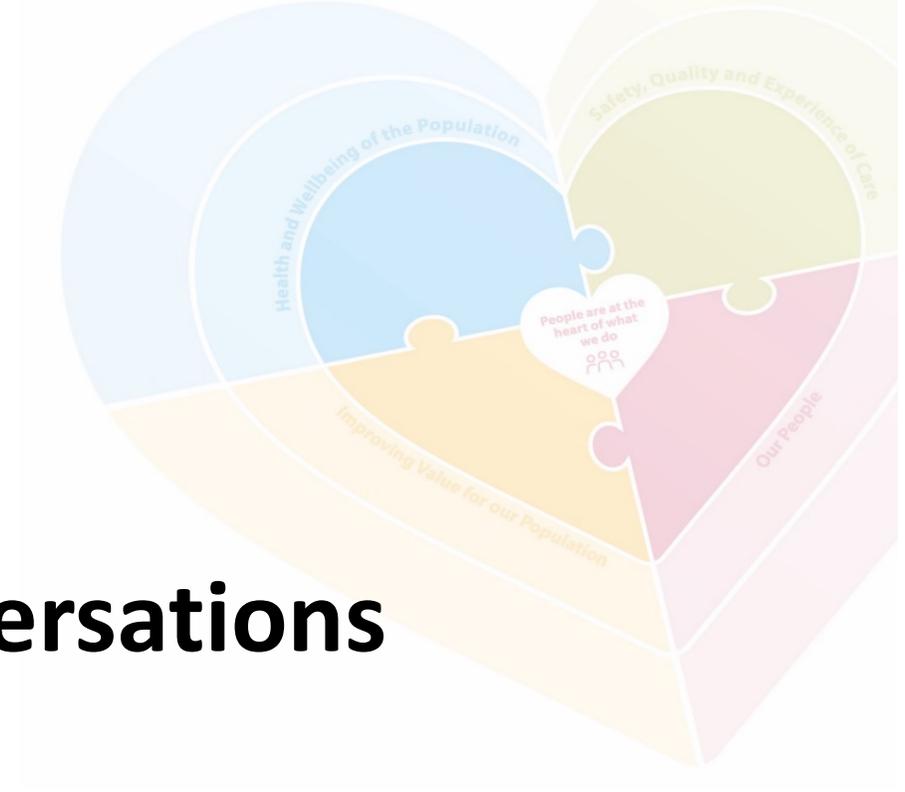
- Resolve within 5 working days where possible.
- Remember to check if consent is required before releasing any patient information.
- Engage with the complainant to clarify concerns and offer a quick solution.
- Provide an apology, explanation or immediate action if appropriate.

Stage 2. Thorough investigation & evidence-based decisions

For complex complaints needing detailed review:

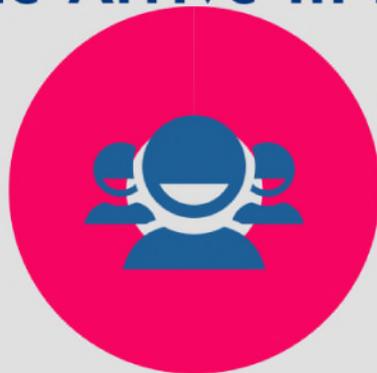
- Check if consent is required before releasing any patient information.
- Investigate fairly, gather evidence, and provide a reasoned response.
- Resolve within 20 working days where possible (Extensions require authorisation)





