

# COMMUNICATION SKILLS RCC AGM WEBINAR SERIES

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The Royal College of  
**Chiropractors**  
#RCCAGM2020

## The Strife and Stresses of Poor Patient Communication

**Nick Jones, GCC**

### Webinar Outline

There is no doubt that communication plays a vital role in our society, be it in a personal or professional capacity. It helps create and maintain relationships, build trust, identify and resolve problems and provide clarity, direction and understanding in what and how we do things. For clinicians, this skill is essential when communicating with patients and the public.

So why does this area contribute to so many issues, creating stresses for patients and clinician alike? And how can we prevent a simple patient miscommunication from becoming a dispute or worse?

For his interactive Q&A webinar, Nick Jones, GCC Chief Executive and Registrar, will highlight the common features where there have been failures in communicating with patients, and which have led to complaints requiring investigation for 'fitness to practise'. He will also explain why effective communication, which is clear, timely and discrete, can create higher levels of satisfaction and better outcomes for patients.

### Speaker

Nick Jones was appointed Chief Executive and Registrar of the General Chiropractic Council (GCC) in February 2019. He started his working career in social housing and was drawn to a career in regulation, working first for the housing regulator and then within system healthcare regulation, ending up at the Care Quality Commission in 2010. From then, until joining the GCC, Nick was a Director at the Human Fertilisation and Embryology Authority, the government regulator responsible for making sure fertility clinics and research centres comply with the law. Nick believes that regulation undertaken well incentivises improvement and high-quality care for patients, its fundamental purpose.



**SEPTEMBER 2021**

**Thurs 23rd**

**19:00 - 20:00**

Free for RCC Members - a link will be provided by email.

Non-Members: £35 - to register please visit:  
[rcc-uk.org/rcc-events](https://rcc-uk.org/rcc-events)

Registration closes:  
Thursday 23<sup>rd</sup> September  
2021, 5pm.

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## Series Schedule

### Issues of Consent

Thurs 14th Oct 2021, 7 - 8pm  
Speaker: Richard Brown FRCC

### Ethical and Compliant Communication of Patient Services

Tues 2nd Nov 2021, 7 - 8pm  
Speaker: Celia Champion, Painless Practice

### Motivational Interviewing

Thurs 25th Nov 2021, 7 - 8pm  
Speaker: Prof Lesley Haig, AECC UC

### Interprofessional Communication

W.C. 13th Dec 2021, Time TBC  
Speaker: TBC

### The RCC Clinical Practice Standard for Communication

Weds 12th Jan 2022, 7 - 8pm  
Speaker: Phil Jones MRCC, LRCC (Pain)

### Effective Clinical Communication

Weds 26th Jan 2022, 1 - 2pm (RCC AGM – members only)  
Speaker: Professor John Skelton, University of Birmingham  
2022 President's Lecturer