

Von: "Karolin Krell" <K.Krell@bso.ac.uk>
Betreff: **Fwd: Re: Feedback on presentation& communication skills**
Datum: 3. Mai 2013 12:13:09 GMT+01:00
An: karolinkrell@googlemail.com

----- Original Message -----

Hi Karolin,

No problem, happy to do so:

On Friday 26th April 2013 I observed Karolin in a clinical interaction in my capacity as one of her clinical tutors. During this interaction I noticed a significant improvement in Karolin's communication skills in comparison to previous observations. As Karolin's first spoken language is German, it has been noted in the past that, at times, Karolin's communication with patients is a little awkward and that some of the message she is trying to convey can be lost. In addition, subtle, small opportunities to build rapport may have been lost and occasionally her empathy for the patient's situation has been hard to convey. However, on observation on the 26th I noted a marked improvement in Karolin's language skills. This took the form of a softening of delivery of the words, a more rapid delivery, use of slang, and the use of less directive language. Overall this had the result of a more fluid osteopath-patient interaction, better rapport with the patient and will lead to better patient compliance and, eventually, outcomes. I would recommend that Karolin continue with this new approach as it will yield undoubted benefits.

Stuart Walker
Clinic Tutor

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