

## **Managing Communication Challenges**

(Course code: LD5000)

**Date:** Friday 4 October 2019  
**Time:** 9.00am – 4:00pm  
**Venue:** Meersbrook Seminar Room, Rivermead Training Centre,  
Northern General Hospital, Herries Road, S5 7AU

We know how highly patients and carers value good communication. This study day will help you to understand the importance of having good communication skills and to consider the views of patients and the public on the impact that poor communications can have on their care. There will be an opportunity to discuss the challenging communication issues that you face in practise and to consider how to deal with these challenges affectively by improving your communication skills.

Afternoon sessions will focus on how to communicate with patients who have:

- Speech and language difficulties
- Dementia
- Patients who are deaf

This study day is suitable for all levels of staff working in Healthcare within the South Yorkshire Region.

### **Facilitators:**

Shirley Thompson, Coordinator of South Yorkshire Education in Cancer and Long Terms Conditions & Facilitator of Sage & Thyme Communication training

Clare Warnock, Practice Development Sister at Weston Park Hospital

Margaret Harrison, Coordinator Cancer Information Services, Weston Park Cancer Information and Support Centre & Sage & Thyme Communication Facilitator