

## 7-3

### **PROVIDING EMPATHY TRAINING TO INTEGRATED HEALTH TEAMS USING A MULTIDISCIPLINARY EDUCATION APPROACH**

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#### **Introduction**

North East London NHS Foundation Trust (NELFT) provides an extensive range of integrated community and mental health services for people living in London serving a population of 1.5 million people. With an annual budget of £325 million NELFT is one of the largest community service providers in the United Kingdom (UK). NELFT is responsible for the education & training of the entire workforce and in August 2016 it employed a nurse fellow to work with the medical education fellows so it could focus on multidisciplinary team (MDT) teaching.

#### **Aims**

To provide MDT teaching by delivered by a MDT medical education team to a variety of clinical teams. The overall aim was to improve training experience of all trainees, nurses and allied health professionals in NELFT

#### **Method**

Clinical staff from NELFT attended simulation teaching sessions to improve their knowledge of sensory and physical impairments faced by older adults with age related illnesses. Empathy and communication skills formed part of the simulation scenarios devised by the team. As part of the training staff wear an old age simulation suit and are required to undertake functional assessments

Two psychiatrists and one registered adult nurse worked together on the simulation training to deliver the MDT teaching.

#### **Results**

Multiple teaching sessions were delivered to MDTs and trainees within the Trust. Staff were receptive to learning in MDTs rather than traditional splits according to professions. In total 16 sessions have been provided and due to demand and excellent feedback received further sessions are being planned.

100% of attendees have provided positive feedback stating that their understanding of age related illness has improved along with their ability to empathise with their patients.

Some of the highlights of the feedback include, 'an experience that will never be forgotten', 'excellent simulation experience'.

#### **Conclusions**

Feedback from these sessions has demonstrated that through creativity, empathy training can successfully be delivered to medical students and multidisciplinary teams with a positive and lasting impact.