



## Communication Skills - 2



As healthcare settings become ever more complex, effective communication increasingly underpins the success of NHS professionals – in their relationships both with patients and colleagues. Speaking, listening and writing skills can be optimised to ensure that patients experience high-quality interactions with healthcare professionals, helping to improve the overall standard of their care.

We have provided a list of relevant articles from MA Healthcare journals dealing with this area, thereby providing your staff with research, information and tips that will support both their work and the quality of care for their patients.

### British Journal of Cardiac Nursing

- Caring for and listening to the well-informed patient in cardiology  
Published Online:8 Jan 2020  
<https://doi.org/10.12968/bjca.2019.0132>

### British Journal of Community Nursing

- Use of information and communication technology in nursing services  
Published Online:4 Dec 2019  
<https://doi.org/10.12968/bjcn.2019.24.12.604>
- Managing Do Not Attempt Cardiopulmonary Resuscitation conversations in the community  
Published Online:10 Feb 2020  
<https://doi.org/10.12968/bjcn.2020.25.2.58>
- Struggles with infrastructures of information concerning hospital-to-home transitions  
Published Online:24 Dec 2019  
<https://doi.org/10.12968/bjcn.2020.25.1.10>

### British Journal of Healthcare Management

- Webcare in healthcare: providers' responses to patients' online reviews  
Published Online:18 Oct 2019  
<https://doi.org/10.12968/bjhc.2018.0078>

### British Journal of Midwifery

- Influence of midwife communication on women's understanding of Down syndrome screening information  
Published Online:4 Dec 2019

<https://doi.org/10.12968/bjom.2019.27.12.768>

- From handover to takeover: should we consider a new conceptual model of communication?  
Published Online:9 Mar 2020  
<https://doi.org/10.12968/bjom.2020.28.3.156>

### **British Journal of Nursing**

- Managing conversations with patients about death and dying  
Published Online:13 Mar 2020  
<https://doi.org/10.12968/bjon.2020.29.5.284>
- Communicating with patients using a new vitamin B12 deficiency leaflet  
Published Online:13 Dec 2019  
<https://doi.org/10.12968/bjon.2019.28.22.1450>
- Interprofessional simulation training in difficult airway management: a narrative review  
Published Online:9 Jan 2020  
<https://doi.org/10.12968/bjon.2020.29.1.36>
- From staff nurse to nurse consultant: Survival Guide part 10: Surviving 'difficult' patients  
Published Online:24 Mar 2020  
<https://doi.org/10.12968/bjon.2020.29.6.380>
- Personal and social influences on the use of humour in the interactions of student nurses in UK clinical settings  
Published Online:13 Mar 2020  
<https://doi.org/10.12968/bjon.2020.29.5.303>
- Using simulated patients as a learning strategy to support undergraduate nurses to develop patient-teaching skills  
Published Online:12 Nov 2019  
<https://doi.org/10.12968/bjon.2019.28.20.1300>

### **Dental Nursing**

- Golden Rules of communication  
Published Online:24 Dec 2019  
<https://doi.org/10.12968/denn.2020.16.1.10>
- Communicating with phobic patients – a dental nurse's role  
Published Online:2 Mar 2020  
<https://doi.org/10.12968/denn.2020.16.3.136>

### **International Paramedic Practice**

- How report writing supports paramedic students' learning  
Published Online:18 Mar 2020  
<https://doi.org/10.12968/ippr.2020.10.1.2>

### **Journal of Health Visiting**

- Mind your manners  
Published Online:15 Oct 2019  
<https://doi.org/10.12968/johv.2019.7.10.501>

### **Journal of Wound Care**

- Communication with patients using negative wound pressure therapy and their adherence to treatment  
Published Online:13 Nov 2019  
<https://doi.org/10.12968/jowc.2019.28.11.738>

### **Nursing and Residential Care**

- How to... support staff during difficult times  
Published Online:23 Oct 2019  
<https://doi.org/10.12968/nrec.2019.21.11.618>
- Time for power play: tips for effective negotiation  
Published Online:16 Dec 2019  
<https://doi.org/10.12968/nrec.2020.22.1.50>