

**Keele Good Practice Day on
Consultation Skills**

**Thursday 17th October 2019**

**Novotel Wolverhampton, Union Street, Wolverhampton, WV1 3JN

Wulfran Suite**

*A free event for Healthcare Professionals associated with CCGs subscribing to the Keele Prescribing Support Service\**

Neal Maskrey (Visiting Professor of Evidence-informed decision making, Keele University) will lead the morning session with an entertaining look at the theory underlying the practice of patient-centred shared decision-making. In the afternoon our colleague David Blanchard (GP and Clinical Lecturer in Medical Education, Keele Medical School) will introduce some interactive group exercises to enable you to try out the theory and practical tips.

**Learning outcomes**

* Understand the importance of good communication and consultation skills to encourage effective informed shared decision making about medicines
* Share examples of consultation approaches to encourage shared decision making, and understand patient perspectives
* Develop implementation strategies through practical learning exercises, to elicit and manage patients’ motivation, expectations and perspectives in seeking treatment and managing their medicines

**TARGET AUDIENCE**

GP Practice Based Pharmacists, Pharmacy Technicians and Medicines Optimisation Leads

**AGENDA**

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| **Time** | **Sessions and Activities** | **Who** |
| **09:30** | **Arrival and Registration** |  |
| 10:00 | Introduction to the day  | Dr Katie Maddock, Head of SchoolKeele University |
| 10:15 – 11:15 | The theory of shared-decision making (Part 1) | Professor Neal Maskrey |
| 11:15 – 11:30 | *Refreshment break* |  |
| 11:30 – 12.30 | The theory of shared-decision making (Part 2) | Professor Neal MaskreyVisiting Professor of Evidence-informed decision making, Keele University |
| **12:30** | ***Lunch*** |  |
| 1:30 - 2:00 | Advice Panel / Clinic with Practice Pharmacists | TBC |
| 2:00 – 3:30pm | Interactive Workshops facilitated by Dr David Blanchard*To include refreshment break as required* | Dr David Blanchard, Clinical Lecturer in Medical Education (Keele University) |
| 3:30pm | Wrap up, feedback and action planning  | Professor Ray Fitzpatrick, Secondary Care Adviser/Honorary Professor,Keele University |
| **3:45** | **Close** |  |