

Communication

Recent articles and reports

Sept 17 – Mar 18

Guidelines

The following new guidance has recently been published:

[Mental health in the workplace.](#)

World Health Organization (WHO);2017.

http://www.who.int/mental_health/in_the_workplace/en/

This information sheet addresses mental health and disorders in the workplace. It also covers difficulties that may be created or exacerbated by work such as stress and burnout.

Freely available online

[Patient online.](#)

RCGP Clinical Innovation and Research Centre (CIRC);2017.

<http://www.rcgp.org.uk/clinical-and-research/our-programmes/patient-online.aspx>

There is a need to support GPs to implement online access within the mandated timeframes. A combination of guidance, support and e-Learning is available to help GPs and practices make the necessary changes. Digital tools can help to improve the quality of care and support patients interested in self-care receive. Patient Online helps staff to guide patients with long-term conditions in the use of digital tools to self-care. It enables patients to make appointments and order repeat prescriptions.

Freely available online

Reports

The following report(s) may be of interest:

[Moving between hospital and home, including care homes: A quick guide for registered managers of care homes and home care.](#)

SCIE Social Care Online; 2017.

https://www.scie.org.uk/publications/ataglance/moving-hospital-home.asp?utm_campaign=8657853 SCIELine

Registered managers and their teams play an important role in supporting people when they are transferring in and out of hospital. This quick guide provides a brief overview of how managers can work with hospitals to ensure a good experience of transition for the people in their care.

[NIHR Signal: Using a 'telephone first' approach may increase the total time GPs spend consulting.](#)

NIHR Dissemination Centre; 2017.

<https://discover.dc.nihr.ac.uk/portal/article?id=SIG-5000505>

A system where all patients have a telephone call with their GP before an appointment decreased the number of face-to-face consultations but increased telephone consultations. There was an overall 8%

increase in the time GPs spent consulting, though there was large variation across practices. This NIHR-funded study compared 147 practices in England before and after the implementation of the telephone management system and also with a sample of surgeries using a standard appointment system.

Freely available online

[Reducing emergency admissions.](#)

National Audit Office (NAO); 2018.

<https://www.nao.org.uk/report/reducing-emergency-admissions>

The report examines progress that the Department of Health and Social Care, NHS England, NHS Improvement and other stakeholders are making in reducing the impact of emergency admissions on acute hospitals. The report takes a whole-system approach, and looks at action across acute, primary, community and social care systems.

Freely available online

Articles

The following journal articles are available from the Library and Knowledge Service electronically or in print.

[A Multidisciplinary Discharge Timeout Checklist Improves Patient Education and Captures Discharge Process Errors.](#)

Gao MC. *Quality Management in Health Care* 2018;27(2):63-68 .

Abstract: To design and implement a discharge timeout checklist, and to assess its effects on patients' understanding as well as the potential impact on preventable medical errors surrounding hospital discharges to home. Conclusions: A multidisciplinary discharge timeout directly involving the patient can be effective in targeting additional areas for patient education and in potentially reducing preventable adverse events.

[A nurse's duty to warn of risks extends to aftercare as well as initial consent.](#)

Griffith R. *British Journal of Nursing* 2018;27(5):276-277. The article examines the legal aspects of a nurse's responsibility to inform patients about potential health risks after treatment or surgery. It cites the example of the British Supreme Court case of Montgomery v. Lanarkshire Health Board that addresses issues related to patient participation in medical decision making and right to information.

[Communicating wisely: teaching residents to communicate effectively with patients and caregivers about unnecessary tests](#)

Mukerji G. *BMC Medical Education* 2017;;doi.org/10.1186/s12909-017-1086-x.

This study looked into the effectiveness of an interactive workshop at helping junior doctors resist requests for unnecessary tests. 83 junior doctors took part in the study, 57 of whom took part in the workshops. The study found that the workshops improved junior doctors' knowledge about this problem but not their ability to communicate to patients about it. Being further through their training and greater knowledge were both linked with a better communication skills.

[Fall risk and prevention agreement: engaging patients and families with a partnership for patient safety.](#)

BMJ Open Quality 2017;6(2):doi.org/10.1136/bmjopen-2017-000038.

A Fall Prevention Agreement (FPA) between the nursing team and older adults being admitted to medical oncology units was introduced. The patient's risk for fall was communicated to patients and families on admission. Fall and fall injury rates showed reductions of 37% and 58.6% respectively compared to baseline. Engagement with patients and families seems to communicate the need for a collaborative effort for fall prevention during the hospitalisation.

