

# Improving Foundation Doctor Communication Skills in Diverse Challenging Situations by Simulation Training

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## INTRODUCTION

FY2 doctors must demonstrate competencies across a range of 13 Foundation Professional Capabilities (FPCs) to attain a Foundation Programme Certificate of Completion (FPCC).

Some FPCs are more difficult to evidence safely and reflectively through lectures or day-to-day clinical experience.

The Scotland-wide FY2 SIM Programme (2018) is aligned with the FY2 curriculum and describes 7 scenarios promoting coverage of 7 potentially challenging communication situations and important non-technical skills.

## METHOD

All FY2s based in Greater Glasgow and Clyde were invited to attend a half day of Simulation, between Sept 2022 and May 2023.

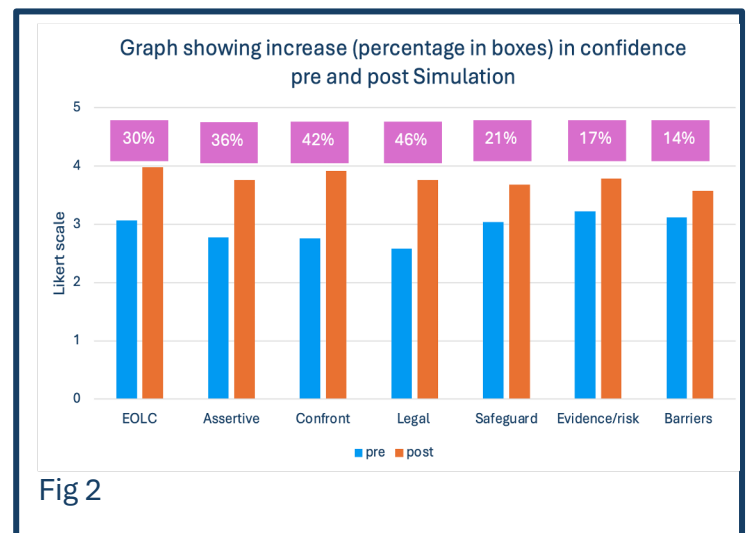
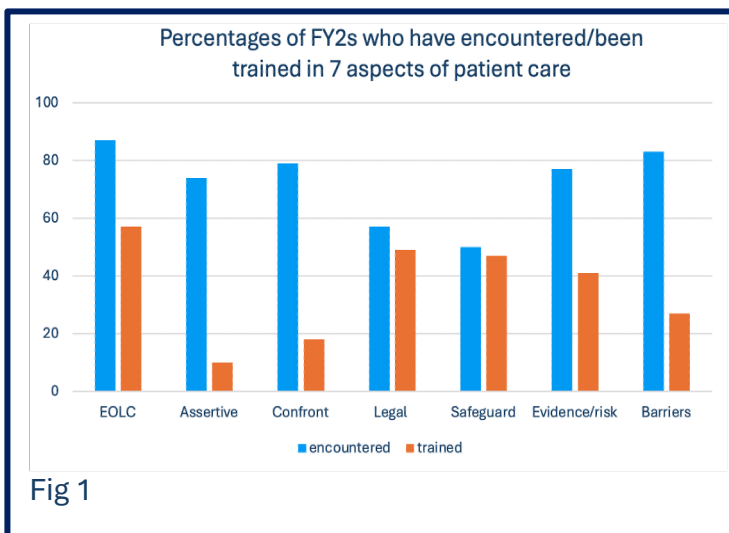
Four scenarios were chosen with ILOs concentrating on EOLC, Assertiveness under pressure, Dealing with Confrontation and Anger and Implementing Legal frameworks in challenging Mental Health presentations. A Survey Methodology was used. Questionnaires asked about prior experience and training in these 7 challenging communication situations. Trainee confidence levels (pre and post Simulation) in these 7 situations were measured using a 5-point Likert Scale.

## RESULTS

115/146 FY2s completed both pre and post Simulation Questionnaires.

For the 4 scenarios chosen, Fig 1 shows trainee percentages for prior FY2 experience/specific training in each of **EOLC**; Dealing with **Assertiveness**; **Confrontation** and Anger and Implementing **Legal frameworks** in challenging Mental Health presentations. Other situations measured were **Safeguarding** and raising concerns, **Evidence/Risk** discussions and **Barriers** to Communication eg translators.

Fig 2 shows how confidence improved across ALL 7 communication situations despite only 4 specific scenario situations used.



## CONCLUSION

The FY2s had encountered all 7 challenging situations in their previous experience but prior explicit training in them was generally low. However, Simulation enabled them to improve their confidence across all these situations even if not directly planned in the ILOs.

Further follow-up of these FY2s could determine how significant this half-day session was for future confidence in these important areas.