

Things patients do not ask or
do not dare to ask their doctors
but ask to the nurses



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Communication between patients and health professionals

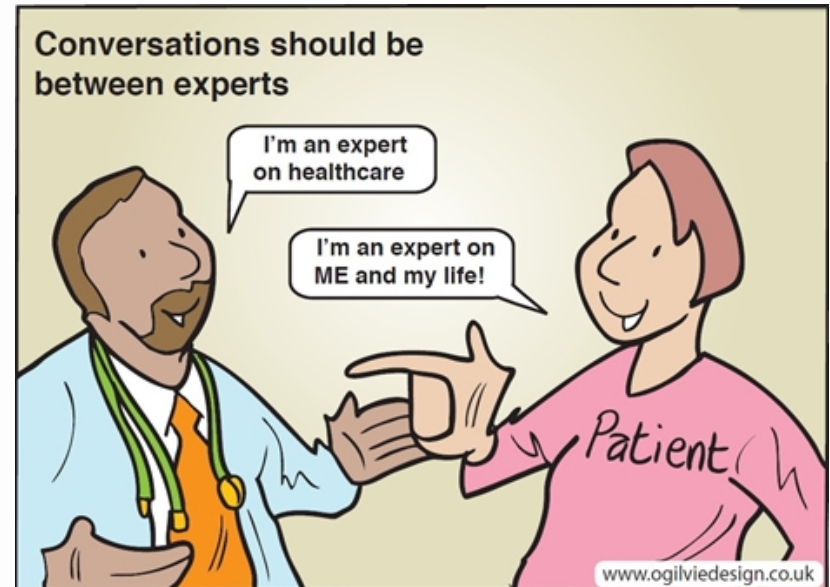
- Contributes to the high quality of healthcare
- Courses at medical schools/ universities to improve the communication skills of medical students



Patients: evolution of behaviour



1950: Clinician is making decisions on behalf of patients



1990: Shared decision making

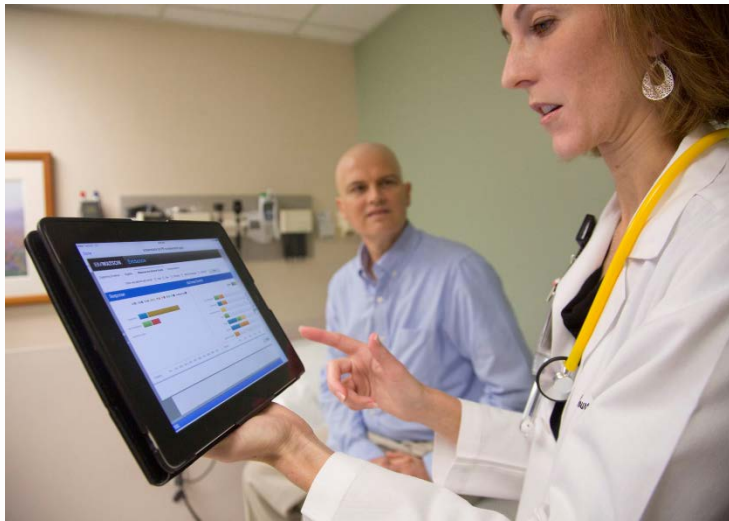
Why patients do not ask the doctor?

- Forgot to ask
- Medical treatment or surgery proposed is not clear to the patient



Why patients do not ask the doctor?

- Patient's perception of the physician is being rushed or busy



Things patients do not dare to ask the doctor?

- Doctors are disinterested about psychological matters
- Doctors do not believe in complementary and alternative therapies



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Why patients do not ask the doctor?

- Emotion/stress
- Worried impression of the physician
- Misperceptions
- Older patients
- Paternalism



Why patients do not dare to ask the doctor?

