

Learning can be fun & interactive

After medical students graduate they enter a two-year Foundation Programme. After that, they may choose to train for another three years to become a GP. This incorporates supervised practice, on site tutorials and teaching with dedicated GP Trainers and group training run by the relevant VTS scheme. Each scheme aims to help GP Trainees acquire the knowledge, skills and attributes required for modern General Practice.

Case Study: West Sussex GP VTS Scheme

Following an initial contact from Beyond Training Solutions, Mandy Claiden the West Sussex VTS programme director contacted us to investigate the possibility of running a day of learning on their annual residential programme which would also be fun, interactive and something completely different for the trainee GP's.

Coupling learning with interaction and enjoyment is something we are passionate about doing so we jumped at the chance to come up with a unique programme for them!



Step 1 : Create A Unique Workshop

The first step was to understand what the trainee GP's current challenges were. Many had either recently, or were about to take, major exams and it was important to give them a day that would allow them to completely leave their everyday stresses behind whilst still giving them practical techniques that they could immediately put into practice.

Communication was an area that many needed and wanted to work on, particularly how to communicate effectively in the limited time of the consultation whilst still gaining a relationship of trust.

Being able to enable patients to take responsibility for their own health outcomes so that there was an effective recovery or preventative care plan was also a challenge for the young GP's and we wanted to provide them with some effective techniques to use with patients with long term conditions. The techniques and exercises allow the patient to move to a forward looking frame of mind, rather than continuously looking back at what they used to be able to do, as this can lead to them becoming demotivated, anxious and depressed. Helping them to set realistic short and longer term health and living goals was an area that we agreed with Mandy would be given significant time.

Development of negotiation skills was a further area that Mandy wanted to include, and then of course it was bringing all of this together in a relaxed learning atmosphere with plenty of fun and taking people out of their comfort zones in a safe environment.

Step 2 : Workshop Delivery

What we definitely didn't want was to facilitate a day that consisted of us just delivering facts and methods! The key to NLP is in the experience and it was very important for all of us that the trainees experienced the techniques for themselves and with each other. To this end we asked them to look at what they wanted to achieve in their lives so that we could work with them to set a realistic plan to achieve their goals. It was also important that they were open and honest about their current challenges and we applied what they learnt during the day to real life situations.

Also a lively debate was encouraged about NLP and its application in healthcare. Us purely dictating what can and can't be used is not our style and we encourage people to question and debate so that they get the most from the experience. In fact the day started with a Derren Brown video who utilises many NLP techniques in his stage and TV shows which then resulted in much laughter and an interesting discussion!

The main aspects of the event was to experience :

- How to calibrate effectively and gain excellent rapport
- How they could speak the same language as their patients
- How to know what they really want and ways in which they could ensure self perpetuated outcomes
- Being able to put yourself in the other person's shoes and improve negotiation skills
- How to use NLP with patients with long term conditions
- Quick techniques to handle a stressful situations

Oh and yes we played and laughed a lot!

The delegates worked in pairs and small groups throughout the day, mixing the groups up each time to ensure everyone had a chance to interact with each other and learn from each other. This is core to any of our events as we believe that people learn equally from us, the experience and each other!

Step 3 : How did it go?

We were really pleased to get some lovely feedback from the group who really enjoyed the day and felt that they learnt some new techniques that, not only could they use to improve their consultation skills, it would also help them in their personal lives as well!

“Dear Jo and Andy, It was a pleasure to meet you both yesterday . Thank you both very much for your NLP presentation at our VTS residential. In a fun way you gave them some tools for their communication skills box. Feedback was excellent and today lots of the trainees had specific skills they were going to go back to their surgeries to try out. Thank you very much. We all had a great day!”

Mandy Claiden, Programme Director, West Sussex GP VTS