

# BSPOGA Training Day: Skills and resources for delivering person-centred care

Joint RCOG/BSPOGA meeting

31 March 2017

 5 credits

 1 day

 RCOG, London

## Overview

There is growing awareness of the importance of a holistic approach to health care delivery. This approach looks beyond the pathophysiological basis of illness and takes cognisance of broader issues such as the psychosocial determinants of health and illness and the impact of care provider behaviour on health outcomes. In contemporary practice, all health professionals should be competent in providing tailored information to individual service users, developing a relationship of trust with them, enhancing their healthcare experience and optimizing health outcomes. Unfortunately reviews such as the Francis Report and Berwick Review show that this is often not achieved.

The aim of this Training Day, focused on skills and resources rather than theoretical underpinnings, is to assist health professionals (of all specialisms and all cadres) to deliver person-centred care.

## Learning objectives

- Apply a biopsychosocial approach to the delivery of health care
- Employ communication and consultation skills in engaging service users and influencing their health behaviour
- Identify and use a variety of available resources and guidelines for providing person-centred care
- Produce patient information materials that meet national quality standards
- Confidently apply robust methods to assess service users' experience
- Find a positive way forward when faced with a challenging ('difficult') consultation



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Friday 31 March 2017

## Who should attend

- Consultants and Trainees in all specialties
- Allied Health Professionals, including Tutors/Lecturers
- Clinical Governance Leads
- General Practitioners
- Midwives and Nurses, including Tutors/Lecturers
- Medical Students
- SAS Doctors



## Course Organisers

- Mr Leroy Edozien FRCOG, Manchester
- Mr Remon Keriakos FRCOG, Sheffield

## Honorary Director of Conferences

- Mr Nick Panay MRCOG, London

## Honorary Deputy Director of Conferences

- Mr Stergios Doumouchtsis MRCOG, London

## Sponsorship and Exhibitions

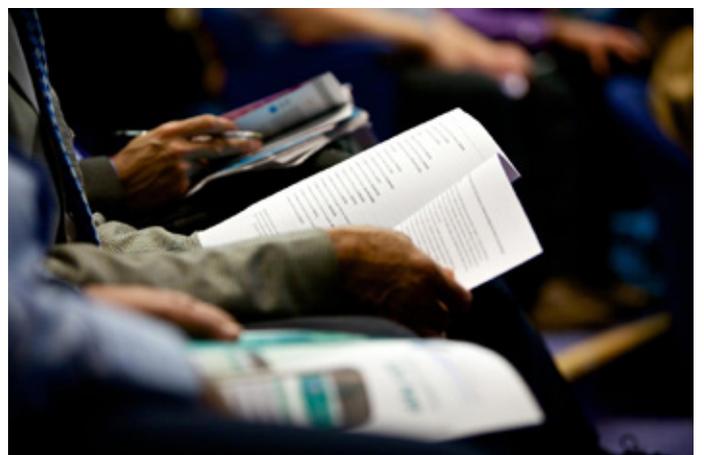
From sponsorship of the meeting, to exhibition stands and delegate pack inserts, there are plenty of ways to promote your product or service at this event

**For more information and to discuss the packages available please contact:**

**Ursula Samson**

**Tel: +44 (0) 20 7772 6460**

**Email: [usamson@rcog.org.uk](mailto:usamson@rcog.org.uk)**



### Full conference

 1 day

 £340

 £235

 5 credits

 RCOG, London

 £290

 £220

# Programme

Friday 31 March 2017

8.40am REGISTRATION AND REFRESHMENTS

## SESSION I

*Chair: Mr Remon Keriakos, Secretary General, BSPOGA; Sheffield Teaching Hospitals NHS Foundation Trust*

