



# Compassion in Healthcare

Focusing on complaints and serious incidents

Tuesday 25th February 2020, 8.45am to 4.30pm, NSPCC - Education and Training Centre

## AGENDA

8:45am Registration, coffee and networking

9:00am Opening and Welcome  
Head of Patient Experience and Involvement  
Head of Patient Safety

**9:15am – 11am Who are we really? Using empathy to see the emotional experience of complaints, S.I's and the Duty of Candour, Carolyn Cleveland**

THE HUMAN REALITY: Carolyn will present an insightful and thought-provoking personal narrative highlighting the presence and absence of empathy in an NHS complaint and serious incident. The scene will be set to start to see the whole picture and C&C Empathy Training's 'Funnel of Life model' for delegates to start to experience and feel an empathic response.  
UNDERTANDING EMOTIONS AND PERSPECTIVES – SOME OF THE SCIENCE BEHIND EMPATHY AND OUR BEHAVIOUR: Delegates will start exploring the world from the 'Inside out 'and understand emotionally focused thinking. What is the emotion behind the complaint? What is everyone really seeing? And what about different kinds of empathy.

11.15am Duty of Candour. What are we required to do? Head of Patient Experience and Involvement

11.45am Scenario-based Exercise: Head of Patient Safety

12.30pm Lunch

**1.15pm – 3.15 pm Identify Potential Psychological Harm (Duty of Candour) and exacerbating conflict  
.....Carolyn Cleveland**

IDENTIFY THE DIFFERENCE BETWEEN SYMPATHY, EMPATHY AND APATHY AND HOW LACK OF EMPATHY HAS THE POTENTIAL TO CAUSE PSYCHOLOGICAL HARM: Analysing real life video case studies, natural biases and unconscious thought processes will be examined. Delegates will learn how to identify how a lack of empathy in interactions can cause psychological harm that can go on long after the initial introduction. Delegates will explore the difference between empathy sympathy and apathy.  
USING REASONED EMPATHY TO SAFEGUARD WELL BEING: The importance of self-care to build emotional awareness and resilience and stay empathically focused.

3.15pm Break

3.30pm Using recovery-based language to support empathy, Dr Williams

4.15pm Close and next steps

## EVALUATION FEEDBACK

Compiled by LPT

- I really enjoyed this day and found it very informative. Carolyn Cleveland was an excellent speaker and her sessions were very thought-provoking.
- Fantastic event. So emotive. Carolyn made me cry – twice! Made it real. Should be opened up to all staff!
- Carolyn Cleveland – excellent speaker. Very powerful and thought-provoking presentations.
- Carolyn as a speaker was excellent – really gripped and thought-provoking story/lived experience.
- Single Point of Access (SPA) service co-ordinators will benefit significantly from this kind of workshop. They are trained on systems and processes, and not on empathy and compassion, to deal with complaints despite encountering this on a

daily basis. More training and support on incident reporting. Process puts people off reporting and therefore not reflective of errors in service.

- Absolutely fantastic day really centering around empathy and compassion in healthcare. Carolyn, thank you so much for being so frank and honest with your experience.
- Really enjoyed day and feel I have gained a lot in the way I can respond to concerns raised. Appreciated head space. Love the language guide.
- Mandatory training could perhaps include section on empathy and patient safety plus recovery language.
- Fabulous day learning lots about empathy. Will be useful for all staff.
- How do we get other staff who would benefit from hearing Carolyn's story 'present in the room'?
- The sessions presented by Carolyn were exemplary and helped me to visualise and learn from a powerful story things that I will without doubt bring into my practice. I wanted to learn a little bit more around Duty of Candour guidelines but realise I can perhaps explore this outside of this study day.
- I think the video of the car park and hospital plus explanation by the same person would be great for our call centre staff as they often take the initial irate call from a complainant who is off-loading but who is often much calmer when the call is returned to discuss the concern/complaint. This might help all of us be more empathetic.
- Carolyn's presentations were very thought-provoking and informative. Enabled reflection on my own practice and thoughts for how to enhance and improve moving forward. Good to be able to take time to think what empathy is and how we demonstrate/show this.
- Carolyn Cleveland was an exceptional speaker who engaged the group from the beginning. A very powerful and thought-provoking session that I think all staff should attend. Complaints process and training should be included within line management mandatory training package for all staff managing teams. This should include Duty of Candour. All staff should have a basic training when they commence in role; the Recovery Language Guide is very useful and should be on Esource. The exercise around the Executive Summary was very good.
- The motivational speaker Carolyn was excellent, and I got a lot out of her.
- Great to have a real-life case study to back up theory and understanding. Put things into perspective. Need more sessions like this? More support and training and time to use in practice.
- Training should be delivered to all staff who manage complaint/incidents for service users and staff. Especially Senior Teams, who sign off letters, lead meetings with families.
- Carolyn Cleveland – an amazing speaker who has used her personal experience to really demonstrate compassion, empathy and awareness of the restrictions of policies and procedures. How to be human.
- Carolyn was an amazing speaker. Really easy to listen to and really engaging. The way she used theory and real life experience was really impactful. It was also quite emotional, which I think was good because it brought you back to thinking about how people feel. I think she was also really brave to share her own stories and using the role play videos as she did was clever. I could listen to her for days. There were not many members of senior management or Executive Team here - think it would be good for them to have this training as they are signing off letters, having meetings with families and supporting us in dealing with incidents and complaints. I think it would have been better to finish with Carolyn, as she finished on something quite impactful and then we had to think about something else.
- This would be a fab session for not just leaders but also for our staff to develop empathy with their patients and each other.
- Carolyn was an amazing speaker and very inspiring. Carolyn gave such an in-depth, honest, open conversation from a service-user's perspective. It made me think!
- Carolyn Cleveland is an inspiration. I have found this study day really useful. Very good speaker, thought-provoking.
- Every session has been thought-provoking and, I feel, very relevant to work, parenting, personal life, relationships, etc. Thank you so much.
- A really powerful, emotive session to hold a mirror up to the way we do things around here. Things need to change! Love the Recovery Language Guide.
- Inspiring, thought-provoking, powerful, great session.
- All staff should attend. Carolyn, in particular, was a brilliant trainer and kept our engagement throughout the day.
- Carolyn was brilliant! She was engaging and her points were heartfelt. This will undoubtedly change my practice for the better.
- Excellent day, thank you! All staff should have to attend.
- Today has been fantastic. Having time to think about how our patients feel and how this can make us feel and behave is so important. All staff conducting SIs need to receive this training, it should be mandatory. LPT need to /must acknowledge the importance of Occupational Psychology in terms of looking after our staff so we can care properly for our patients.
- The day was great! One of the best days I have attended for a long time. It was well-presented, very informative and very thought-provoking. Thank you for sharing your experience.