

MODULE SPECIFICATION PROFORMA

Module Title:	Communication and Signposting in Practice	Level:	4	Credit Value:	40
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Module code:	COU424	Is this a new module?	Yes	Code of module being replaced:	N/A
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Cost Centre:	GACG	JACS3 code:	B900
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Trimester(s) in which to be offered:	1, 2 & 3	With effect from:	March 17
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School:	Social & Life Sciences	Module Leader:	Della Austin
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Scheduled learning and teaching hours	45 hrs
Guided independent study	355 hrs
Placement	0 hrs
Module duration (total hours)	400 hrs

Programme(s) in which to be offered	Core	Option
Standalone module. To be aligned with Diploma HE Counselling for QAA and assessment purposes only	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

Pre-requisites
Employed in a patient facing role within healthcare setting

Office use only

Initial approval February 17

APSC approval of modification *Enter date of approval*

Version 1

Have any derogations received SQC approval?

N/A

Module Aims
To enhance and develop core skills and knowledge in regards to social prescribing/signposting, the integration of Health and Social Care, the Wider context of Health within Wales and the UK and the communication and customer service skills needed to perform the role of GP receptionist

Intended Learning Outcomes

Key skills for employability	
KS1	Written, oral and media communication skills
KS2	Leadership, team working and networking skills
KS3	Opportunity, creativity and problem solving skills
KS4	Information technology skills and digital literacy
KS5	Information management skills
KS6	Research skills
KS7	Intercultural and sustainability skills
KS8	Career management skills
KS9	Learning to learn (managing personal and professional development, self-management)
KS10	Numeracy

At the end of this module, students will be able to		Key Skills	
1	Understand the wider context of Health within Wales, the changing role of the GP service and the role of the GP receptionist	KS4	
		KS5	
		KS10	
2	To investigate, evaluate and assess the available services in terms of social signposting within the community sector in Wales and to utilise signposting tools effectively	KS3	
		KS9	
		KS6	
3	Evaluate and examine the application Social sign posting to their own organisations and roles, highlighting areas for improvement	KS1	
		KS7	
4	To develop and enhance verbal and non-verbal communication skills in relation to patients, colleagues and other professionals within the workplace	KS2	
		KS8	

Transferable/key skills and other attributes

Taking responsibility for own learning and development, applying theoretical knowledge to practical application, understanding context, working inter-professionally and awareness of community healthcare initiatives.

Derogations
N/A

Assessment:

Build a portfolio reflecting on the following:

- The current context of Health within Wales
- Investigate and assess the availability of community based healthcare in Wales
- Outline a plan to implement social signposting within your own setting – make recommendations for what could be achieved as well as outlining barriers within your own setting
- Reflect on your own current setting and make recommendations for what you will look to implement from this course within your own practice.

Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)	Duration (if exam)	Word count (or equivalent if appropriate)
1	1,2,3,4	Portfolio	100%		4,000

Learning and Teaching Strategies:

Learning and teaching strategies for this module include lectures, seminars, online discussion and group-work and role play activities.

Syllabus outline:

Session 1: Your role and the context of Health within Wales
Includes:

- Wider Health Context – BCUHB/WG/Primary Care
- The role of the receptionist
- More Than Medicine – what else is available
- What matters?
- Other Health Professionals & what they can offer

Session 2: Social Signposting
Includes:

- What is social signposting
- What are the tools available to you
- What is out there in the community
- What is a package of care?
- What Matters? How this tool can help
- Stryd Ni – Virtual Street case studies

Session 3: Communications essentials
Includes:

- Communication styles – coaching/questioning
- Difficult conversations

- Reflective listening/mirroring and the basics on NLP
- Overcoming barriers – fear of change, lack of information
- What matters? What questions you can ask and how to add value to your practice

Session 4: Patient Excellence

Includes:

- Your own and others' behaviour and communication preferences
- How you come across to others
- The impact and effect of different styles of communication
- How to communicate effectively with the different elements
- How adapt your style to motivate, influence and persuade others depending on their elemental preferences

Bibliography:

Essential reading

Bolton, G.E. 2014. Reflective Practice: Writing and Professional Development Paperback 2014

Lublin, J. 2017. The Profit of Kindness: How to Influence Others, Establish Trust, and Build Lasting Business Relationships Paperback

Moss, B. 2015. Communication Skills in Health and Social Care Paperback

Other indicative reading

Campbell, J.L, Ramsay, J & Green, J. 2001. Age, Gender, Socio-economic and ethnic difference in patients assessments of primary health care. *Qualitative Health Care*. Vol. 10:2. 90-95

Dykes, F. Kopp B. & Postings, T. (2014). *Counselling Skills and Studies*. Sage.

Egan, G. (2010), *The Skilled Helper*. Belmont: Brooks/Cole.

<http://www.wales.com/living-wales/healthcare-wales>

<http://www.wales.nhs.uk/nhswalesaboutus/historycontext>

Husk et al. 2016. What approaches to social prescribing work, for whom, and in what circumstances? A protocol for a realist review. *Systematic Reviews*, Vol. 5, Issue. 1,

Nelson-Jones, R. (2013). *An Introduction to Counselling Skills* (4th ed). Sage.

White, Cornish, J.M and Kerr, S. 2017. Front-line perspectives on 'joined-up' working relationships: a qualitative study of social prescribing in the west of Scotland. *Health & Social Care in the Community*, Vol. 25, Issue. 1, p. 194.

Whitelaw et al. 2016. Developing and implementing a social prescribing initiative in primary care: insights into the possibility of normalisation and sustainability from a UK case study. *Primary Health Care Research & Development*, p. 1.

Williams, S.J. & Calnan, M. 1991. Key Determinants of Consumer Satisfaction with General Practice. *Journal of Family Practice*. Vol. 8 (3). 237-242.