

## I dont know what to say

A one-day course for clinical staff who encounter people in distress.

Starts on 09/02/2012  
Start time 09:15  
Ends on 09/02/2012  
End time 16:00  
Category Clinical staff  
Location Hospiscare, Exeter  
Contact Name Education Department  
Contact Telephone 01392 688036  
Contact Email Address [education@hospiscare.co.uk](mailto:education@hospiscare.co.uk)



What do you say and do when a patient asks "Am i getting worse?" or "How do I tell my family I am dying?"

Poor communication between health and social care professionals and patients, families and carers accounts for up to 90% of the complaints in end of life care (End of Life care strategy 2008). This day will address your situations and help increase your confidence in eliciting and addressing patient and family concerns in what is often a challenging and emotional time.

The course includes sessions in:

- Listening as communication
- Responding skills
- Non verbal body language
- Workshop activities

Cost

Free

Dates

9th February 2012

[Booking form](#)

To secure your place, please send your completed booking form, to The Education Department, Hospiscare, Dryden Road, Exeter EX2 5JJ.