

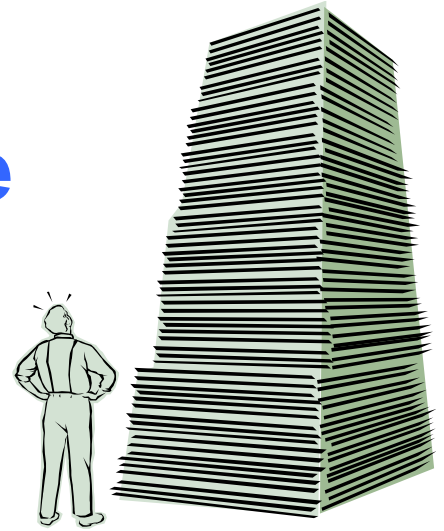
Effective Practitioner

**Self Management - Improving our
conversations with patients**

*Renfrew Podiatry Team, NHS Greater
Glasgow & Clyde*

Influencing factors for change

- Service Redesign
- Aging Population
- Long term Conditions, Multimorbidity
- AHP MSK 4 Week wait for appointments
- 2020 Vision, Healthcare Quality Strategy
- Scottish Government – Personal Footcare Guidance



What can we do...?



**When we are no longer able to change
a situation - we are challenged to
change ourselves.**

Viktor E. Frankl

Identifying our learning needs

Learning outcomes

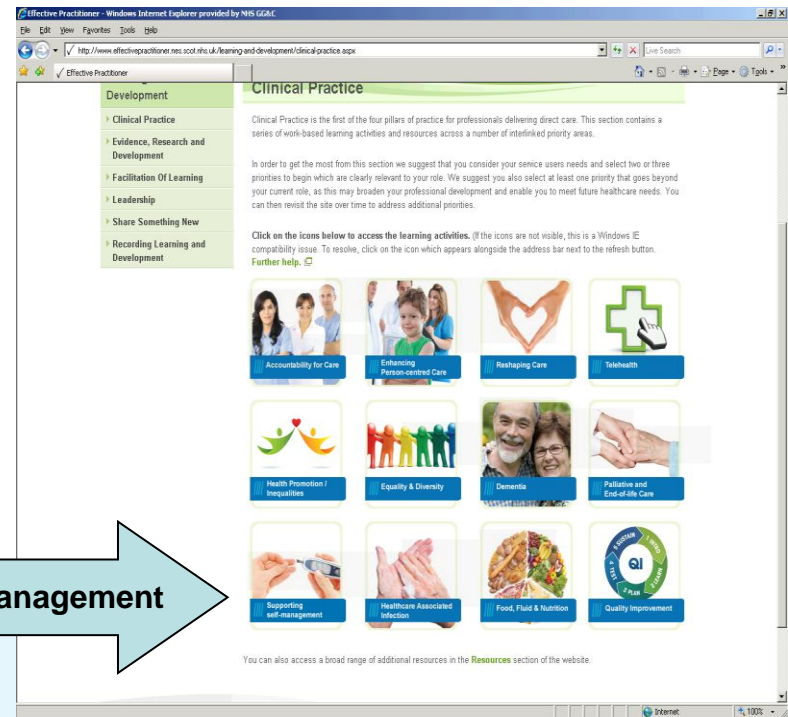
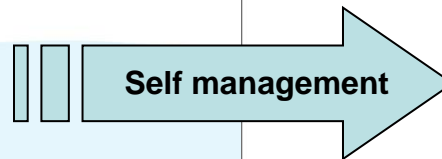
Raise awareness of EP resources

Explore Values & Beliefs

Improving Communication

Learn & practice empathetic listening skills

Feedback methods



Are we more confident in our skills now?



Outcomes

- Enhanced Skills in Communication
- New resources for waiting areas
- Identified the need for a patient signposting resource.

