

'Why is communication important in medicine?'



also thinking within the management of a team + coordination

effective communication with patients to receive as much relevant info as possible

being able to communicate to other members of a multi-disciplinary team

to gain more information + opinions to reach a conclusion

∴ better outcomes

to provide a better, more specialised quality of care

passing responsibility to others

knowing where your limits of knowledge are

honesty

admitting where you go wrong

learning from mistakes

apologising

better patient care in high stress situations.

creating plans / roles - so people stay calm

talking + problem solving within a MDT to try to reduce uncertainty

ability to empathise

(can be seen in most branches of medicine probably most high-stress in A&E)

breaking stigmas surrounding some medical issues e.g. mental health

communicating goes both ways:

- talking + asking questions
- but also listening to what patients have to say

especially important for elderly / more vulnerable people

being non-judgmental

respecting the views of others through listening

good quality of patient care

effectively adapting language so patients understand treatments

which may also reassure them + give some comfort for their situation

breaking bad news

then showing compassion + care.

problem solving

organisation

coordinating or being part of a team

patient histories

keeping all notes up to date

through written (+verbal) communication

comfort in uncertain times

reassuring

understanding what people may be going through

listening + caring

compassion

and then

Spreading good public health advice

explaining why some behaviours are bad for your health

e.g. discouraging smoking, excessive alcohol intake

risks of substance abuse...

through 1:1 consultations at GP surgeries

idea of having to adapt your 'style' of communication to suit the patient

so they understand clearly

encouraging involvement in health screenings + vaccination programmes

for the good health of the general public.

* important for ANU branch of medicine / social care.

The Duty that is, to be a Doctor... (Reflective Poem by Faiza Rashid)

You start as a budding seed to grow,
They always tell you, you reap what you sow
So, you form a concoction of brains & beauty,
Beauty of the heart and the mind to enter a profession with endless duty.

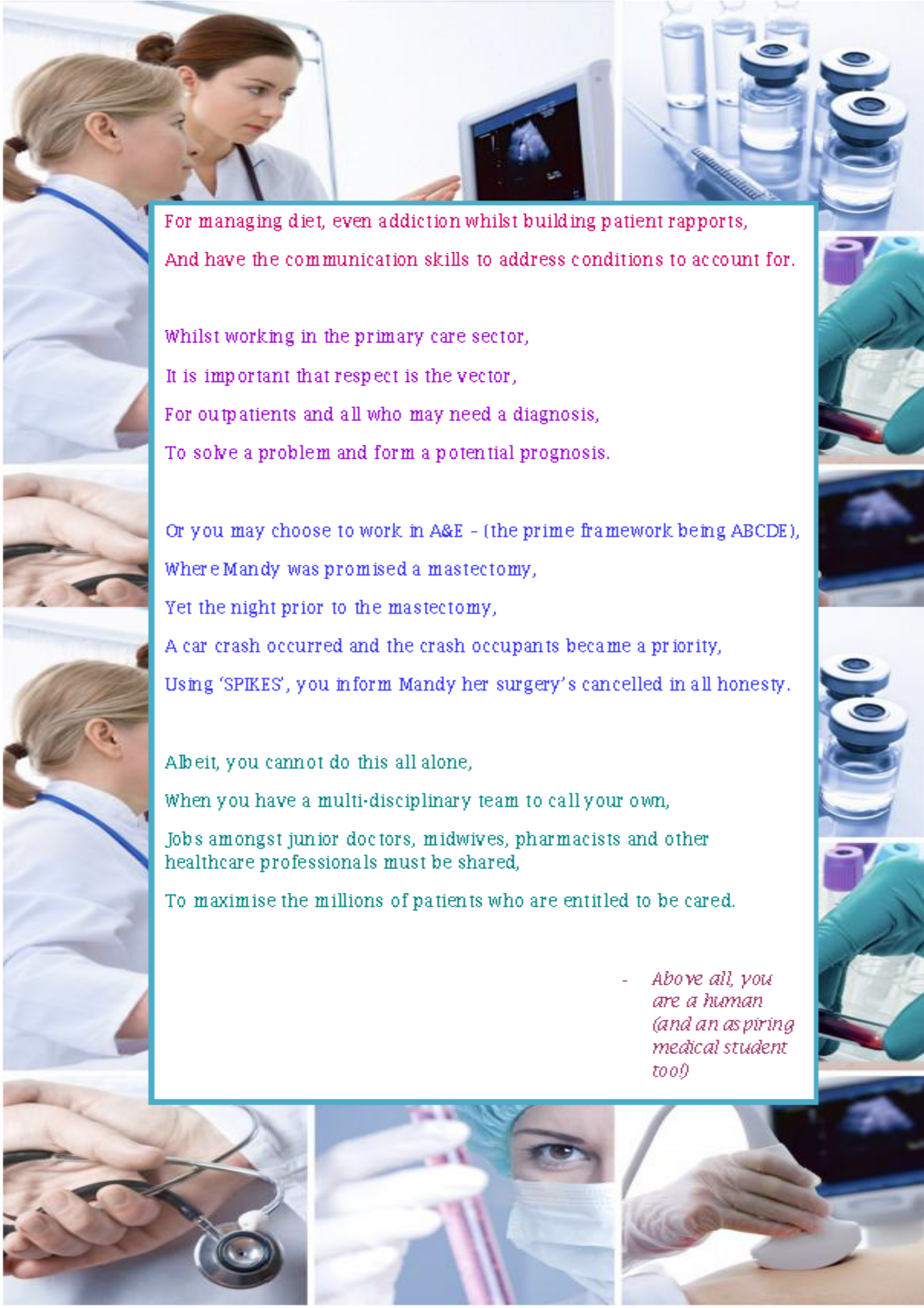
You sit your exams to the BMAT from SATS,
Then your friends tell you "you have to take maths!"
When you know better, they want a doctor that is well-rounded and empathetic,
Rather than someone who memorises statistics and is only academic.

