

# CPD EVENT RECORD

## THE PSYCHOLOGY OF COMMUNICATION AND COMPLIANCE

with Claire Minshull PhD and Serena Simmons CPsychol

**Live Event:**  
Learning  
With Others

### Summary

This broadcast highlighted a "Joint Approach" to rehabilitation involving psychology, rehabilitation and physical therapy. The approach had been trialled successfully and was being employed in an NHS context as well as privately. The main element of the discussion concerned psychology, and a number of approaches were outlined which could improve patient outcomes. Strategies for dealing with difficult patients, coping with "impostor syndrome", and handling situations where the practitioner did not have the necessary knowledge were discussed.

### Chiropractic Code 2016

**A** Put the health interests of patients first

A1 A2 A3 A4 A5 A6 A7

**C** Provide a good standard of clinical care and practice

C1 C2 C3 C4 C5 C6 C7 C8 C9

**E** Obtain informed consent for all aspects of patient care

E1 E2 E3 E4 E5 E6 E7

**G** Maintain, develop and work within your professional knowledge and skills

G1 G2 G3 G4 G5 G6

**B** Act with honesty & integrity. Maintain the highest standards of professional/personal conduct

B1 B2 B3 B4 B5 B6 B7 B8 B9

**D** Establish and maintain a clear professional relationship with patients

D1 D2 D3 D4

**F** Communicate properly and effectively with patients, colleagues and other healthcare professionals

F1 F2 F3 F4 F5 F6

**H** Maintain and protect patient information

H1 H2 H3 H4 H5 H6 H7

### Certification

This certificate confirms that

**Deven Grey**

participated in this CPD event

  
S L BRUCE, APM Director

**90**  
minutes

**Learning with Others**  
Live, online discussion  
7<sup>th</sup> December 2022

### Confirmation

I confirm that this is an accurate reflection of my learning during this event.

Signed: .....

### Osteopathic Practice Standards 2019

**A** Communication and patient partnership

A1 A2 A3 A4 A5 A6 A7

**B** Knowledge, skills and performance

B1 B2 B3 B4

**C** Safety and quality in practice

C1 C2 C3 C4 C5 C6

**D** Professionalism

D1 D2 D3 D4 D5 D6  
D7 D8 D9 **D10** D11 D12

Objective Activity: None

Communication & Consent: Yes

  
Academy  
of PHYSICAL MEDICINE

### Evaluation, Reflection and Impact on Practice (this part of the certificate is **not** automatically generated - it has been entered by the participant)

This was a very helpful insight into how the subtleties of communication with patients can affect compliance and outcomes. I will be looking to adopt several of the techniques into my own practice from now on