

# Realistic Conversations

## Impact Questionnaire



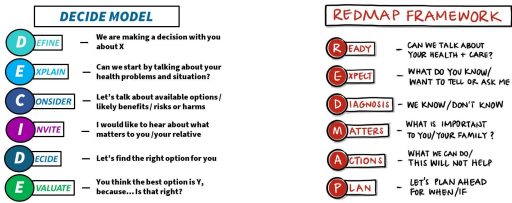
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### Introduction / Background

Realistic Conversation webinars have been delivered in NHSGGC since 2021. A toolkit for delivering virtual communication training has been developed in conjunction with NES and is used to provide NHSGGC clinical staff with the opportunity to join a one hour, online, communication training webinar.

A clinically relevant simulated scenario is presented using an interactive demonstration, participants will develop enhanced communication competencies by observing sections of the interview, identifying helpful communication behaviours and suggesting the next steps. The conversations are guided by a communication framework such as REDMAP and DECIDE. Participants are invited to download a handout with the communication model and other tips on helpful communication behaviours.



After each session participants are invited to complete a post webinar evaluation form. The returned evaluation forms indicate that 88% of participants who responded rated the sessions to be excellent or very good, with the remaining 12% offering a good rating. However, to date, there has been no evidence sought on the impact on practice of skills acquired from the webinar.

A questionnaire was designed to measure if there was an impact on participant's clinical practice following the webinar. The questionnaire was sent to 204 people who were known to have attended 1 of 12 webinars over the past 18 months.

### Questionnaire design

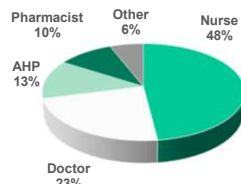
The Webropol questionnaire was designed with advice from NHSGGC Patient Experience Public Involvement Team. Dr Kirsty Boyd Scottish Government Clinical Lead for Palliative Care, Macmillan Reader in Palliative Care University of Edinburgh was consulted as the designer of REDMAP and DECIDE communication frameworks.

Webropol survey platform was used, with a 5 week response period, 2 reminder emails were sent to survey recipients during this time.

### Results

The questionnaire was sent to 204 people who attended at least 1 webinar more than 6 months ago.

Sixty eight responses were received from a range of healthcare professionals. This represents a 33% response rate.



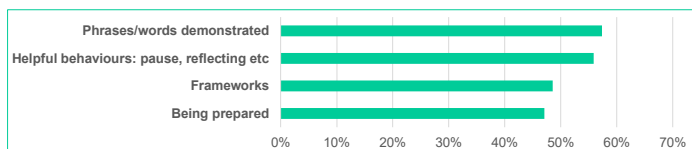
### Influence on practice

Of the 68 respondents 87% believe the webinar has influenced their practice, A further 10% responded that their role doesn't involve engaging in these types of conversations.

The questionnaire asked the respondents if they had used some or all elements of the training. With 54 out of 68 people noting they are using some/all elements of the training. An additional 9 haven't had opportunity but plan to use elements of the training.

Of the 54 who had used some or all of the training, the answers selected indicated that most staff were using at least 2 elements of the training. The most commonly used elements were words and phrases demonstrated in the webinar and making more use of the helpful communication behaviours such as pause, chunk and check. Figure 1 below details the responses to the elements/skills used following the webinar.

Figure 1. What elements of the training are the respondents using?



The survey asked webinar participants if the session had impacted on their confidence in having these types of clinical conversation; 66 people responded to this question with 57 respondents noting an increased confidence and 9 noting their confidence had not been impacted. Nobody reported a reduction in their confidence since the webinar.

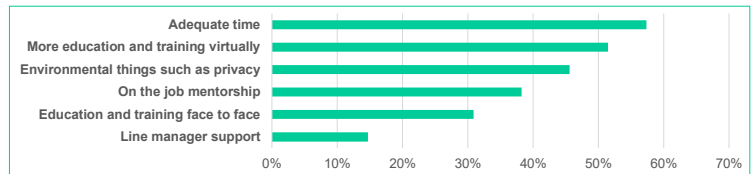
61 out of 67 people indicated they thought there was benefit in increasing the reach of the Realistic Conversations Webinars.

### Frequency of use and support to use skills post webinar

The webinar attendees who were using some/all of the training were asked how often they use the skills/resources; 41% using them a couple of times in a week, 26% weekly and 15% using them daily.

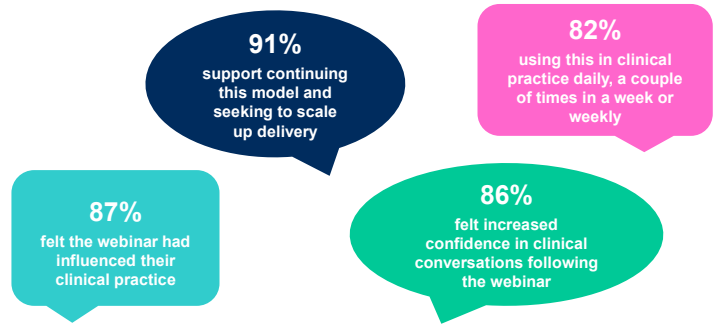
We asked respondents using the skills what was important in applying the learning from the Webinars (Figure 2.) Several people selected more than one answer to this with the most common need being time, closely followed by more education and training virtually. This information supports continuing the delivery of Realistic Conversations webinars.

Figure 2. Important things needed to apply learning from the webinar



### Comments

Finally the questionnaire concluded with an opportunity for comments, all of which were positive around the value of the webinars.



### Discussion

The NHSGGC Realistic Conversations Faculty deliver the webinars under NHSGGC Realistic Medicine work stream, recognising that communication behaviours are fundamental when practicing value based health and care.

The majority of the respondents to the survey indicated the webinar has impacted on their clinical practice. With 86% of respondents indicating increased confidence in clinical conversations following the webinar. Whilst the response rate to the survey was only 33% there is recognition staff are under significant time pressure and may not have opted to take time to complete the survey.

It is encouraging to read the survey respondents are utilising more than one element of the training. With 82% using this in clinical practice daily, a couple of times in a week or weekly.

The cost of delivering the webinars; NHSGGC funds an annual licence for Effective Communication for Healthcare (EC4H) this costs £4200 per annum. The licence includes 2 free tutor courses per year, alongside administrative support to run the webinars. The Realistic Medicine Budget also funds 5 hours per week at band 7 for the lead tutor role. The other Realistic Conversations faculty members commit to delivering 3 webinars per year each, this is on a goodwill basis. The majority of the faculty are NHSGGC employees with 2 being employed by a hospice within NHSGGC.

Traditional methods of delivering communication skills training is usually resource intensive with face to face training requiring at least 2 facilitators for a small number of around 8-12 participants, for a half or full day.

The Realistic Conversations webinars offer a cost effective way to deliver teaching around helpful communication behaviours to large numbers of health and social care professionals, using clinically relevant scenarios.

In summary, the results are encouraging in supporting continuing this model and seeking to scale up delivery. An overwhelming majority (91%) of survey respondents concur.

### Recommendations

NHSGGC is committed to value based health and care, to achieve this it is essential that NHSGGC places priority on supporting staff, through education and training to engage in helpful communication behaviours around shared decision making and future care planning clinical conversations.

The Realistic Conversations Toolkit is available to all via NES. This questionnaire supports the delivery of the webinars by demonstrating impact on practice even up to 18 months post webinar.