



Patient Listening

Volunteer Training: contact 01202 705353 for dates



PRINCESS ROYAL
TRAINING AWARD
2017

Patient Listening 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 listen and support patients and the issues she has encountered sitting by the bedside.

The training equips volunteers with the reflective listening 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 Listening volunteer training at Macmillan Caring Locally received the Princess Royal Training Awards recognition by City and Guilds Group as best practice in the workplace.

MCL Patient Listening 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 actively dying patients.

Course description:

Listening forms a huge part of the volunteering role as patients may confide in a volunteer about their concerns or worries. Seeing the person behind the illness can have a profound effect on the well-being of our patients.

This session focusses on allowing a patient to feel heard and how to apply specific listening techniques.

Learning outcomes

By the end of this workshop you will

- appreciate why listening is so important
- know what inhibits our ability to listen
- be aware of body language and how people express their concerns
- learn specific listening techniques
- understand how to use empathy effectively
- practice your listening skills (practical session)

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

2019 dates TBA

Time

9.30am–11.30am