

CSA Tool Kit & Communication Skills

Tuesday, 8th October 2019 - Thorpe Park Hotel, Leeds

09:00 to 17:00

Dr's Carl Foster, Anne Hawkridge & Chris Webb

CSA Tool Kit:

The North West England CSA Toolkit hosted on fourteenfish.com consists of a CSA consultation model and an embedded educational toolkit.

The model and toolkit have been used effectively across HEENW to improve CSA pass rates.

Come and have a go at identifying problem areas for trainees and using the toolkit to produce personalised educational plans matched to these areas.

Please bring a laptop or tablet to access the CSA Toolkit on fourteenfish.com during the session

Learning Objectives:

- To understand how to analyse a CSA consultation using the model
- To use the toolkit to plan educational strategies with trainees

Consultation Skills:

The course will focus on fundamental aspects of the consultation and how improving your skills within these areas will improve time management, patient satisfaction and reduce your own stress levels.

It will explore how to use the information asked during data gathering to structure your explanation and management.

Learning Objectives:

- To improve consultation skills
- To consult effectively within 10 minutes
- Increased confidence and better consulting