

A Proper Yes – Communication Matters

Date and Venue:
Thursday 29th November, 2012
Alverton Manor Hotel, Truro

Course Organiser:
Carrie Bradburn, Dental Postgraduate Tutor

Course Lecturers:
Kit Maher
Carol Brooking
Cascade

Programme

09.00 – 09.30	Registration and Tea/Coffee
09.30 -11.00	What exactly are we dealing with here?
11.00 - 11.30	Tea/Coffee
11.30 -13.00	Talking the same language.
13.00 – 14.00	Lunch
14.00 – 15.00	Making vague ideas concrete and making the concrete meaningful. Oh – and money talk too.
15.00 – 15.30	Tea/Coffee
15.30 – 16.30	They've said yes but do they understand what they've said yes to?
16.30	Close

Aim:- To understand the process of getting consent from a patient and discussing money

Objectives:- By the end of the training delegates will:-

Understand the process of getting consent from a patient
Realise the importance of using language which a patient understands
Know different methods to help you communicate difficult ideas and talk about money
Have techniques to ensure that you have gained informed consent and that patients understand to what they are consenting