Freely available online

[Key Concepts for Informed Health Choices: a framework for helping people learn how to assess treatment claims and make informed choices.](#)

Chalmers A. *Evidence-Based Medicine* 2018;23(1):29-33.

We are surrounded by maelstroms of claims about the effects of treatments. Such claims may include strategies to prevent illness, such as changes in health behaviour or screening, therapeutic interventions, or public health and system interventions. Learning how to judge which claims to believe is a core competence needed by effective practitioners of Evidence-Based Healthcare (EBHC).

[Nurses as role models in health promotion: a concept analysis.](#)

Darch J. *British Journal of Nursing* 2017;26(17):982-988.

There are national and international expectations that nurses are healthy role models; however, there is a lack of clarity about what this concept means. This study used concept analysis methodology to provide theoretical clarity for the concept of role models in health promoting behaviour for registered nurses and students. The framework included analysis of literature and qualitative data from six focus groups and one interview.

[Person-centred care: what nurses can learn from the patient perspective.](#)

Scammell J. *British Journal of Nursing* 2017;26(20):1133-1133.

The article discusses the lessons about person-centered care (PCC) that nurses can learn by examining a patient's perspective, and it mentions the work of the National Voices coalition of health and social care charities in England. The British Care Quality Commission and the General Practice Patient Survey are addressed, along with nurse education, communication in nursing, and patient decision-making. Health care planning is assessed.

[Reducing DNACPR complaints to zero: designing and implementing a treatment escalation plan using quality improvement methodology.](#)

Shermon. *BMJ Quality Improvement Reports* 2017;;doi.org/10.1136/bmjqr-2017-000011.

Poor quality DNAR discussions can generate hospital complaints. Treatment escalation plans (TEPs) aim to highlight the wider remit of treatment options with a focus on communication. After introduction of a standardised TEP form there was a progressive reduction in complaints regarding resuscitation. In addition feedback showed increased patient and relative satisfaction and junior doctors report the plans are helpful when making out-of-hours decisions.

Freely available online

[Sick Note to Fit Note: one trusts project to improve usage by hospital clinicians](#)

Moran A. *BMJ Quality Improvement Reports* 2018;7(1):doi.org/10.1136/bmjqr-2017-000220.

Patients being misdirected to their general practice for Fit Notes is an important issue and one on which the baseline level of awareness among hospital clinicians is low. Challenges during this intervention (which included direct staff engagement, a trust-wide promotional campaign and creation of an electronic version of the document) have been in penetrating a trust of this size and getting the message across to staff. However, digitising the Fit Note can help to increase its use.

Freely available online

[Taking a comprehensive health history: learning through practice and reflection.](#)

Ingram S. *British Journal of Nursing* 2017;26(18):1033-1037.

Taking a comprehensive health history is a core competency of the advanced nursing role. The purpose of the health history is to source important and intimate knowledge about the patient and to establish a therapeutic relationship. Reflective practice, a core value of nursing in Ireland, means learning from

experience. This article demonstrates how a recorded simulation, coupled with reflection, provided insight into an advanced nurse practitioner's history-taking skills.

Available with an NHS OpenAthens password for eligible users

[Talk is cheap.](#)

Barker K. *British Journal of Midwifery* 2018;26(3):143-143.

The author reflects on the importance of using the right words, particularly in the practice of midwifery and the health care profession. Topics discussed include the difference between language used in public and private, and the impact of patronizing words and insensitive remarks on a woman's ability to birth and decision-making.

[We owe our patients honesty.](#)

Price-Dowd C. *British Journal of Nursing* 2017;26(20):1127-1127.

The article discusses the author's views about the importance of candour (honesty and openness) in nurse-patient relations and the provision of patient care, and it mentions the author's personal experiences in the nursing profession. Professional judgment and communication in nursing are examined, as well as hospice medical care, relationships among colleagues, and truth in nursing care. The attitudes of patients are assessed.

Websites

The following website(s) may be of interest:

[Health and Wellbeing Awards](#)

<https://www.rsph.org.uk/our-work/awards/health-wellbeing-awards.html>

The Health and Wellbeing Awards from the Royal Society for Public Health recognise achievement in health promotion and community wellbeing initiatives.

Freely available online

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