

## A Journey Through Complaints Using Empathy

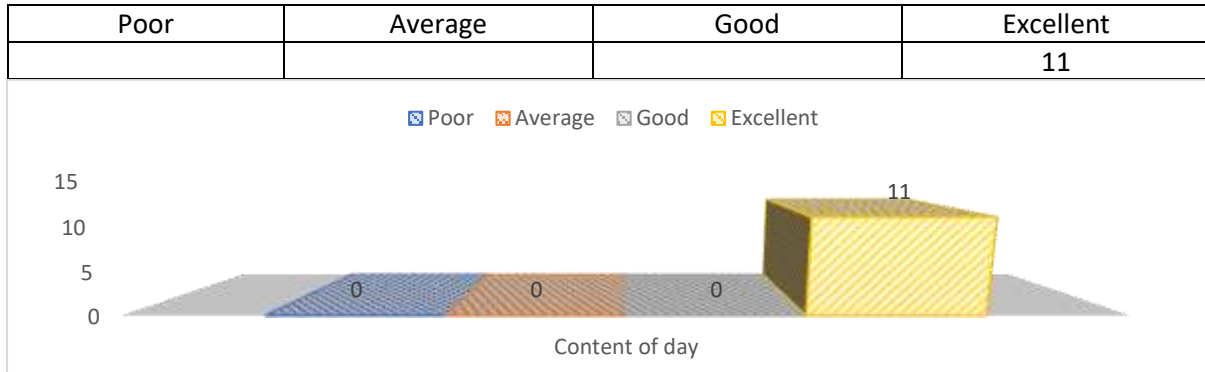
### 13<sup>th</sup> February 2020, NHS England, London

(The course started at 19.30 and concluded at 4.00. Training carried out by Carolyn Cleveland)

#### 1. What was your overall impression of the course?

- Very informative. Thought provoking and deeply emotional
- Emotional trip into the world of empathy, done with powerful insight. Amazed at the strength of Carolyn being able to share her experiences so informatively
- Excellent
- Excellent and engaging
- Brilliant and informative
- Very good trainer
- Very good, informative and thought-provoking
- Really useful
- Great
- Fantastic, insightful and a joy to attend
- I thought it was very informative and a good eye opener

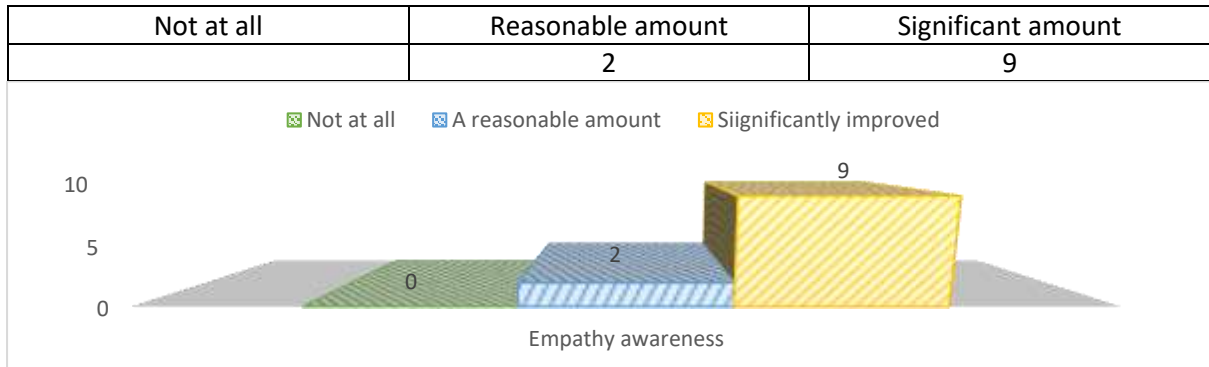
#### 2. How would you rate the content of the training day?



