

Bloodwise Advanced Communication Masterclass: Supporting haemato-oncology practice

Friday 7th February 2020, Hamilton House, London WC1H 9BD

8.00am: Registration

9.00am: Welcome and introduction to the day

9.10am: The impact of good communication and a strong advocate on patients in hospital:

*The impact of good healthcare practice from the view of someone affected by blood cancer
(Speaker: Bloodwise Ambassador)*

9.30am: Facilitating difficult conversations:

*Sharing experiences with colleagues about conversations you've found challenging, identifying barriers to effective communication and practicing effective techniques to improve the quality of these conversations.
(Speakers: Clinical Psychologist and Clinical Nurse Specialist)*

11am: Break and networking

11.15am: Managing challenges around emotional wellbeing within your patient community:

*Supporting you and your team to manage common and complex mental health issues that arise on the haematology ward and managing referrals to other services.
(Speaker: TBC)*

12pm: The 'Elephant in the Room' – Palliative care in haemato-oncology:

*Exploring benefits and challenges around referral of haematology patients to palliative and understanding the structure and funding of these services.
(Speaker: Dr Rasha Al-Qurainy, Consultant in Palliative Medicine)*

12.45pm: Lunch and Networking

1.30pm: Managing the emotional impact of caring for blood cancer patients:

*Exploring common issues around working in haematology including and ways of managing these.
(Speaker: TBC)*

2.15pm: Self care sessions (Choice of one option):

- Learning reflexology / massage techniques
- Understanding the benefits of complementary therapies
- Taking part in a mindfulness session

3.00: Break and networking

3.15pm: Influencing your colleagues and asserting yourself in your role as a patient advocate:

*Practical skills session to help improve the way you work with and challenge colleagues in difficult scenarios.
(Facilitator: Kate Arneil, Senior Training Consultant at Impact Factory)*

5pm: Networking opportunity with colleagues and expert speakers with refreshments:

A chance to reflect on the day with colleagues you've been working with and to speak with our expert trainers and facilitators about any specific queries you may have.