Practising Complaint Conversations

A Welcome When People Arrive In Prison



What Matters?
100+ Patient Stories



Value Stream Mapping



Understanding the System



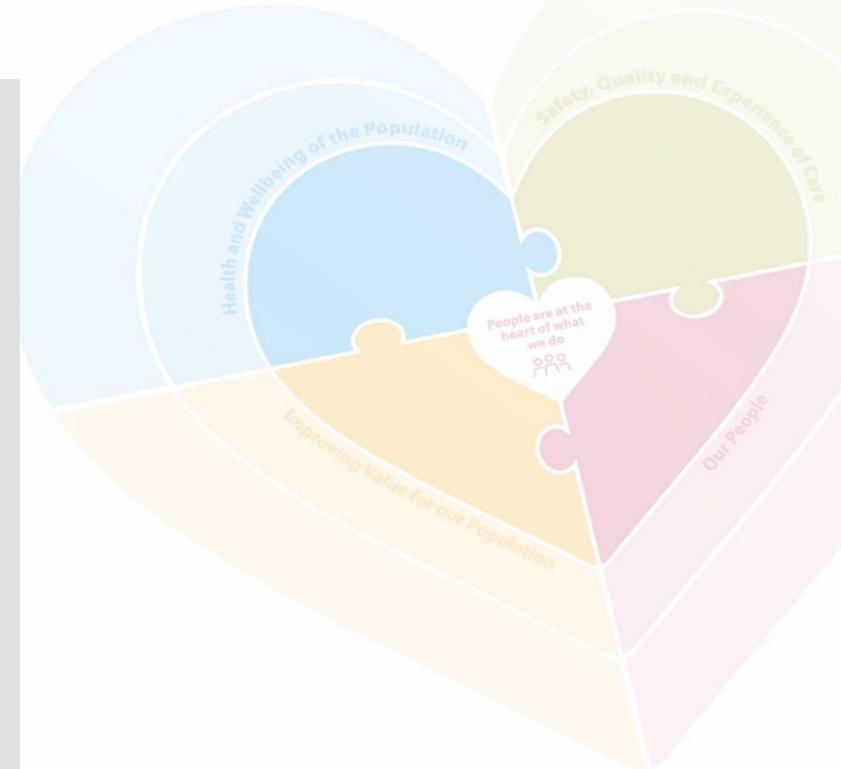
Communication Key Messages



Peer Mentor Support HUB



Medication Pathway



A great place to **Live**

A great place to **Work**

A great place for **Care & Support**

Listening to Patients



NHS Royal Cornwall Hospitals NHS Trust

In the beginning.....
We are in the process of an improvement journey and really embracing learning from feedback.

What we really needed to improve was the way we listened to what our patients were saying.

Our pledges for the future.....
The Patient + Family Experience team will always strive to make sure that all voices are heard and help shape our future.

Where we are right now.....
65% of our responses are published
205 responses received
14% of our responses are published

The middle bit.....
We promoted Care Opinion to our patients and our staff during Experience of Care Week 2018.

What's Your Story?
We know how frustrating it is to receive the same old generic response.....

Our responders even get a certificate after completing the training!!

1 APP & 1 RESPONDER

Quickly being awarded as Care Opinion heroes.....

So we set to work creating a training guide, reflecting on what a good response looked like.....

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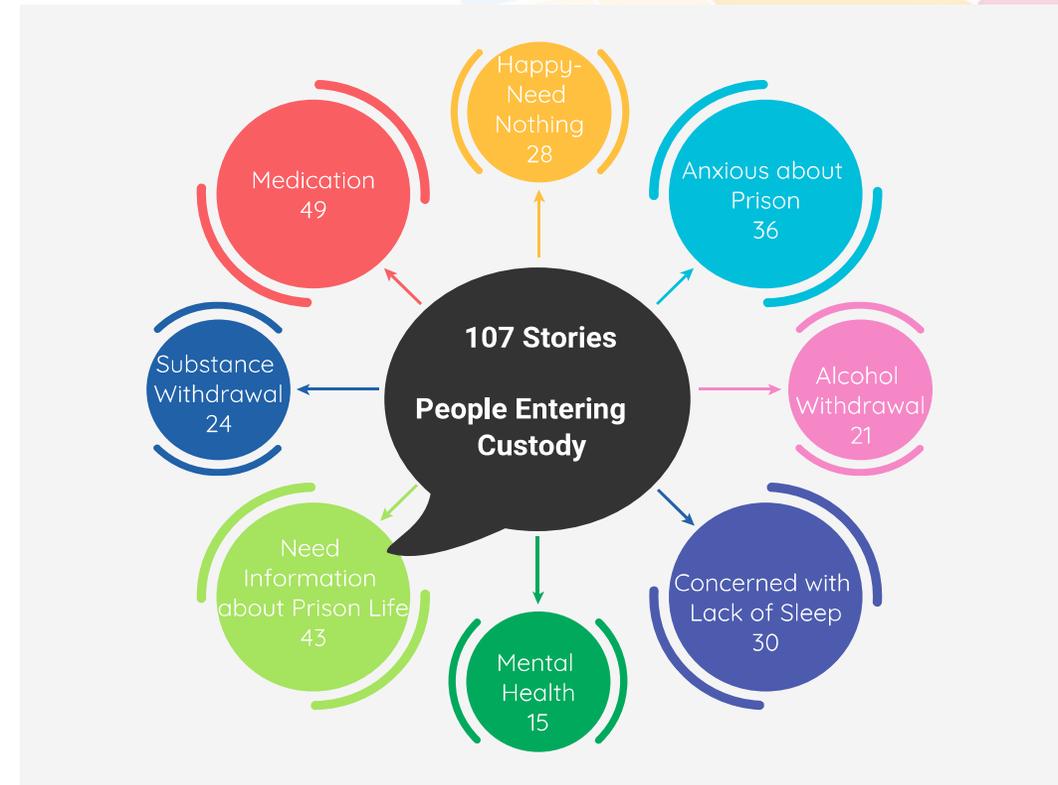
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Service Transformation and the Patient Experience

