

NATIONAL BREAST EDUCATION CENTRE

**MASTER CLASS FOR STAFF PREPARING FOR
DUTY OF CANDOUR INTERVIEWS**

**DATE: MONDAY 31ST JANUARY 2022
ST GEORGE'S HOSPITAL - THE ROSE CENTRE SEMINAR ROOM**

(For: Directors of Screening, Consultant Surgeons, Consultant Radiologists and Clinical Nurse Specialists)

This Master Class is of value to clinical staff in Breast Imaging and Breast Screening. The format consists of small group work and practical clinical demonstrations with an experienced faculty.

There is the opportunity for delegates, if they wish, to participate in simulated clinical scenarios. The day covers the principles of effective communication, how best to share difficult information in the context of Duty of Candour, and deal with the range of responses (including anger).

The workshop aims to improve skill and confidence in difficult situations.

09:00	Registration – Tea/Coffee
09:15	Introduction & What to expect of the day
09:45	Principles of Effective Communication
10:45	Tea/Coffee
11:00	Parallel Workshops: Self-Reflection Difficult Conversations
12:30	Clinical Demonstration
13:00	Lunch
13:45	Saying Sorry
14:15	Clinical Scenarios <i>Tea/Coffee at a convenient time</i>
16:30	Summary
16:40	Finish