

NHS Training for  
AHP Support Workers

## Workbook 2: Communication



## Contents

2.1 Aim.....	3
2.2 Learning Outcomes .....	3
2.3 Communication .....	4
2.4 Information.....	7
2.5 Communication Workbook Completion.....	9

## 2.1 Aim

The aim of this workbook is to introduce the Healthcare Support Worker (HCSW) to communication methods and to provide the knowledge to communicate appropriately within the workplace.

## 2.2 Learning Outcomes

By the end of this workbook you will be able to:

- Describe different ways of communicating with a patient.
- Recognise when a patient has communication difficulties.
- Demonstrate how various communication methods can be used with patients.
- Use, record and transmit information to others appropriately.

## 2.3 Communication

Communication is how we transmit what is in the mind of one person to the mind of another person. Communication is necessary to enable treatments to be carried out effectively. It is vital that the patient understands what you want them to do. It is equally important that the patient can communicate with you, for example they may want to tell you that they are in pain or have discomfort.



There are various ways of communicating e.g. gesture, voice and written information.

Find out the different ways you can communicate with a patient.

Describe types of non verbal communication that you have observed with patients. This can be gesture, facial expression etc.

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### Workbook 2: Communication

Describe how you might use non verbal communication with a patient to facilitate communication.

Communication may be difficult with a patient due to a variety of reasons:

- The patient's illness / disease / disability
- The patient's age
- The patient's own language / culture
- The patient's hearing
- The patient's emotional state / feelings
- The environment



#### Activity

Describe a situation where communication was difficult with a patient and how you obtained good communication with this patient.

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Find out what type of information would be recorded if someone was unable to communicate because of their disability / illness. Where would you find the information where you work?

Sometimes communication with relatives or carers, or the patients themselves becomes difficult. List things that you could do that would result in communication with a patient breaking down:

## 2.4 Information

Storing, retrieving and giving information is an essential part of the support worker role. Information will be received from a variety of sources and will need to be passed on clearly to the relevant person by the appropriate method.



Find out how any information you receive from a telephone call is recorded in your area of work.

Messages can be transmitted in different ways depending on their urgency.

Find out what methods there are for transmitting information in your area of work and give an example of the appropriate use of each one.

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### **Workbook 2: Communication**

When transmitting information what actions need to be taken to ensure its confidentiality?

Describe a circumstance when you would not provide information and one when you must. It may help if you go to the Confidentiality and Medical Records Workbook.



## 2.5 Communication Workbook Completion

Your mentor / supervisor will sign your portfolio to indicate that you have completed this workbook successfully.

Objective	Supervisors Signature	Date
Describe different ways of communicating with a patient		
Recognise when a patient has communication difficulties		
Demonstrate how various communication methods can be used with patients		
Use, record and transmit information to others appropriately		

<b>Support worker</b> (name)	
Support workers signature	
<b>Supervisor</b> (name)	
Supervisors signature	
<b>Date</b>	

## 2.5 Communication Reflection

**Suggested KSF Dimensions:** C1 and IK1

This form should be placed in the appropriate section of your portfolio.

**What did you learn from this module?**

**How has this influenced your work?**

**Date module completed**



