

CPD EVENT RECORD

MINDSET AND COMMUNICATION

with Chris Chippendale

Live Event:
Learning
With Others

Summary

This discussion concerned the development of effective communication styles in order to build trust with patients and thus encourage their engagement with the treatment process.

The need for the relationship to be "transformational" rather than "transactional" was emphasised, as was the need to develop a reflective listening style, which reassures patients.

Chiropractic Code 2016

A Put the health interests of patients first

A1 A2 A3 A4 A5 A6 A7

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

B1 B2 B3 B4 B5 B6 B7 B8 B9

C Provide a good standard of clinical care and practice

C1 C2 C3 C4 C5 C6 C7 C8 C9

D Establish and maintain a clear professional relationship with patients

D1 D2 D3 D4

E Obtain informed consent for all aspects of patient care

E1 E2 E3 E4 E5 E6 E7

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

F1 F2 F3 F4 F5 F6

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

G1 G2 G3 G4 G5 G6

H Maintain and protect patient information

H1 H2 H3 H4 H5 H6 H7

Certification

This certificate confirms that

Hugo Saad

participated in this CPD event



S L BRUCE, APM Director

45
minutes

Learning with Others

Live, online discussion
17th November 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)

I recognise that good communication has a huge influence on treatment outcomes, as well as reducing the likelihood of complaints. The techniques discussed in this broadcast will be useful in improving my handling of future patients