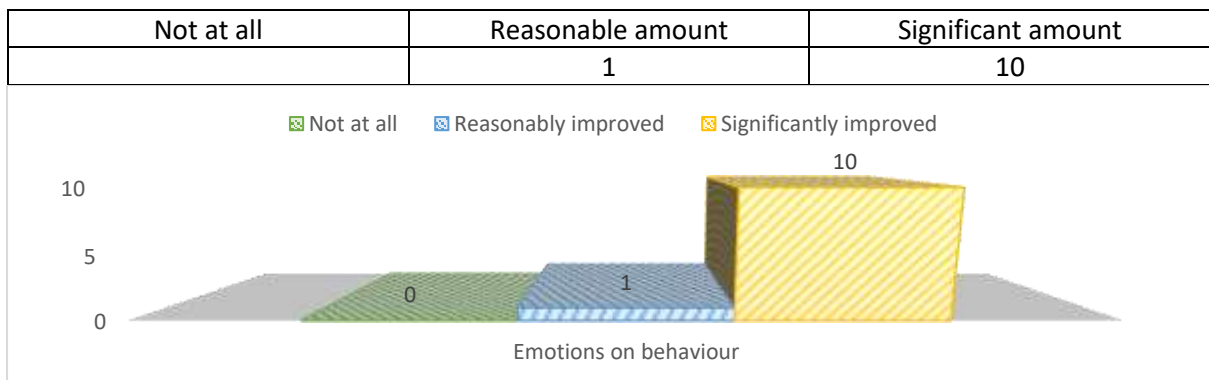
#### 3. What will be your takeaway point from today's session?

- To think about other people's side
- Remember that there is sometimes a story behind the behaviour of the person
- Levels of empathy and realistic expectations. Methodology of presenting facts and experiences
- To make sure you really hear the message
- To make sure empathy is the key to relationship
- I am on the right track, but there is always more to do to make results more meaningful (even with limited resources)
- How to unpick my emotions from other peoples
- Other people's feelings

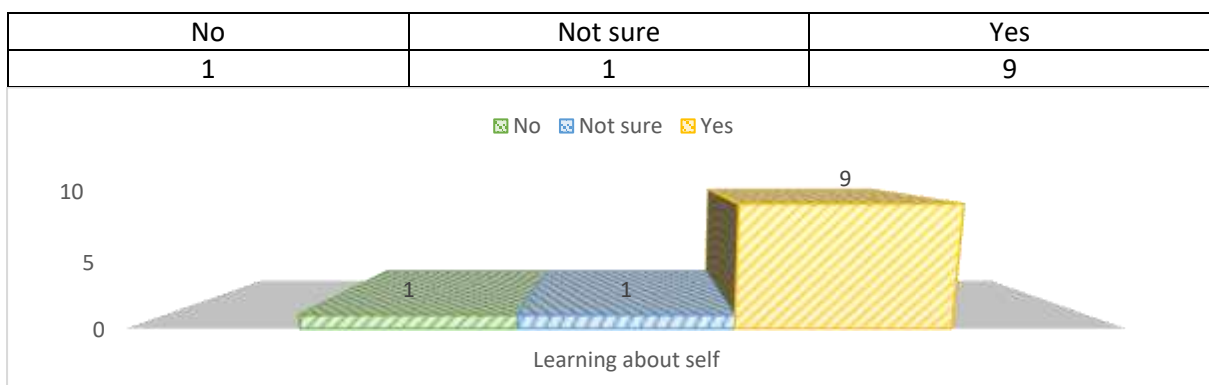
#### 4. Has your understanding/knowledge of empathy and emotional awareness improved following this training?



