

# RAPPORT - WHO CARES?

TRUST = COMPETENCE + CARE

HOW DO I LIKE TO BE TREATED?

EMPATHY

CHEAP!!!

WHY IS THIS GOOD FOR MY PATIENTS?

GREAT COMMUNICATION!

I CAN DO IT WELL ALREADY!

ADDRESS THE THEORY / PRACTICE GAP!!

GREAT FUN!

SIMPLE INTERVENTION

DIGNITY

WHY IS THIS GOOD FOR ME?

WHY IS THIS GOOD FOR MY ORGANISATION?

WHY DON'T WE BEHAVE WELL?

WHY IS THIS GOOD FOR MY COLLEAGUES?

LET'S VALUE OUR PATIENTS...

BEHAVIOURAL CHOICE??

COMPASSION

ONE SIZE DOES FIT ALL!

GENUINELY MULTIDISCIPLINARY

WHY IS THIS GOOD FOR CARERS & LOVED ONES?

OUR PATIENTS MATTER!!

WHO SAYS WHAT'S 'GOOD ENOUGH'?

VULNERABILITY

VERY WELL RECEIVED!

ALL HUMAN BEHAVIOUR IS PURPOSEFUL

WHY IS THIS GOOD FOR THE NHS?

UNBIDDEN ACTS OF HUMAN KINDNESS...

WHO GOES THAT EXTRA MILE?

I'M LISTENING...

HUMANITY

HOW DON'T I LIKE TO BE TREATED?

LESS COMPLAINTS!!!

GENERIC PROGRAMME

High quality communication is essential for delivering patient centred care.

Effective communication requires a good relationship.

The creation and maintenance of the relationship between patient and health care professional is often overlooked.

The 'Rapport' training is a generic workshop, which can be delivered to existing multi-disciplinary clinical teams in all settings. It deals with why 'rapport' matters, how we like to be treated, how we don't like to be treated and how we can already do this – if we choose to do so! Crucially, it ensures that participants are aware of how important vulnerability is – a state all too familiar to our patients. It highlights the critical importance of linguistic, para-linguistic and non-verbal communication particularly in the initial moments of an encounter. Rapport's pilot stage is just finishing, initial evaluation is overwhelmingly positive!

So, does a cheap, simple, generic, multidisciplinary educational intervention that is good for patients, carers, staff and the NHS sound useful? Something that is relevant to: Living and Dying Well; Better Health, Better Care; Better Cancer Care; NHS Scotland Quality Strategy; Audit Scotland...

For more details contact the 'Rapport Team' – Shirley Byron, Margaret Connolly, Carla Forte, Alistair Kirk, Euan Paterson, Lorraine Webster & Fiona Wylie euan.paterson@ntlworld.com