
	Level 4 Diploma for Associate Ambulance Practitioners		
Evidence Form			
Communication in the Emergency and Urgent Care Setting			
Centre	South East Coast Ambulance Service NHS Foundation Trust		
Template Reference	EF22		
Trainee Name		Unit(s) number covered	2, 7, 15, 17, 22, 33, 34, 35
Date Completed		Cohort Name	
Learning/Assessment Outcomes	[2] 1.1-1.4; 2.2/4.2; 3.1; 3.2; 3.4; 5.1-5.4 [7] 3.1; 3.2 [15] 3.3 [17] 5.2 [22] 6.1-6.3 [33] 3.2; 3.5 [34] 1.1-1.4 [35] 5.1; 5.3; 5.6		

Evidence types
Work Products, Professional Discussion, Oral Assessment, Direct Observation
Evidence synopsis
Taught lesson on communication in the emergency & urgent care setting
Overview of Activities
<p>Presentation</p> <p>Interactive presentation on principles of communication with associated oral assessment and group discussion covering the following elements;</p> <ul style="list-style-type: none"> Types of communication (verbal/non-verbal), model of communication, communication techniques, barriers to communication, special patient groups requiring communication adaptations <p>Activity 1: Verbal Communication Exercise</p> <p>Trainees were split into pairs and divided into Instructors and Listeners and asked to sit back to back. Instructors were provided with a diagram and asked to describe to their partner who tried to replicate the diagram. This exercise aimed to highlight the difficulties of using just verbal communication and the importance of being clear with instructions.</p> <p>Activity 2: Barriers to Communication</p> <p>Trainees were tasked to create a poster detailing barriers to communication in the ambulance service. Possible solutions to overcome them were discussed as a group afterwards.</p> <p>Activity 3: Communication Techniques for Special Patient Groups</p> <p>Trainees were split into 4 groups and each group was tasked to come up with solutions/adaptations to resolve communication difficulties with either paediatric patients, patients living with dementia, patients with learning difficulties and agitated or anxious patients. Each group presented their ideas which were discussed by the whole class.</p>
<p>Action Required (Trainee)</p> <ol style="list-style-type: none"> Trainee to complete evidence form Trainee to upload to ePortfolio with the following accompanying work products; <ul style="list-style-type: none"> Learner Diary on the session (<i>please utilise individual session learner diary template on ePortfolio</i>). Barriers to Communication Poster Written IIMARCH Briefing <p>Written analysis/summary of journal articles on handovers (500 words)</p>

Performance Feedback

Please tick the box that describes the candidate's performance in each activity. Include feedback on performance for each activity, particularly if you have highlighted improvement as adequate or less.

Activity 1							
Excellent	Very Good	Good	Adequate	Requires Improvement	Inadequate	Unacceptable/Unsafe	Not Demonstrated
Feedback							

Activity 2							
Excellent	Very Good	Good	Adequate	Requires Improvement	Inadequate	Unacceptable/Unsafe	Not Demonstrated
Feedback							

Activity 3								
Excellent	Very Good	Good	Adequate	Requires Improvement	Inadequate	Unacceptable/Unsafe	Not Demonstrated	
Feedback								
Tutor Evaluation								
The trainee has actively participated in all key elements and demonstrated satisfactory knowledge and understanding of the above learning outcomes.								
Assessor Name							Date	
Verified By: (Required if being complete by trainee assessor)							Date	