- Co-production
- Importance of Narrative
- Pt Experience
- Pt Expectations
- Regional Survey
- SensemakerTechnology
- 100+ people Interviewed

10000 Voices-What Mattered Most

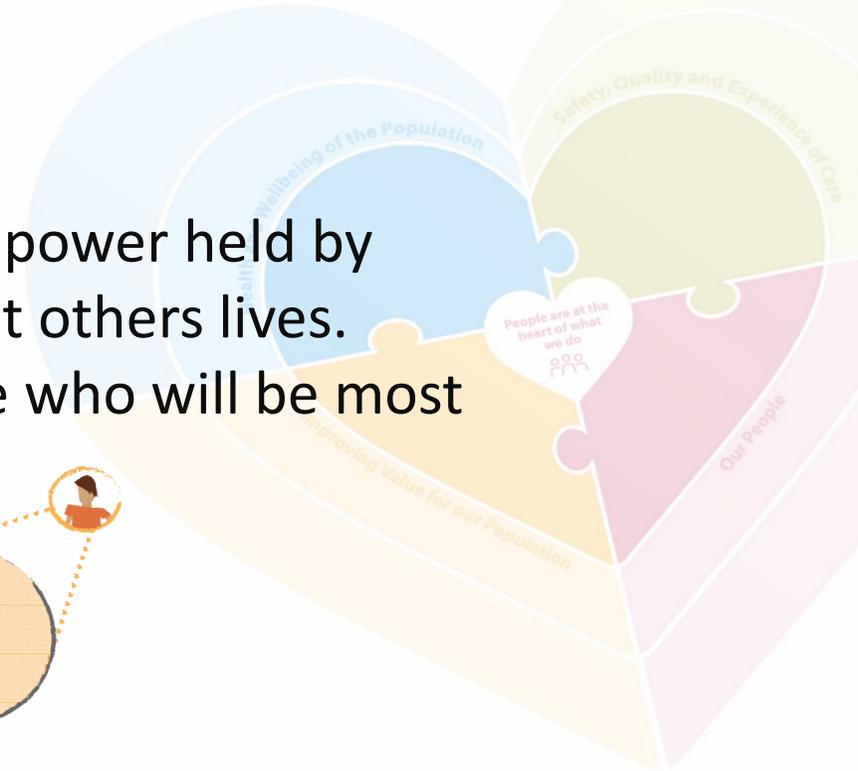
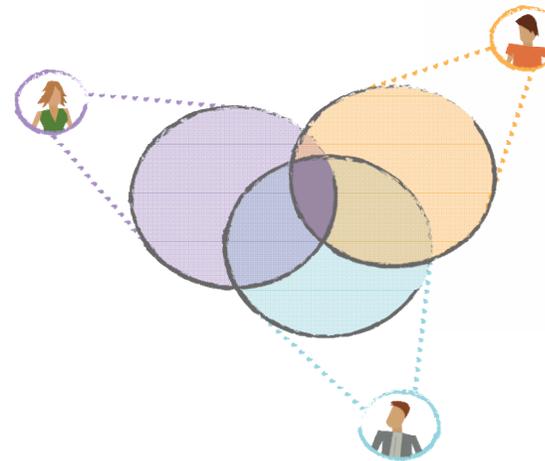


Co- Design

Co-design is about challenging the imbalance of power held by individuals, who make important decisions about others lives. Often with little of no involvement of the people who will be most impacted by those decisions.