- Uncomfortable or intimate subjects in the presence of a partner or accompanying person
- The patient didn't understand what the doctor said and didn't dare to ask more explanations



Relationship nurse-patient

- Nurses are familiar with the needs of their patients
- Effective communication improves the quality of care

Psychological burden rates of
patients before communication

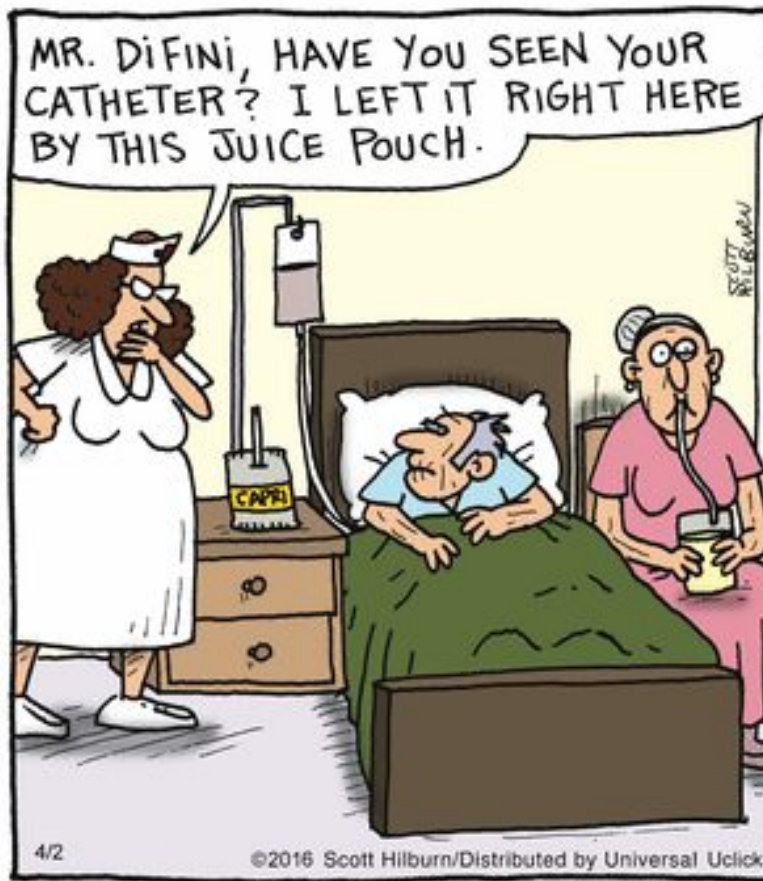
99,14%

Psychological burden rates of
patients after communication

21,57%

Are we perfect?

- Lack of communication skills



Role of the nurse

- Nurses as member of a multidisciplinary team



Relationship doctors/nurses



OR



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The nursing staff were getting sick of the doctors always playing God.

Nurses: here we are, here we go?

- From registered nurse to specialised/expert nurse



Prostate Cancer Advanced Nurse Practitioner / Senior House Officer

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Job Reference: 282-C4349MED

Employer: [The Royal Marsden NHS Foundation Trust](#)

Department: Prostate Cancer

Location: The Royal Marsden NHS Foundation Trust, Chelsea

Salary: £30,605 - £48,123 per annum

The Royal Marsden NHS Foundation Trust is a world-leading cancer centre. Our role is to offer our patients the best cancer care available anywhere in the world, and to continue to make a global contribution to finding better ways of diagnosing and treating cancer. We employ over 3,900 staff in a diverse range of careers including nursing, medical, science, radiography, pharmacy, occupational therapy, finance and administrative services. We have two hospitals – one in Chelsea, London, and one in Sutton, Surrey – as well as a Medical Daycare Unit in Kingston Hospital

At The Royal Marsden, we deal with cancer every day, so we understand how valuable life is. When people entrust their lives to us, they have the right to demand the very best. That's why the pursuit of excellence lies at the heart of everything we do.

At the heart of the hospital is our dedicated team. We offer a stimulating and dynamic working environment, a wide range of staff benefits and learning and development opportunities. We are looking for employees who aspire to excellence, share our values and can play a crucial role in our on-going achievements.

The Royal Marsden NHS Foundation Trust has an international reputation for high quality patient care, education and research and its partnership with the Institute of Cancer Research has created the largest

Job Type: Fixed term

Working pattern: Full Time 40 hours per week

Pay Scheme: Other

Staff Group: Medical & Dental

Specialty/Function: Prostate Cancer

i Read this before applying

[Job Description \(320 KB\)](#)

[Person Specification \(135 KB\)](#)

[Risk Assessment \(167 KB\)](#)

Apply for this job

Closing Date: 04/10/2017

Additional documentation

None Available

Take Home Messages

- Doctors still have to make efforts to improve the communication with patients
- Nurse consultations beside the doctor consultations
- Nurse as primary contact person who is accessible for the patient when needed
- Collaboration doctors/nurses
- Specialised/expert nurses but not a doctor



Thank you for your attention



Questions?



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