

## What will you get?

At the end of this module you should be able to:

- Describe a structure for the generic consultation and identify the preferred model;
- Describe and demonstrate the skills required for getting the consultation off to a good start, gathering information from and providing information to patients and their families;
- Reflect on and identify key skills you wish to practice to enhance your core consultation skills.

## How will you be supported?

A range of adult learning methodologies will be used including classroom-based modules, role play, reflective practice and group work.

### For more information, please contact:

*(include name, telephone and email)*

### Get involved

Check out our website to find out more about our workshops, view our case studies, videos, animations, reference cards and much more. Follow us on X and Instagram.

#### Download the app:

<https://www.nhcprogramme.ie/download>

[www.hse.ie/nhcprogramme](http://www.hse.ie/nhcprogramme)

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## MODULE 2

# Core Consultation Skills



National Healthcare  
Communication  
Programme

## Module 2

# Core Consultation Skills

This Module builds on Module 1 – “Making Connections” and introduces participants to the Calgary-Cambridge Guide, a five-stage consultation model, which is very patient-centred. The model is practical and incorporates the physical, psychological and social aspects of the consultation.

## Educational Methods

The workshops are grounded in educational theory, evidence-based best practice and experiential learning. Participants’ own experiences in healthcare and the collective experiences of the group are used to enhance learning.

## Next workshop

VENUE:

DATE AND TIME:

*This activity has been approved for 5 CPD Credits*

## Context

Research evidence indicates that a healthcare team member’s communication skills can have a profound impact on healthcare outcomes and on the experience of care for patients and their families. The ability of healthcare staff to listen, explain and empathise can influence the patient’s capacity to follow through with treatment recommendations and empower patients and their families to find solutions to their health challenges. In addition, communication among healthcare team members can encourage good working relationships, job satisfaction and improve patient safety.

## National Patient Experience Survey

The Results of the National Patient Experience Survey (NPES) provide acute hospital services in Ireland with tangible evidence about what matters to patients and their families, about their journey through Irish Hospitals and identifies areas for improvement.

## The Programme

This Programme is designed to support healthcare staff to take a skilled, sensitive and person-centred approach to all conversations with patients, their families and with colleagues. The Programme is under-pinned by the Core Values of Care, Compassion, Trust and Learning.

## How will it be delivered?

The Programme modules are short, intensive and practical. Delivery of the modules over nonconsecutive days will allow participants to do some on-the-job reflection between modules. In-house facilitators come from Acute Hospitals with support from the National Programme.