Change this by...

- Prioritising relationships
- Using creative tools
- Building capability
- It uses inclusive convening to share knowledge and power
- Experience Based Co- Design EBCD



Communication Work Strands



Pace Forms



Key Messages



Medication
Into Prison



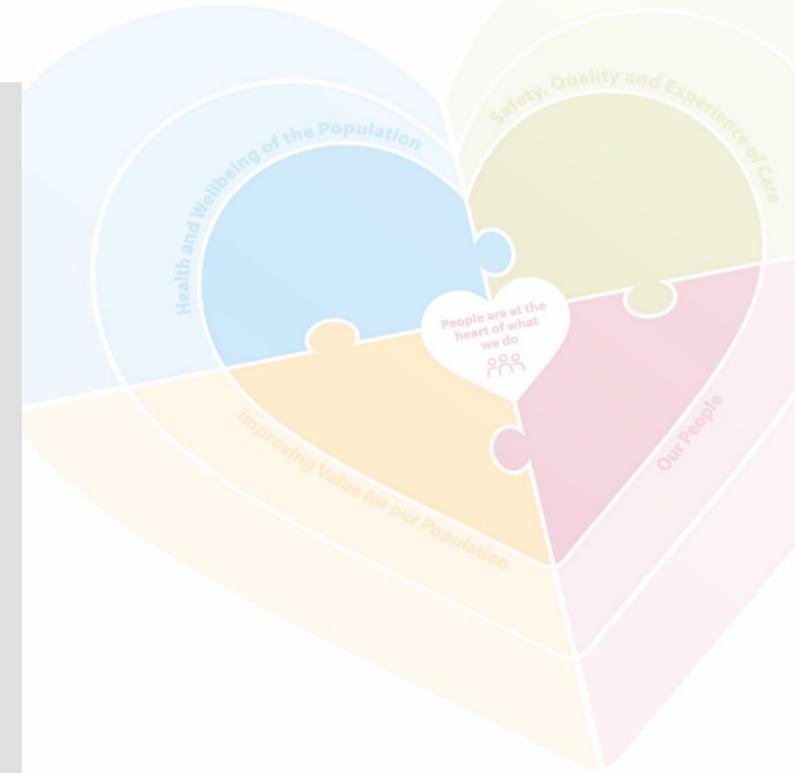
Induction



Co- Design



Peer Advocates



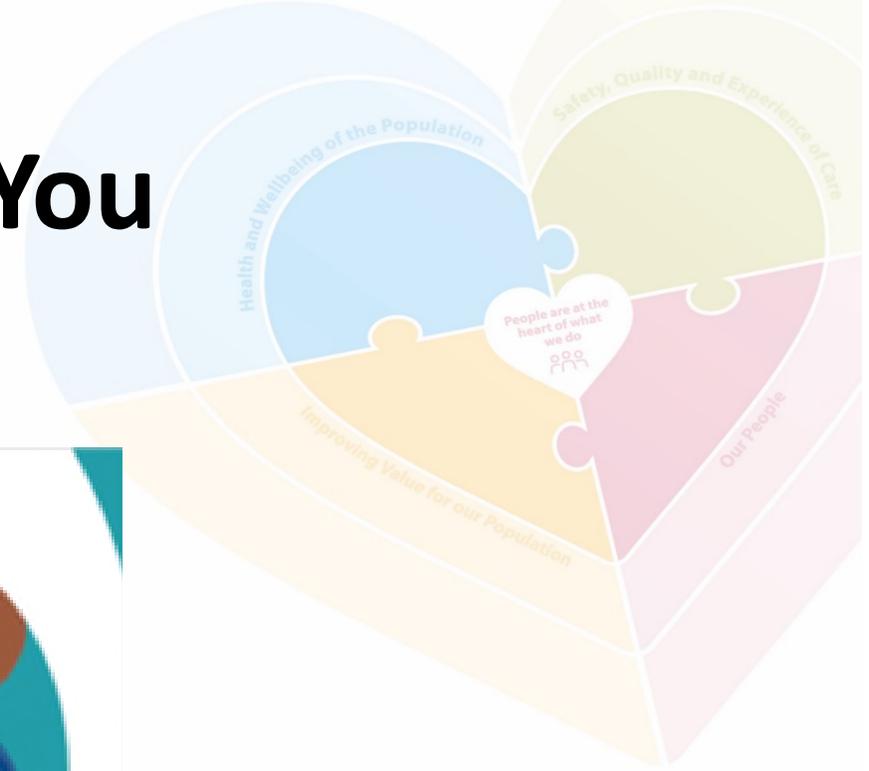
A great place to **Live**

A great place to **Work**

A great place for **Care & Support**



What Matters to You



For more information about
"What matters to you?" day visit
www.whatmatters2you.scot

 [whatmatters2you](https://www.facebook.com/whatmatters2you)

 [@WMTYScot](https://twitter.com/WMTYScot)



What
matters
to you?

ASK HIM Peer Mentor Pilot

Start with Hello

- Healthcare Navigators
- Connect with People in the first 24 hours of Custody
- Help Navigate Complex Prison Systems
- Signpost to Healthcare services using Referral Pathways
- Directory of Services Co-Designed through PDSA Cycles with Mentors
- Support by Prison Staff



- *what really counts*
- *major preoccupations*
- *worries & aspirations*



What does he HEAR?

