

# Effective Professional Interactions

Thursday 9 September 2010 18.00 - 21.00 registration 17.45  
A three hour course valuable to doctors, nurses and health care professionals, held at The CastleGate, Newcastle NE1 2JQ

## RESPONDING EFFECTIVELY TO PATIENTS WITH MEDICALLY UNEXPLAINED SYMPTOMS



- Explores key evidence – using presentation and facilitated group discussion (group size 3-24 participants)
- Uses a skills framework for improving consultations
- Engages learners in practical exercises to improve their skills
- Allows doctors [of all grades], nurses and other clinical staff to work together
- Moves quickly
- Rehearses the “best buy” skills that increase effective use of time

A significant proportion of patients who present to doctors (in primary and secondary care) and nurses (in all settings) will turn out to have symptoms that are medically inexplicable. Most doctors and nurses have regular patients who leave them feeling “overwhelmed”. The expression “heartsink” has been applied to them.

Such patients present frustrations and challenges for all clinicians. We now have clear evidence that can guide more effective use of time and lead to better outcomes.

In our seminar we compare participants’ experiences of recognising and managing such patients. We introduce a number of findings from the considerable research related to this group of patients – which is shared, with facilitated group discussion. We then move on to a consideration of the process of re-attribution, which has good evidence of effectiveness in the management of patients – beneficial for patient and clinician alike.

Finally, we practise aspects of conversations with patients, with a focus on re-attribution skills - in a way that is applicable in routine primary and secondary care practice.

Whilst it would be unwise to believe that there is a “magic bullet” for patients who fit into this category, happily we can identify and practise behaviours that will allow participants to leave with their understanding and skills enhanced.



Fee includes refreshments...



...and materials

To book a place or for more information, contact:

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01670 51 66 87

[www.effectivepi.co.uk](http://www.effectivepi.co.uk)

Hilltop, Pottery Bank, Morpeth, Northumberland,  
NE61 1SH

Appraisal friendly



Fee - £65.00 inclusive of VAT

# Responding Effectively to Patients with Medically Unexplained Symptoms - Registration

**Thursday 9 September 2010**

These courses are limited to 24 places - book early as they usually sell out.

Name	
Contact telephone	
Email	
Address	

Please use this box to highlight any special requirements

Please complete and return this page, enclosing a relevant cheque, made payable to Effective Professional Interactions Ltd

**Please post to EPI, Hilltop, Pottery Bank, Morpeth, Northumberland, NE61 1SH**

Signed \_\_\_\_\_ Date \_\_\_\_\_