glyndŵr
PRIFYSGOL
UNIVERSITY

MODULE SPECIFICATION FORM

Module Title:	Communicating & Interacting in Health & Wellbeing	Level:	4	Credit Value:	20

Module code:	HLT408	Cost Centre:	GANG	JACS3 code:	B790

Semester(s) in which to be offered:	1	With effect from:	September 2013

Office use only: To be completed by AQSU:	Date approved: September 2013 Date revised: - Version no: 1

Existing/New:	NEW	Title of module being replaced (if any):	

Originating Academic area:	Health Sciences & Applied Social Sciences	Module Leader:	Bernadette Evans

Module duration (total hours)	200	Status: **core**/option/elective (identify programme where appropriate):
Scheduled learning & teaching hours	40	
Independent study hours	160	BSc (Hons) Health, Wellbeing and Community
Placement hours		

Percentage taught by Subjects other than originating Subject (please name other Subjects)	

Programme(s) in which to be offered:	BSc (Hons) Health, Wellbeing and Community	Pre-requisites per programme (between levels):

Module Aims:

The aim of this module is to introduce the theories and concepts of communication and relationships in health and social care. The core of the module will enable students to develop their interpersonal and communication skills that reflect the values of health and

social care professionals and with clients/service users

Expected Learning Outcomes

At the end of this module, students should be able to:

Knowledge and Understanding:

1. Describe a range of communication theories and the need to use a variety of communication strategies and formats within the context of health provision
2. Understand the importance of linguistically sensitive practice and its relevance to multi-cultural health contexts
3. Demonstrate an understanding of the significance of effective communication for the multi-professional contexts of practice in health
4. Demonstrate the ability to reflect upon and articulate their own communication & interpersonal skills

Transferable/Key Skills and other attributes:

Communication skills
Reflective skills
IT skills
Gathering information
Anti-discriminatory practice skills
Active listening skills
Professional interpersonal skills (groups and one-to one)

Assessment:

Reflective Practice (2,500) A written reflective account in which students refer to relevant communication theories to describe the skills they would need/ needed to communicate effectively in a chosen team or healthcare situation/incident. The situation/ incident may be drawn from own experience or from a chosen service user story. The student will reflect upon their own communication skills in relation to the scenario presented and make recommendations for developing these skills further.

Assessment number	Learning Outcomes to be met	Type of assessment	Weighting	Duration (if exam)	Word count (or equivalent if appropriate)
One	1-4	Reflective Practice	100%		2,500

Learning and Teaching Strategies:

The strategy for teaching and learning in this module involves lectures, group work, presentations, discussions, simulations and reflection. Moodle will be used to support

learning

Syllabus outline:

Communication and interpersonal skills /Communication in a multi-lingual context /Barriers and impairments to effective communication (of all people) /Client/service user involvement/Oral and written communication to include documentation and record keeping/ skills as a communication tool towards team working /Professional communication in a caring context- working in a team/Presentation skills/Bowlby's attachment theory / Egan's model (skilled helper) /Fundamentals of care (Communication and Information and Relationships), Confidentiality.

Bibliography

Essential reading:
(teams should note that essential reading would not normally exceed 3 or 4 texts/journals)

Bach, S. & Grant, A. (2011), *Communication and Interpersonal Skills for Nurses.* 2nd edition, Exeter: Learning Matters LTD.
Moss, B (2012) *Communication Skills in Health and Social care* 2nd edition. London, Sage

Other indicative reading:

Bowlby, J (2005) *A Secure Base* Routledge Classics

Pilnick A., Hindmarsh . J., and . Teas Gill V. (Editors) (2010) Communication in Healthcare Settings: Policy, Participation and New Technologies (Sociology of Health and Illness Monographs) Wiley Blackwell. UK

Egan , G (2013) *The Skilled Helper. A Problem – Management and Opportunity-Development approach to Helping* Cengage Learning

Lloyd, M. and Murphy, P. (2008), *Essential Study Skills for Health and Social Care.* Exeter: Reflect Press Ltd.

NHS Wales 1000 Lives Plus (2011), *Improving Clinical Communication Using SBAR.*
http://www.wales.nhs.uk/sites3/Documents/781/T4I%20%283%29%20SBAR.pdf

Journals:

Jones, L and Watson, B.M (2012) Developments in Health Communication in 21st Century *Journal of Language and Social Psychology*