- *what friends say*
- *what boss say*
- *what influencers say*

What does he SEE?

- *enviroment*
- *friends*
- *what the market offers*

What does he SAY AND DO?

- *attitude in public*
- *appearance*
- *behavior towards others*

Pain

Gain

Wellbeing Balancing and Working Well



A great place to **Live**

A great place to **Work**

A great place for **Care & Support**

Experiential Learning Kolb's Learning Cycle

- **Learning is a cyclical process:** continuous cycle of experience, reflection, conceptualization, and experimentation,
- **Experience is the foundation of learning:** The theory posits that knowledge is created through the transformation of experiences
- **Individuals have 4 distinct learning styles:** Diverging, Assimilating, Converging, and Accommodating
- **Reflection is crucial for knowledge development**
- **Application of knowledge is essential:**



Reflective Practice



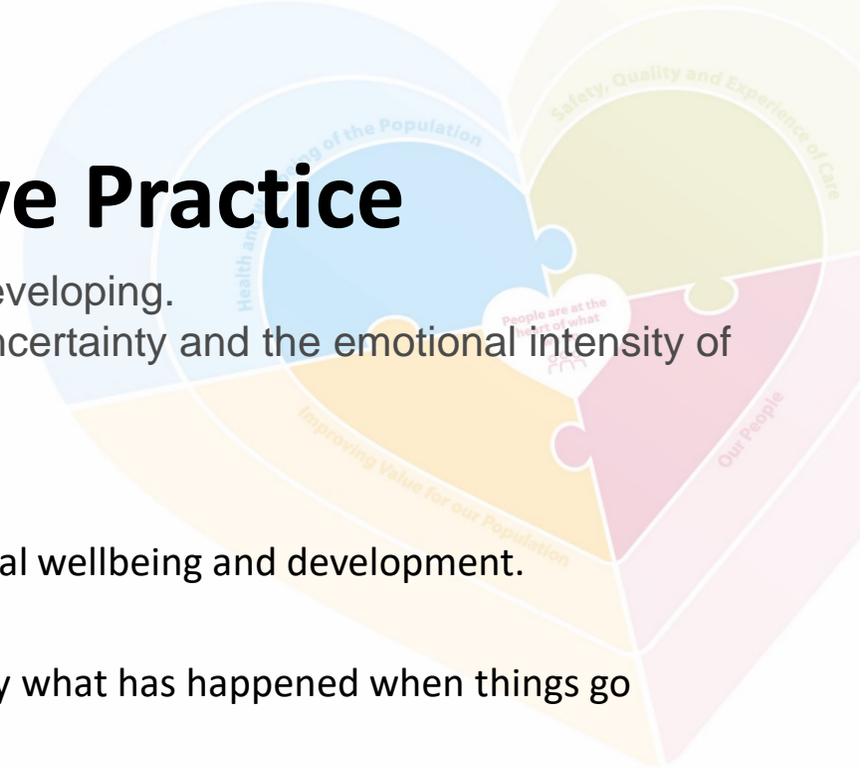
Reflective questions to ask at the end of the day:

- What are you proud of today?
- What did you accomplish today?
- What inspired you today?
- What challenges did you overcome?
- What did you learn today?

