

Colchester GP Trainers Workshop Thursday 13th May 2010

Communication Skills Session – Dr Yomi McEwen

- **Giving negative feedback** – how to do it?

Feedback is an educational intervention to try to improve performance – particularly helpful though can be difficult if trainee does not know that that area of performance is in need of improvement.

Some research shows that trainees are more aware they are receiving feedback when it is negative

- **Early diagnosis** – poor punctuality; failure to do visits, repeated pattern, not an adult learner, lack of enthusiasm, indecisive – **low level of competence** – share concerns as early as possible; ?Are they suitable as GP ? record behaviours; point out behaviours will cause problems with WPBA and employment disciplinary difficulties
- **Markers of problems** – factors associated with poor performance and failure of CSA were considered and discussed
- **Signposting of negative feedback**
- **Get trainee to appreciate problem for themselves** - Cinimedication book about useful medical films
- Video surgeries – helps with constructive feedback – give trainee a chance to see their behaviours

Program Directors

- OOH changes – 72 hours to be done in order to have education supervisors report to be completed says East of England Deanery – on this occasion only the OOH can be signed up after 12 sessions
- Rotations – 17 trainees ST1 starting in August 10; ST1 and ST2 will get 6 months in General Practice though still may be full time or ‘Innovative’ part time; exact allocations still to be arranged though most people with ST3 starting in August already know who will be coming to them

Next meeting Tuesday July 6th

P Gear