



# Worcester VTS - Evaluation Form

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21 February 2012

## Difficult Patients and Consultation Skills

### What did you learn about practice management and practice meetings?

Good Lecture and some useful tips, but not much learnt. Did like the self-defense tips.  
Useful to hear self-defense techniques. Good discussions re capacity and difficult patients.  
Useful session about signs to be aware of to indicate an angry patient. The importance of good communication, ways to try to defuse a situation.  
A nice presentation but not really relevant to GP. Not sure this was a very well thought out and planned session.  
Difficult patient and communication problems – animated presentation – problem solving and how to avoid the original problem.  
Useful ideas to de-escalate .  
Very good discussion about handling angry patients.  
Very useful to talk about basic self-defense techniques. Good to learn more / revise how to de-escalate a situation.  
Very nicely presented about handling difficult patients. Was very interesting.  
Really good lecture on difficult patients and consultation skills, very useful.  
Very important and useful topic.  
Learnt a lot about – how to manage difficult patients – recognize the warning signs.  
Very good presentation. Helpful strategies in dealing with difficult patients.  
Signs of pending aggression. Defining potential violence. Procedures for dealing with violent/abusive patients – PCT and hospitals.  
Quite hospital focused.  
Good presentation on why people can get difficult.

### What did you learn from the small group teaching?

#### ST3

Helping to solve problems themselves. Giving good feedback is useful.  
Useful to look more closely at how to give feedback.  
Points for how to give good feedback. The use of talking through a problem.  
I don't really enjoy this kind of exercise, but got some good ideas from my colleagues by discussing my problem with them.  
Interesting feedback session – different ways of approaching scenarios. The three golden rules.  
Using POSEER to solve a problem and discuss with colleagues.

#### ST2

How to deal with people training in news articles in consultation.  
Aware of health issues in news. NHS choice website – evidence based articles on recent topical news.  
Interesting discussion re health in the media.  
Importance of keeping up to-date with health related (news paper) articles in primary care.  
Debate about IVF. Read the Daily Mail. NHS choices website.  
Very good talk

**ST1**

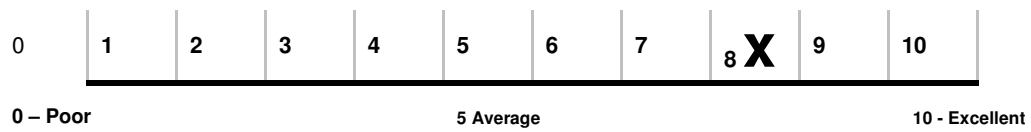
NICE guidelines hypertension.. Common pitfalls

Interesting to learn about hypertension and how to manage it in GP.

How to assess cardiovascular risk.

Very useful re-hypertension.

Very useful session covering common GP issues. Not to use automated BP machine in AF.



**Name** (Optional) .....