GMC 10 Points of Reflective Practice

Medicine is a lifelong journey, immensely rich, scientifically complex and constantly developing. It is characterised by positive, fulfilling experiences and feedback, but also involves uncertainty and the emotional intensity of supporting colleagues and patients.

- Reflection is personal and there is no one way to reflect.
- Having time to reflect on both positive and negative experiences is important for individual wellbeing and development.
- Group reflection often leads to ideas or actions that can improve patient care.
- The healthcare team should have opportunities to reflect and discuss openly and honestly what has happened when things go wrong.
- A reflective note does not need to capture full details of an experience. It should capture learning outcomes and future plans.
- Reflection should not substitute or override other processes that are necessary to record, escalate or discuss significant events and serious incidents.
- When keeping a note, the information should be anonymised as far as possible.
- We do not ask a doctor to provide their reflective notes in order to investigate a concern about them. They can choose to offer them as evidence of insight into their practice.
- Reflective notes can currently be required by a court. They should focus on the learning rather than a full discussion of the case or situation. Factual details should be recorded elsewhere.
- Tutors, supervisors, appraisers and employers should support time and space for individual and group reflection.



Team Reflective Practice

Building multi-professional teams of reflective practitioners Reflecting in groups, teams and multi-professional settings is an excellent way to help develop ideas or actions that can improve practice.

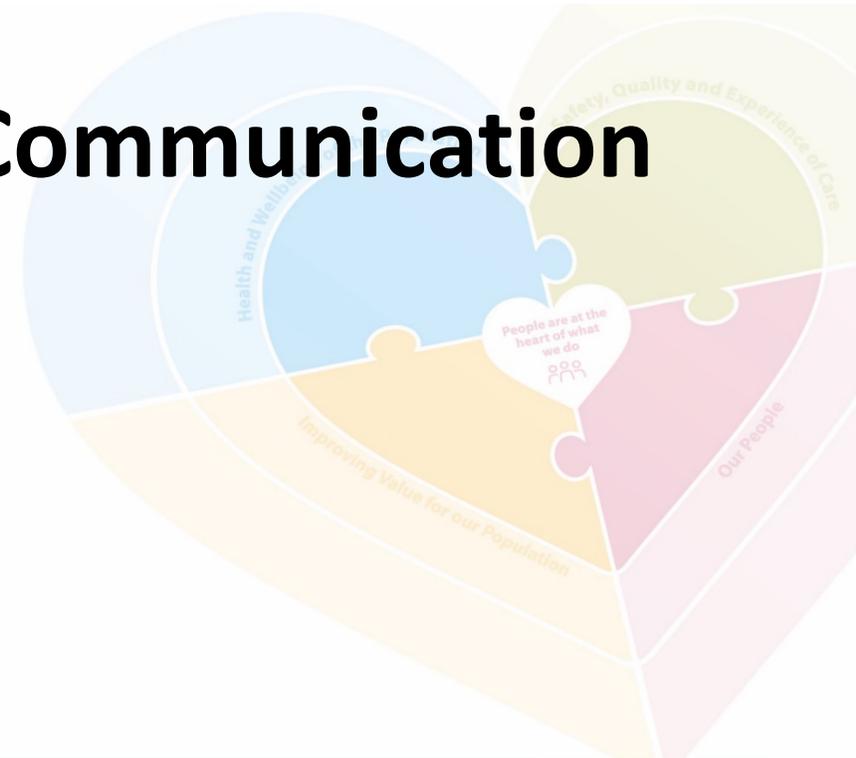
- Learning with others builds a collective wisdom through discussion, support and knowledge sharing.
- Care for individuals and service delivery improves when teams and groups are given opportunities to explore and reflect on their work together.
- While reflection is personal, it is often informed by the professional standards and duties expected by the different professions and their regulators.
- In many cases, there are formal and informal power dynamics that may limit the value and positive power of reflection unless facilitated carefully and respectfully