A genuine interest in medicine and the thrill of motivation,
Is a key to exhibit your passion and dedication,
So take a humanities subject like Religious Studies centred on medical ethics

Likened to beneficence
And non maleficence,
Help the elderly,
From simply learning to take a patient history,
With a hope to work for the NHS which is an ever so courtesy.

Have stimulating conversations, ones that enrich the mind,
Reflect on your strengths and weaknesses on your journey to save mankind,
Nourish the abode you call your body - your own physical and mental health,
As this will aid when you begin to help those most vulnerable - which is the greatest wealth.

When you may choose to become a general practitioner,
You need to learn to educate patients, utilise 'SOCRATES' and become a petitioner,

The background of the slide is a collage of medical-related images. On the left, two female doctors in white coats are looking at a computer monitor displaying an ultrasound image. On the right, there are several glass vials and a syringe. Below these, a hand in a green glove is holding a test tube with red liquid. At the bottom, there are three smaller images: a hand holding a stethoscope, a person in a surgical mask and cap holding a test tube, and a hand using an ultrasound probe on a patient's arm.

For managing diet, even addiction whilst building patient reports,
And have the communication skills to address conditions to account for.

Whilst working in the primary care sector,
It is important that respect is the vector,
For outpatients and all who may need a diagnosis,
To solve a problem and form a potential prognosis.

Or you may choose to work in A&E - (the prime framework being ABCDE),
Where Mandy was promised a mastectomy,
Yet the night prior to the mastectomy,
A car crash occurred and the crash occupants became a priority,
Using 'SPIKES', you inform Mandy her surgery's cancelled in all honesty.

Albeit, you cannot do this all alone,
When you have a multi-disciplinary team to call your own,
Jobs amongst junior doctors, midwives, pharmacists and other
healthcare professionals must be shared,
To maximise the millions of patients who are entitled to be cared.

- *Above all, you
are a human
(and an aspiring
medical student
too)*

BUT- Today's going to be a good day!

gains

I'm sorted!

SAVING LIVES!!!

EMERGENCY MEDICINE

JOYRY, can I take 3 min? need a moment to reflect

can you explain how you're currently feeling DJ? Take your number on?

MENTAL HEALTH

- Teamwork!
- Consultants
 - Dietician
 - Healthcare assistant
 - Occupational therapist
 - Physiotherapist
 - Pharmacist
 - Nurse
 - Speech lang. therapist
 - Ward sister
 - Registrar
 - Foundation doctors
-

Elderly Medicine

I made a mistake today... but I know I'm able to deal with tough situations. Next time I won't make the same mistake!

SURGERY + INPATIENT MEDICINE

Emergency Dep (A&E)

That's why I have to make decisions of severity

2 days are never the same!

I'll use the ABCDE method

EMERGENCY MEDICINE

I'll use the SOCRATES method to try to diagnose an issue. It's really useful + helps me a lot!

PRIMARY CARE (GP)

HEALTHCARE IS FOR EVERYONE!!

equality

GENERAL

I have to be very clear about the possible treatments!

I need to be honest about what my next patient who has been diagnosed with cancer should expect

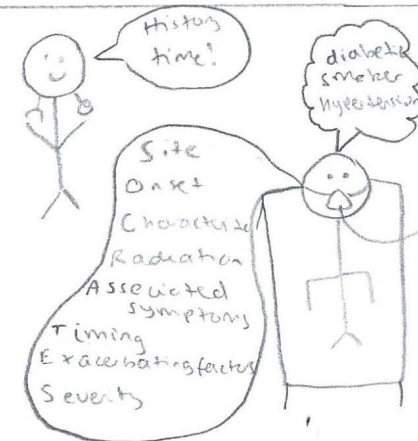
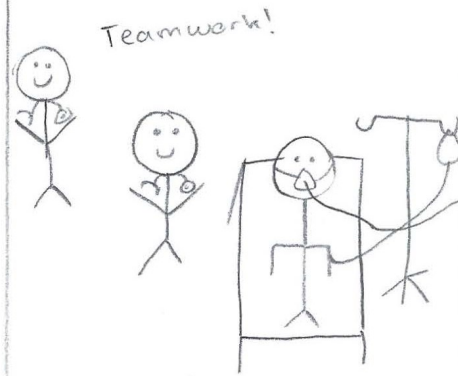
PALLIATIVE MEDICINE

Oh doctor...

