



Patient Approach

Volunteer Training: contact 01202 705353 for dates



Patient Approach is a bespoke experience-led workshop for volunteers working within palliative care created by our own volunteer and tutor Mandy Preece. As a volunteer Mandy has a unique perspective on what it is like to support dying patients and the issues she has encountered sitting by the bedside.

Patient Approach training equips volunteers with the communication skills and confidence to visit and interact with patients facing serious illness or end of life. The training is unique because it has been created by a volunteer for volunteers. In 2017, Patient Approach volunteer training at Macmillan Caring Locally received the Princess Royal Training Awards recognition by City and Guilds Group as best practice in the workplace.

Course Description

MCL Patient Approach Module

Suitable for:

Volunteers who are interested in supporting patients and their families on the ward or in the community.



Volunteers who wish to support patients at the very end of life and sit with patients who are actively dying.

Course description

Visiting patients as a volunteer can be daunting. In this session we look at the significance of the role and how volunteers can make a huge difference by 'being there'. We will also examine the importance of boundaries, self-care and supervision.

Supporting patients at the end of their life is a challenging but hugely rewarding role. The perceived 'good death' or 'bad death' can impact on family members for years to come and therefore it is important that we give as much support as is welcomed by the person who is dying and their family.

Volunteers can greatly enhance the level of service provided by the hospice, acute hospital or nursing home by offering an extra level of support.

Learning outcomes

By the end of this workshop you will

- appreciate the importance of 'being there' and what that unique role encompasses and who is supported by it
- be aware of the abilities and qualities we need as volunteers
- know how to introduce yourself and build connection
- learn when to 'be' rather than 'do'
- understand the common problems faced by patients and their families and how to support people in distress
- reflect on the importance of developing our listening skills
- know how to deal with difficult questions or challenging patients
- understand illness trajectories at end of life
- appreciate and react appropriately when there are possible issues concerning the safeguarding of vulnerable people
- be able to keep safe boundaries and value your self-care
- be informed of the support and supervision available
- understand why handovers to and from staff are essential

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Course Dates and How to Book

Please book via Anita Rigler on 01202 705353 anita.rigler@rbch.nhs.uk

Venue

Seminar Room, Christchurch Hospital

Dates Available:

2018 dates fully booked

TBA for 2019

Time

9.30am–1.30pm