



Communication



As healthcare settings become ever more complex, effective communication increasingly underpins the success of NHS professionals – in their relationships both with patients and colleagues. Speaking, listening and writing skills can be optimised to ensure that patients experience high-quality interactions with healthcare professionals, helping to improve the overall standard of their care. Being an

effective communicator also enables a professional to reduce stress in their own daily work and gain enhanced career prospects.

We have provided a list of relevant articles from MA Healthcare journals dealing with this area, thereby providing your staff with research, information and tips that will support both their work and the quality of care for their patients.

(Access to links via OpenAthens authentication currently only work on the desktop version of our MAG Online Library platform)

British Journal of Cardiac Nursing

- Communicating cardiology: lose the jargon, not the patient
<https://doi.org/10.12968/bjca.2016.11.11.564>
Published Online: November 04, 2016

British Journal of Community Nursing

- Person-centred communication for emotional support in district nursing: SAGE and THYME model
<https://doi.org/10.12968/bjcn.2017.22.12.593>
Published Online: November 30, 2017

British Journal of Healthcare Assistants

- Increasing skills and confidence in caring conversations: a course
<https://doi.org/10.12968/bjha.2014.8.3.140>
Published Online: March 25, 2014
- Communication and the support worker
<https://doi.org/10.12968/bjha.2014.8.8.394>
Published Online: August 04, 2014
- Communication, ethics and healthcare assistants

<https://doi.org/10.12968/bjha.2016.10.7.332>

Published Online: July 09, 2016



- Top-quality communication skills remove obstacles to communicating with people with dementia
<https://doi.org/10.12968/bjha.2015.9.2.60>
Published Online: February 16, 2015
- Care Certificate Standards 5 and 6: working in a person-centred way; and communication
<https://doi.org/10.12968/bjha.2016.10.1.36>
Published Online: January 28, 2016
- Team communication
<https://doi.org/10.12968/bjha.2018.12.3.142>
Published Online: March 07, 2018
- 6Cs: communication is a skill valued by patients and colleagues
<https://doi.org/10.12968/bjha.2015.9.3.128>
Published Online: March 12, 2015
- Communication skills and enhancing clinical practice through reflective learning: a case study
<https://doi.org/10.12968/bjha.2015.9.2.66>
Published Online: February 16, 2015

British Journal of Healthcare Management

- Understanding power and communication relationships in health settings
<https://doi.org/10.12968/bjhc.2015.21.9.420>
Published Online: September 24, 2015
- Communication is a two-way street
<https://doi.org/10.12968/bjon.2018.27.3.171>
Published Online: February 07, 2018

British Journal of Hospital Medicine

- The importance of doctor–patient communication
<https://doi.org/10.12968/hmed.2014.75.2.64>
Published Online: February 20, 2014

British Journal of Midwifery

- The importance of communication
<https://doi.org/10.12968/bjom.2016.24.5.314>
Published Online: May 02, 2016
- Heightening levels of compassion towards self and others through use of compassionate mind training
<https://doi.org/10.12968/bjom.2016.24.11.777>
Published Online: November 04, 2016



British Journal of Nursing

- Identifying and managing underperformance in nursing students
<https://doi.org/10.12968/bjon.2016.25.5.250>
Published Online: March 14, 2016
- Conflict management: importance and implications
<https://doi.org/10.12968/bjon.2017.26.2.100>
Published Online: January 28, 2017
- Managing conflict appropriately to benefit staff and organisations
<https://doi.org/10.12968/bjon.2017.26.6.366>
Published Online: March 27, 2017
- Written communication: from staff nurse to nurse consultant. Part 1: Core principles
<https://doi.org/10.12968/bjon.2014.23.15.866>
Published Online: August 12, 2014
- Written communication: from staff nurse to nurse consultant. Part 3: email communication
<https://doi.org/10.12968/bjon.2014.23.17.958>
Published Online: September 24, 2014
- Enhancing nurse-patient communication: a critical reflection
<https://doi.org/10.12968/bjon.2014.23.14.771>
Published Online: July 25, 2014
- The importance of communication in sustaining hope at the end of life
<https://doi.org/10.12968/bjon.2015.24.13.702>
Published Online: July 08, 2015
- Good communication and the safe healthcare environment
<https://doi.org/10.12968/bjon.2014.23.13.754>
Published Online: July 29, 2014

Dental Nursing

- Neuro-Linguistic Programming: conversations for change
<https://doi.org/10.12968/denn.2014.10.9.513>
Published Online: September 29, 2014
- Communication – top of the list?
<https://doi.org/10.12968/denn.2016.12.6.352>
Published Online: June 03, 2016
- The importance of greeting and listening
<https://doi.org/10.12968/denn.2017.13.11.570>
Published Online: November 07, 2017

- The write stuff
<https://doi.org/10.12968/denn.2017.13.6.290>
Published Online: June 01, 2017



Gastrointestinal Nursing

- Communication: an essential tool for gastrointestinal nurses
<https://doi.org/10.12968/gasn.2016.14.10.42>
Published Online: December 14, 2016
- Breaking bad news: a case study on communication in health care
<https://doi.org/10.12968/gasn.2017.15.1.43>
Published Online: February 20, 2017
- Improving communication between nurses and parents
<https://doi.org/10.12968/gasn.2015.13.7.16>
Published Online: September 21, 2015

International Journal of Palliative Nursing

- What are the barriers to initiating end-of-life conversations with patients in the last year of life?
<https://doi.org/10.12968/ijpn.2016.22.9.454>
Published Online: September 24, 2016
- Communication differences when patients and caregivers are seen separately or together
<https://doi.org/10.12968/ijpn.2015.21.11.557>
Published Online: November 30, 2015
- Listening differently to patients can help enhance their experience of care
<https://doi.org/10.12968/ijpn.2014.20.5.213>
Published Online: May 21, 2014
- Never say die: death euphemisms, misunderstandings and their implications for practice
<https://doi.org/10.12968/ijpn.2017.23.7.324>
Published Online: July 29, 2017

Journal of Health Visiting

- Enhancing assertiveness in district nurse specialist practice
<https://doi.org/10.12968/bjcn.2016.21.8.400>
Published Online: August 01, 2016
- Learning the art of listening
<https://doi.org/10.12968/johv.2014.2.8.461>
Published Online: August 17, 2014

Journal of Kidney Care

- Communication at the heart of leadership: the seven Cs
<https://doi.org/10.12968/jokc.2017.2.3.182>
Published Online: May 24, 2017



- Active listening, part one: how and where
<https://doi.org/10.12968/jokc.2018.3.2.126>
Published Online: March 24, 2018

Journal of Paramedic Practice

- Crisis resource management in relation to empowering people to speak up in emergency medical service clinical practice settings
<https://doi.org/10.12968/jpar.2017.9.2.60>
Published Online: February 10, 2017

Nursing and Residential Care

- Difficult conversations in bereavement
<https://doi.org/10.12968/nrec.2014.16.12.693>
Published Online: November 17, 2014
- Implementing the Care Certificate: good communication
<https://doi.org/10.12968/nrec.2016.18.1.53>
Published Online: December 18, 2015
- Words, words, words: conversation as a tool to promote wellbeing
<https://doi.org/10.12968/nrec.2014.16.5.275>
Published Online: June 24, 2014
- How to ... improve and develop complaints handling
<https://doi.org/10.12968/nrec.2014.16.1.39>
Published Online: June 17, 2014

Practice Management

- Caring conversations
<https://doi.org/10.12968/prma.2016.26.9.42>
Published Online: January 17, 2017