SOCIAL IMPACT REPORT

2017



Difficult Conversations:

Enabling patients to have a good death.

**Cumulative Social Impact at 31 December 2017**

\*Self-declared by participants

**Difficult Conversations** is a multi-award winning social enterprise. We provide three main activities to work towards achieving our social enterprise mission: Training, Consultancy and Advocacy.

We offer GMC endorsed, experiential, multi-professional **training programmes** to help professionals build their confidence, skills and knowledge in order to have effective, compassionate ‘difficult conversations’, where they really count. Our training format is highly interactive and provides innovative blended-learning with a popular communication framework.

We offer **Learning and Development consultancy** to providers and commissioners to help improve processes, efficiency and support services across health and social care settings.

**Our Social Impact highlights in period 1 January 2017 – 31 December 2017:**

**1.** We provided 38 training events and trained 420 people.We have also expanded our range of communication skills training.

**2.** **Difficult Conversations** training achieves consistently high post-assessment scores from participants. For this period self-reported scores show:

* Improved confidence – **98**%
* Improved knowledge – **91**%
* Improved skill – **92**%
* **99**% would use in future practice
* **100%** would recommend to a colleague

**3. Difficult Conversations** delivered our first international training programme in Bermuda.

*“I have used several models before, and can honestly say this is the most concise, user-friendly model I have encountered.” Lead consultant*

**4.** Health Education England - two awards achieved to deliver Care Planning and Communication Skills multi-professional training across North West London and Cancer Prevention & Lifestyle Change Conversations with Motivational Interviewing across Wessex.

**5.** Our training received endorsement from the General Medical Council.

**6. Difficult Conversations** and NHS Blood and Transplant are co-producing Quality Improvement training for their team, to help save more lives.

**7.** What our participants say about us:

“Excellent workshop. Very interactive. Role play was helpful – practical and reflective on own practice. Very importantly covered non-verbal as well as verbal skills.”

“Very informative, enjoyable and well delivered”

**8.** Evidencing our impact - **Difficult Conversations** welcomed an [independent evaluation of Difficult Conversations training](https://spcare.bmj.com/content/8/1/45) with Kings College London.

**8:** What our participants say about us:

“Excellent workshop. Very interactive. Role play was helpful – practical and reflective on own practice. Very importantly covered non-verbal as well as verbal skills.” -Dr S. GP

“It gave me skills such as reflecting back appropriately in discussions which could diffuse tricky situations.” -MN, Social Worker

“Excellent interactive learning activity.”

-RMN, Care Home

“It made me address my communication style and has given me tangible tools to work with.” -Nurse

**9. Difficult Conversations** has expanded to offer robust independent development support for organisations.

**10. Difficult Conversations** is developing a range of accessible online learning resources, such as e-learning, podcasts and tools to complement our training to be available autumn in 2017.

For more information, please contact us on:

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