

FEEDBACK
Urchfont 20/10/04

What went well

Once again people liked the facilities and food

Most enjoyed the video sessions:

- being able to go through with another trainer and colleagues
- technical advice on videoing
- being in small groups helped relieve a lot of the anxiety about allowing people to watch videos of themselves
- “not as bad as expected”
- the first termers were keen for a follow up video session before Christmas

2nd termers appreciated the conflict management and negotiation skills sessions
having an actor helped significantly to its realism
useful developing techniques to deal with angry patients

What did not go well

The technical problems initially

The timing of the presentation was felt by both groups to have been difficult so soon after the exam and with holidays arranged

The quiz was felt to have been pitched at a difficult level since a lot of the first termers had not done any work on consultation models before.

TIMELINESS – lots of comments about the fact that the course organisers were among the last to arrive

Scores

Probably due to the lack of normal forms but only one person scored any of the sessions, giving each of them 5/6

Learning points from the day

1. The need to start videoing early.
2. To look at the technical aspects of the room to improve quality of videos
3. The importance of good sound quality.
4. How to deal with angry patients
5. Negotiation skills

Learning Needs identified

None specified