**Quick Guide to Communication Skills Resources & References**

**Comprehensive reference lists are provided for each of the Communication Skills Modules held at Sobell House Study Centre**

**References**

**Moore P.M et al** (2018) Communication Skills Training for Healthcare Professionals working with People who have Cancer (Review) Cochrane Database of Systematic Reviews Issue 7 John Wiley & Sons Ltd [www.cochranelibrary.com](http://www.cochranelibrary.com)

**Connolly M. et al** (2014) The impact of the SAGE & THYME foundation level workshop on factors influencing communication skills in healthcare professionals Journal of Continuing Education in the Health Professionals Vol 34 (No:1) p37-46

**Heaven C., Clegg J. & Maguire P.** (2006) Transfer of Communication Skills & Training from workshop to workplace: the impact of clinical supervision Patient Education & Counseling Vol 60 (3) p 313-325

**Maguire P. et al** (1996b) Helping health professionals involved in cancer care acquire key interviewing skills – the impact of workshops European Journal of Cancer Care 32A (9) p 1486-1489

**Fallowfield L. et al** (2003) Enduring Impact of Communication Skills Training: results of a 12 month follow up British Journal of cancer Vol 89 (No: 8) p 1445-1449 (This remains the most rigorously documented result of communication training in medicine)

**Wilkinson S., Perry R. & Blanchard K.** (2008) Effectiveness of a three day communication skills course in changing nurses communication skills with cancer/palliative care patients: a randomised controlled trial Palliative Medicine Vol 22 p 365-375

**Bibliography**

**Kissane D.W. et al** (2018) Oxford Textbook of Communication in Oncology & Palliative Care OUP

This textbook draws upon the history of communication science, providing the reader with a comprehensive curriculum for applied communication skills training.

NOTE: Chapter 2 **Lim** **R. & Dunn S.** Journeys to the Centre of Empathy: the authentic core of communication skills

**Awdish R.** (2018) In Shock: How Nearly Dying made Me a Better Intensive Care Doctor

(2017) A View from the Edge: Creating a Culture of Caring New England Journal of Medicine 376:1 p 7-9

This intensive care doctor suffered a catastrophic medical event. This is her account of her transition from doctor to patient, during which she sees the flaws in her own past practice as a doctor and uses her experience to help colleagues.

**Gawande A.** (2015) Being Mortal: Illness, Medicine & what Matters in the End Profile Books Ltd

As medicine pushes the boundaries of survival further each year he examines his experiences as a surgeon and those of his patients and their familes, and learns to accept the limits of what he can do.

**Guidance, Websites & Resources with Linked References**

**Bailey S.J & Cogle K.** (2018) Talking about Dying: How to begin Honest Conversations about what Lies Ahead Royal College of Physicians – full report and references can be downloaded from

<https://www.rcplondon.ac.uk/projects/outputs/talking-about-dying-how-begin-honest-conversations-about-what-lies-ahead>

This report provides guidance on holding difficult conversations much earlier after diagnosis of a progressive or terminal condition, including frailty.

**ReSPECT Recommended Summary Plan for Emergency Care & Treatment** <https://www.respectprocess.org.uk>

**Fritz Z., Slowther** **A-M & Perkins** **G.D** (2017) Resuscitation policy should focus on the patient, not the decision British Medical Journal 356:j813 (also available on SoundCloud)

New approaches to resuscitation decisions are discussed that incorporate broader goals of care to support health professionals to place the patient and family at the centre of shared decision-making

**The Point of Care Foundation** including the Sweeney Programme & Schwarz Rounds [www.pointofcarefoundation.org.uk](http://www.pointofcarefoundation.org.uk)

Healthcare professionals seeing the patients’ experience through the patients eyes and providing a structured forum where staff can share the emotional and social aspects of working in healthcare.

**Daily Telegraph** (28 January 2018) Why Don’t Doctors Understand the Importance of Compassion? <http://www.telegraph.co.uk/health-fitness/body>

This article highlights the very different experiences of three patients facing life threatening illness.

**NHS England** (revised Dec 2015) Transforming End of Life Care in Acute Hospitals

This provides practical advice which includes implementation of the five key enablers (advance care planning, electronic palliative care coordination systems, AMBER care bundle, rapid discharge home and Priorities of Care) to support front line clinicians and leaders

**Zwakman M. et al** (2018) Advance care planning: A Systematic review about Experiences of Patients with a Life Threatening or Life Limiting Illness Palliative Medicine Vol 32 (8) p 1305-1321

**Real Talk: Engaging Patients in End of Life Talk - Education Resource Project under development**

**Pine M. & Parry R.** (2018 In Press) How and when do patients request life expectancy estimates? Evidence from hospice medical consultations and insights for practice Patient Education & Counseling <https://doi.org/10.1016/j.pec.2018.03.026>