SET People Plan

Team Communication



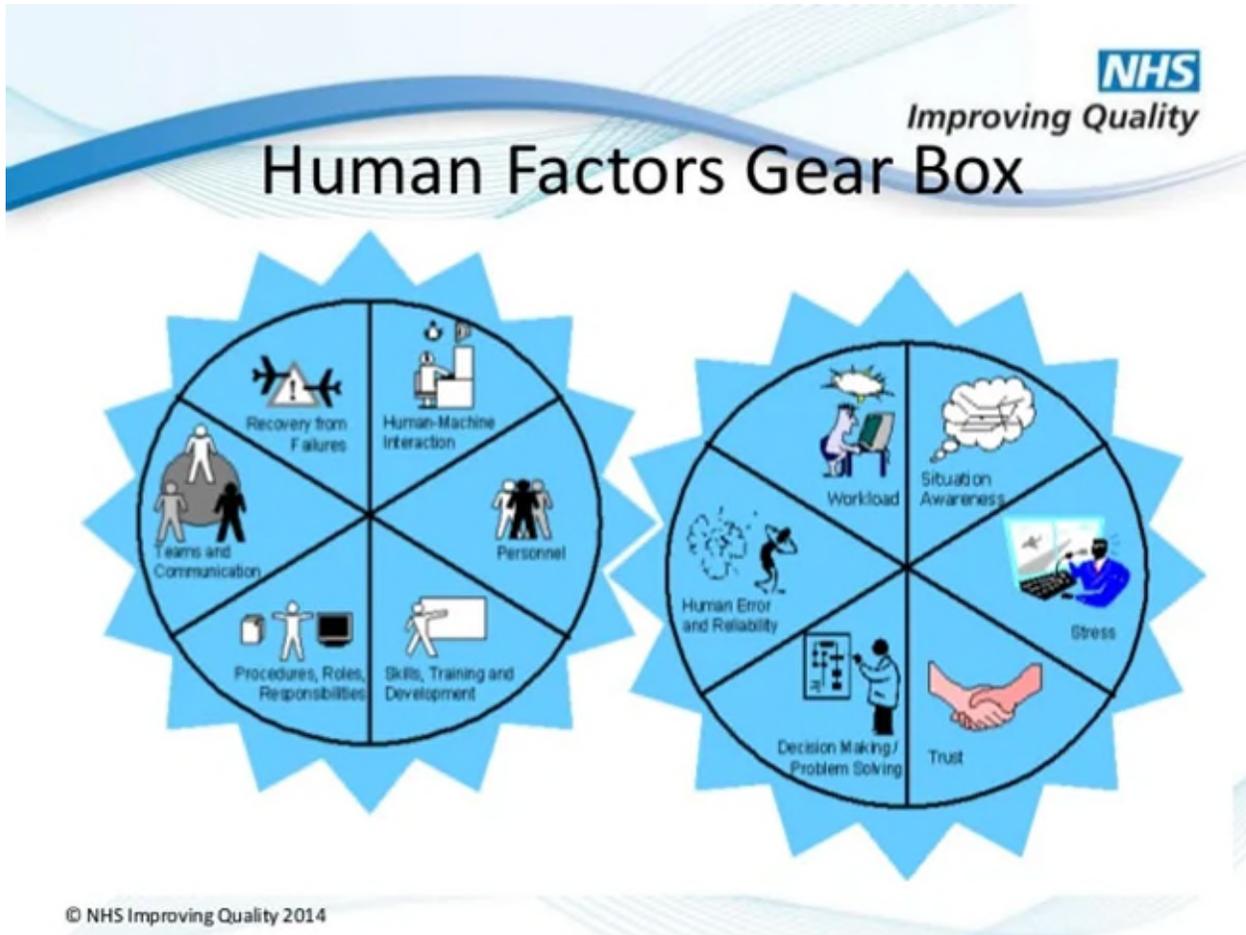
South Eastern Health and Social Care Trust

Quality 4 All

South Eastern HSC Trust
Quality Strategy
2021-2026

A great place to *Live* A great place to *Work* A great place for *Care & Support*

Team Dynamics



Human factors play a crucial role in the NHS

Influencing decision-making and patient care quality.

