

Refining skills of communication in more complex situations
COMMUNICATING ABOUT PROFESSIONAL ISSUES
Role play – Staff nurse to a colleague

PURPOSE OF SCENARIO: Talking to a colleague

PARTICIPANT: Health Care Professional

SETTING: Face to face – Sisters' office

SCENARIO

You shared a lift with around 7 people in it. Two FY1 colleagues in the lift were talking freely about patients; one of them, Debbie, was just listening whilst the other, Joanna, was saying the following:

“Have you looked after Rainbow Cloud in room 3? What a name!! Imagine being burdened with that!”

“Apparently bed 4s father was an MP for Swindon – had to stand down because of drinking, still looks like a drinker you know – you can see it in his skin”

“Let’s hope it’s not all locum / agency staff on tonight – and let’s hope they all speak English - really unsafe, especially if it’s both”

“That’s the problem with this place, weak and ineffective management”

You said nothing at the time, but you were aware that besides the two in conversation, there were five others in that lift, including yourself. No one else said anything to the two in conversation.

TASK

You find that one of them is working on the same ward as you for the night. You have decided to say something,

ADDITIONAL INFORMATION FOR THE ACTOR PLAYING FY1 JOANNA MIDDLETON:

Depending on how the rest of the scenarios are going, you may be asked to play someone of a higher position than the participants, one of their peers, one of their juniors or someone of a different profession. This is all dependent on how stretched the facilitator perceives that they need to be at this point in the workshop.

The bottom line is that whatever professional standing you have; you were in the wrong. You disclosed confidential patient information, you were critical of colleagues and you voiced opinions in an open place about the management of the organisation.

Depending on how the participant does, you can be defensive, conciliatory, apologetic, reflective. For this scenario, we would like you to respond 'from within'. From a position of the role that you are in, but in specific response to how the participant has handled the situation.