#### 5. Are you more aware of the influence of emotions on behaviours and communication?



#### 6. Have you learnt something new about yourself either professionally or personally?

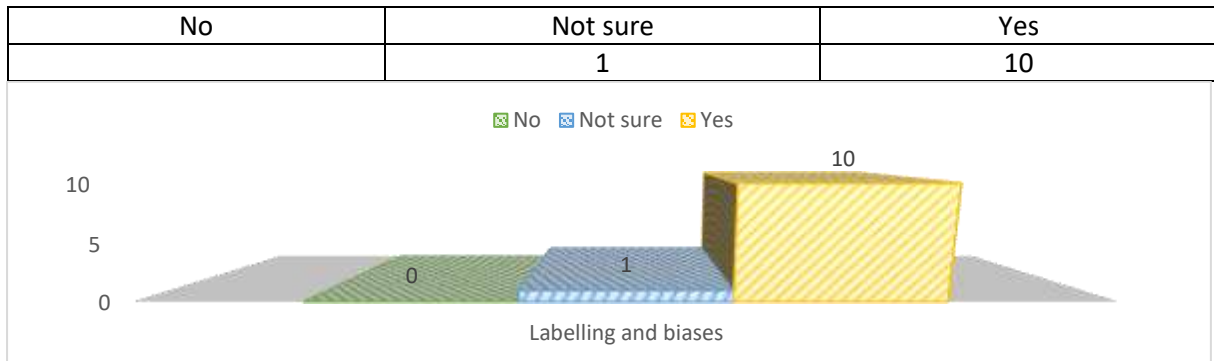


**If yes, name one thing you are more aware of about yourself:**

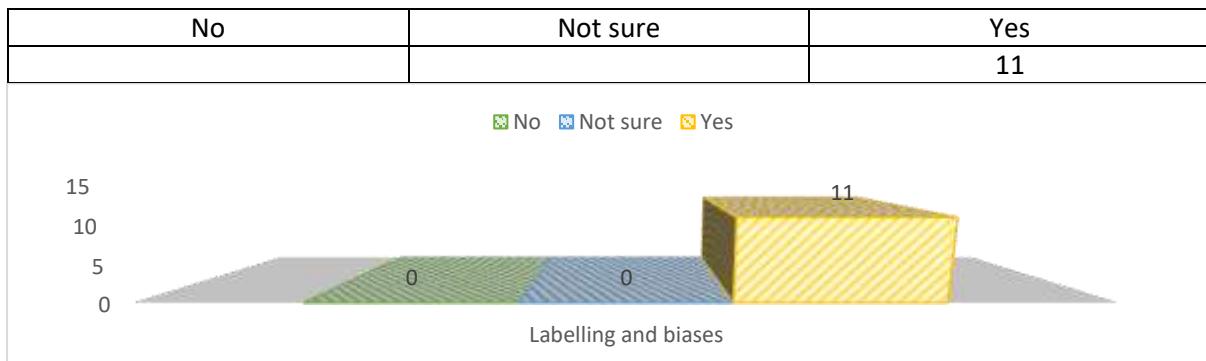
- That I am more empathic to people than I realised
- Reflection / information about another's ideas etc / 'Negative Freedom
- Be mindful of looking after myself
- The emotional side of someone's concerns
- What can trigger my 'apathy'

- Reflection
- I have more empathy than I thought
- That talking slower makes me more understanding for trust

### 7. Would you view and/or respond to someone raising a concern more empathetically after the training?



### 8. Are you more aware of labelling and your own biases and those of others, having attended the training?

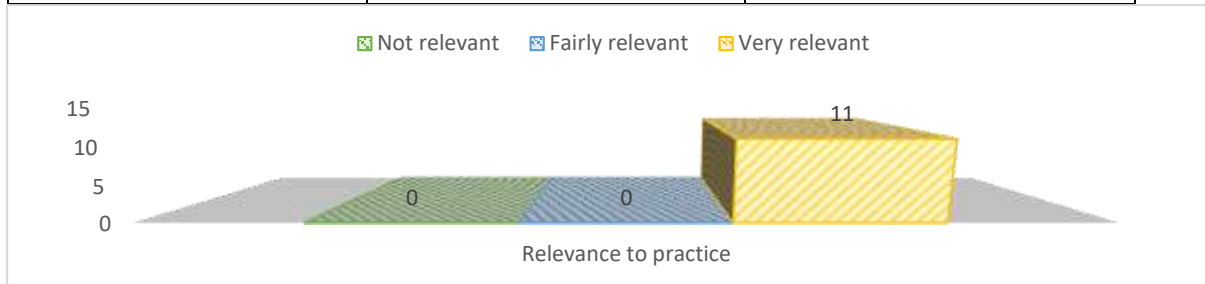


### 9. Name one thing you will do differently since having the training?

- To think about the side of the person making the complaint
- To speak slower. Short sentences, allow time, even if you feel overwhelmed or stressed yourself
- Try my best to not make up my mind about the person before I have had personal contact
- Tone of my voice on calls
- Reconsider response letters
- Listen more to difficult patients – but there is a fine line if you can't speak
- Practice empathy
- Ask more questions
- Listen more to understand

### 10. Do you feel that this training has been relevant to your professional practice?

Not relevant	Fairly relevant	Very relevant
		11



### 11. In your opinion, who do you think would benefit from this approach to training?

- NHS medical directorate and nursing directorate
- GP practices
- 'Life skills' so suitable for all. 'Personal touch' for customised training
- NHS staff – commissioners
- Nursing
- Practice managers
- All complaints or hospital/medical staff
- All staff working in the NHS
- GP's and hospitals
- Benefit all in personal and professional life

### 12. Would you recommend this training to colleagues and other organisations?

No	Not sure	Yes
		11



Other comments:

“Thank you for being amazing 😊”