9.10am	<b>Welcome and introduction</b> Mr Leroy Edozien, Chairman, BSPOGA; Consultant Obstetrician and Gynaecologist, St Mary's Hospital, Manchester
9:25am	<b>The importance of person-centred approaches to health care</b> Ms Theresa Bourne, Associate Professor, Middlesex University; University College London
9:45am	<b>Resources for delivering compassionate person-centred care</b> Dr Mary Ross-Davie, Education Project Manager, NHS Education for Scotland
10:15am	<b>The design and conduct of patient experience surveys</b> Mr Chris Graham, Director of Research and Policy, Picker Institute Europe
10:45am	Discussion
11:00am	REFRESHMENTS

## SESSION II: Workshops

*Delegates will attend all workshops on a rotational basis*

11.30am	<b>Person-centred consultation: skills for exploring psychosocial issues</b> Dr Mary Hepburn, Independent Consultant Obstetrician and Gynaecologist  <b>Getting the message across: how to write a patient information leaflet</b> Dr Geeta Kumar, Chairman, RCOG Patient Information Committee	<b>Communication skills for challenging consultations</b> Dr Sibil Tschudin, Obstetrician and Gynaecologist, University Hospital, Switzerland; President, International Society of Psychosomatic Obstetrics and Gynaecology Dr K Marieke Paarlberg, Obstetrician and Gynaecologist, Gelre Hospitals Apeldoorn Location, the Netherlands; Past President, International Society of Psychosomatic Obstetrics and Gynaecology
1.30pm	LUNCH (2 course standing fork lunch)	

## SESSION III: Workshops continued

*Delegates will attend all workshops on a rotational basis*

2.30pm	<b>Person-centred consultation: skills for exploring psychosocial issues</b> Dr Mary Hepburn  <b>Getting the message across: how to write a patient information leaflet</b> Dr Geeta Kumar	<b>Communication skills for challenging consultations</b> Dr Sibil Tschudin, Dr K Marieke Paarlberg
4.30pm	Feedback	
5.00pm	CLOSE	



## Venue

**Venue:** RCOG, 27 Sussex Place, Regent's Park, London NW1 4RG.

**Tel:** 020 7772 6200 **Fax:** 020 7772 6388

**Train:** Marylebone Station - 10 minute walk

**Underground:** Baker Street - 10 minute walk

**Parking:** Regent's Park Outer Circle (pay and display), NCP on corner of Park Road and Rossmore Road,

**Tel:** 0870 242 7144 for further information

## Fee and payment

Fees must be paid in full before or on the morning of the first day of the meeting. The RCOG reserves the right to refuse admission in the event of non-payment. The fee includes refreshments, lunch, admission to the lectures and any technical exhibitions. You are not guaranteed a place until you receive confirmation. If you have not received confirmation of your place before the start of the event, please telephone the Conference Office on **+44 20 7772 6245**.

## Cancellations

All cancellations must be received in writing by the Conference Office a minimum of 2 weeks before the meeting (except Basic Practical Skills Courses, which must be received at least 6 weeks prior to the course). A standard administrative charge of £25 will be made on all cancellations received 2 weeks or more prior to the conference. We regret that refunds cannot be issued

on cancellations received less than two weeks prior to the conference. No refunds will be made for non-attendance on the course. An administrative charge of £50 applies to certain meetings, including Basic Practical Skills Courses and Part 1, 2 and 3 MRCOG Revision Courses. Please check your confirmation letter for clarification. Substitutions are welcome at any time.

In the unlikely event the course is cancelled by the RCOG, we regret we are unable to refund any delegate travel and/or accommodation costs that have already been incurred by the delegate or any administration charges relating to cancellation of travel tickets or accommodation.

## Visa Information

If you are from a country outside the European Union you may be required to have a valid visa to enter Britain. Please check your visa requirements before you book a place on any of our events and before you travel. We are unable to refund course fees outside of our cancellation deadline in the event that your visa is denied or not received in time for you to travel. More information on visa requirements is available from the UK Border Agency.

## RCOG Conference Office

Our team are here to help and advise you in your choice of courses. If you have any further questions, contact the RCOG Conference Office on **events@rcog.org.uk** or call **+44 20 7772 6245**

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