Key aspects include:

- Decision Making Pressure
- Human Factors in Design – Workplace environments
- Cultural Change- Promote Safety First Culture
- Training and Development- Simulation Training
- Adverse Impact on Patient Outcomes

TRIZ



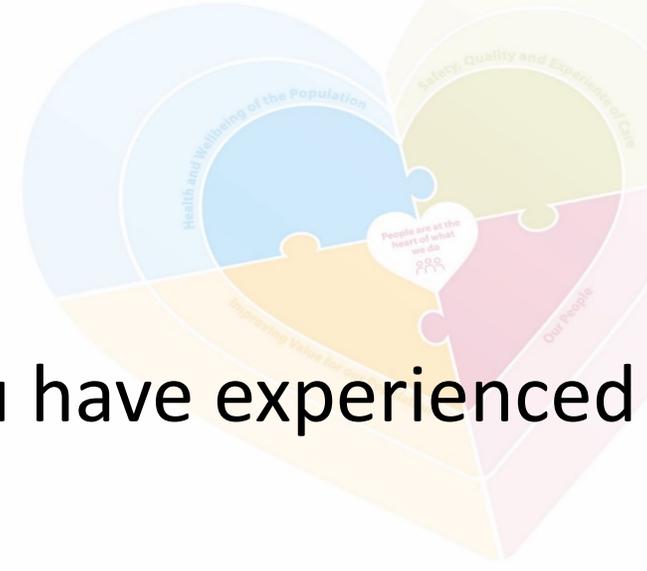
How would you create the worst experience for patients attending your dental service.

(Think Communication)

15 minutes get creative!

TRIZ

- Go down the list and highlight what you have experienced in your current practice.



TRIZ



- Reflect on the list and what would be the first steps for you to create change in your team/ service/ system?
- How would you create a dynamic team environment with brilliant communication.

Social capital is more important than human capital for improving performance



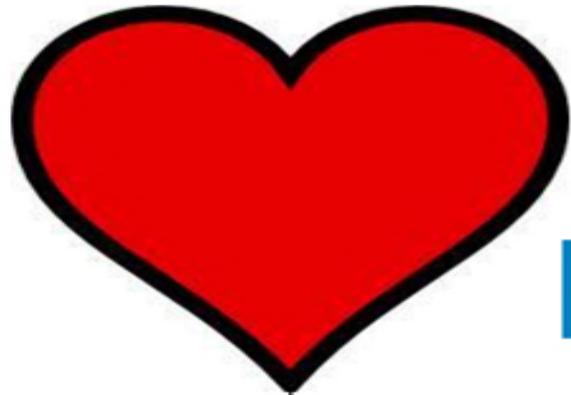
Social relationships are resources for action

“When participants in any process engage in talk, they reflect with one another, which facilitates change.

Collective, reflective talk has an outsized impact on [continuous improvement] routines. [Without talk] continuous improvement routines die”

Aristidou, A. and Burgess, N.J., 2019, July. The Death of a Bundle of Organizational Routines. In *Academy of Management Proceedings* (Vol. 2019, No. 1, p. 13796). Briarcliff Manor, NY 10510: Academy of Management.

QI Collaboration- Building Will



95%

Change Management

Stakeholder Management
Communication planning
Influencing styles



5%

Data analysis

Illustrating variation
- Run Charts
- Pareto charts

Flow analysis

Process mapping
Identifying waste
Demand & capacity analysis

Social Movements



A great place to **Live**

A great place to **Work**

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“people will support what they help create.”

post-it note at the front reception in Office Nomads, a coworking space in Portland, OR.



A great place to **Live**

A great place to **Work**

A great place for **Care & Support**

Figure 1 – The habits of improvers



Health Foundation

Developing into a Good Communicator

Connections



HSCQI

Q Community

School for Change Agents

ruth.gray@setrust.hscni.net

