

Communication skills

for **Disclosing Errors**

protected time

no interruptions

Hello, my name is...

non-verbal behaviour

space

as soon as possible after incident

Preparation

What have you been told about your care?

warning shot

Something has happened...

Would you like to talk about it now?

Giving Info.

There was a mistake with your antibiotic...

chunk and check

...you have been prescribed penicillin by mistake

I made a mistake and I am sorry

Apologise

I know this is a lot to take in

The next steps are...

if you are worried in the meantime...

safety netting

Closing

Making conversations easier