We need to discuss something that will affect whole of our friend's family



A = ✓ - normal obs
 B = breathing rate is ↑
 C = blood pressure + heart rate is ↑
 D = in a lot of pain, needs Painkillers
 E = ✓ - normal obs



Investigations

- Blood glucose - 12.2 - high
- Blood oxygen saturation 98% (on oxygen)
- ECG - shows abnormalities
- Chest x-ray - signs of smoking
- blood tests - troponin inflammatory markers are very high

A man in his 50s comes into A+E with serious chest pains so a junior doctor performs an ABCDE assessment

The Junior doctor tells the patient what he is going to do and performs the assessment, but he is not sure what painkiller to give

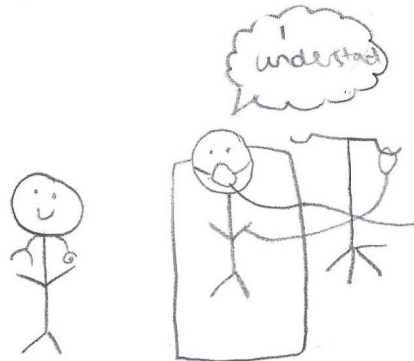
The Junior doctor gives the man oxygen, a fluid bag on standby and sends him to have a chest x-ray, meanwhile another doctor helps out and gives the patient some oral morphine.

The doctor uses Socrates to understand the patient's condition and then does a history asking about previous health conditions, medication, family history and lifestyle (occupation, smoking...)

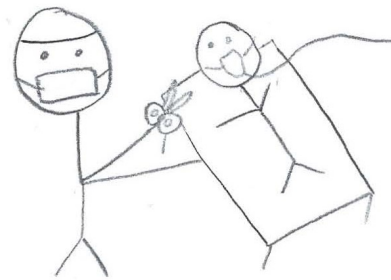
The doctors analyse the tests and he shows indications of heart muscle death so the ED team diagnose him with Myocardial infarction (heart attack)

1. MONA - Morphine, oxygen, Nitrates, Aspirin
 2. PCI - Percutaneous coronary intervention
 3. Medication + lifestyle advice
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MONA



PCI



ADVICE



The ED team come up with a Management plan and explain clearly and carefully to the patient what is going to happen and allow him to ask any questions

When the patient is clearly told what the plan is and understands the procedure the doctors stabilise Stuart using 'MONA'

Stuart was then booked in for a Percutaneous Coronary Intervention to unblock the coronary artery and keep the artery open with a stent

The patient makes a good recovery so the doctor can now give advice on the patient's lifestyle to prevent this happening again such as stopping smoking and improving diet whilst being compassionate and understanding

The patient agrees and will follow the doctor's advice

A VIRTUAL WORK EXPERIENCE REFLECTION

I'll be sure to take on all the communication skills I've picked up
And adapt my communication style
So that I can help whoever it may be ,
Help as much as I can , because that's all one can do .

Beneficence is what I aim and strive to complete,
And the autonomy for each patient is essential,you'll agree ,
With whatever I do, I do with the intention of non-maleficence
And justice for all.

Sometimes I wonder, why don't I just take the easier route
Ditch this doctor ambition and the hard work
But how can you leave something you've dreamt about for so long,
Dreamt even about the stationery you'll buy to put next to your name tag on
your desk

Being a doctor is a lifelong ambition,
Something you can't shake off as easily as it may seem
It's a desire, a want, a must, a need
An itch that can only be fixed with the ointment of being a GP

What better way to call yourself than by 'doctor'
Even though I may be behind a desk ,
In a clinic across the road ,
I'll be making a difference where it matters most

And now with the aid of this work experience, I'm sure
Sure of what I want to do ,with a full heart and conviction I'm certain,
More certain than anything I've decided on before
I'm giving it my all.

BECOMING A GENERAL PRACTITIONER

The reason I started this project was to see whether I was fit,
Fit enough to be what people would call a 'doctor'

Thinking about all the responsibilities and duties
Undoubtedly overwhelms me
Then I remember why I started all this

I want to be a helper, a breath of fresh air to some
I want to be part of something,
Something bigger than just a job
I want to communicate with the healthcare assistants, the
community midwives and the nurses
Like how I've seen it happen all around me

Yes, inevitably there will be challenges,
That might grind me down
Like the abnormally large number of patients
walking through those doors
Or the rising elderly in our communities
But what is life without challenges to overcome?

I want my struggles to be surrounding others
Should I give her a leaflet and let her go?
Or should I investigate more and find out what's hurting her the most?
So many decisions I must make
But what is life without decisions to make?

I want to call myself a part of something great
And what is greater than the NHS?
Which meet the health needs of everyone around
Free at the point of entry
Even if you can't pay

I want to be that sigh of relief for when people walk through those doors,
The first point of contact for when people feel wrong,
Taking their history with a smile
Reassuring them and not giving them a hard time

When I do have to break bad news
I'll be sure to follow the SPIKES method
With compassion I'll try,
Try to make it better