Derby Hospitals NHS
NHS Foundation Trust

The University of Nottingham

School of Health Sciences

Management Workbook

Name: …………………………………………………………………………..

COMMUNICATION

Communication is a key skill for any health care professional, but for nurses, we ' are in an occupation that has interpersonal communication at its core. Virtually all nursing work revolves around the need for nurses to be effective communicators, whether relating to colleagues or with service users.'(Morrall 2001). Communication covers not only verbal and non-verbal exchanges, but also written forms such as medical and nursing notes. The NMC Code of Conduct (2004) emphasises that ' Health care records are a tool of communication within the team.' During your training you will be expected to show that you are developing appropriate communication skills, and you will continue to develop these skills throughout your working life.

Communication

Policies and Procedures

Refer to local Trust policies

NMC Proficiencies

Domain: Care Delivery: Outcome:
2.1, 2.2, 2.4, 2.5, 2.6, 2.7, 2.8 (2.1.1, 2.2.2, 2.4.3)
Domain: Care Management: Outcome:
3.2, 3.3, 3.4 (3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.4.1)

NB- outcomes in brackets refer to new curriculum (2005) Diploma/BSc outcomes

References

Morall, P (1995) 'Social Factors Affecting Communication' in Ellis B, Gates R, Kenworthy N (eds) 'Interpersonal Communication in Nursing'. Churchill Livingstone.

Nursing and Midwifery Council (2004) The NMC Code of Professional Conduct: standards for conduct, performance and ethics.'

Mentor/Student Comments

Mentor Sign ………………………….

Student Sign …………………………..

Communication

Scenario 1

You are the only staff nurse at the nurse's station and take a phone call from the lab regarding haematology results for Mr Smith. The lab technician points out to you that some of the results are abnormal.

1. On answering the phone, what 3 things should you state?
2. What should you do to clarify that you have written down the results correctly?
3. To whom should you pass on the information that you have received?

Scenario 2

You are a staff nurse on the early shift and are concerned about a patient who appears to have significantly deteriorated since you came on duty. The patient has no action plan documented in their medical notes and is for resuscitation.

1. Which member of the medical team would you initially contact?
2. What key information would you expect to communicate to this person to back up your concerns?
3. What action would you take if you were not satisfied with the response of this person?
4. Who else could you consider contacting for support?
5. Where and when would you document the events?