




Year One Learning Outcomes and suggestions for meeting them in General Practice.

Assessment Framework

Assessment of Practice Students can travel in both directions 	Underpinning Knowledge	Level of Support Required	Quality of Practice Indicators	Expectations for Student Achievement		
	Demonstrates a broad knowledge base and critical understanding is evident to support practice	Requires little or no prompting is able to use own initiative with minimal supervision	<ul style="list-style-type: none"> - Demonstrates consistency in practice - Consistently proficient - Consistently confident - Consistently uses own initiative 	End of Year 1	End of Year 2	Professional Registration
	Transfers acquired knowledge and demonstrates application of knowledge and skills to practice	Requires occasional prompting and frequent indirect supervision	<ul style="list-style-type: none"> - Proficient - Confident - Uses own initiative at times - Requires only indirect supervision 			
	Has some ability to identify essential knowledge base, is safe, but needs to develop further understanding	Requires frequent prompting and direct supervision	<ul style="list-style-type: none"> - Proficient throughout most of performance when assisted or directly supervised 			
	Has limited ability to identify essential knowledge base, is safe, but needs to develop further understanding	Requires constant supervision and high level of prompting	<ul style="list-style-type: none"> - Limited or marginal ability to demonstrate own initiative - Limited ability to apply problem solving skills 			
Not Competent in Assessment of Practice	Minimal knowledge without connecting it to practice and is not able to demonstrate an adequate knowledge base of care.	Requires continuous supervision and prompting	<ul style="list-style-type: none"> - Unsafe level of practice - Very poor performance - Not able to follow directions. - Unable to demonstrate safe practice 			

Based on Bondy (1983) and applied knowledge from Benner (1984)

Practice Learning Outcomes

Assessed NMC Domain: Professional Values, Communication and Interpersonal Skills, Nursing Practice and Decision Making		
Practice Learning Outcome		
1. Displays a professional image in their behaviour and appearance, showing respect for diversity and individual preferences (ESC; 1.1, 1.3, 1.4, 1.5, 4.1)		
Objectives to be achieved:		
1.1 Articulates the underpinning values of The Code: Standards of conduct, performance and ethics for nurses and midwives (The Code) (NMC 2015)		
1.2 Promotes a professional image		
1.3 Shows respect for others		
1.4 Is able to engage with people and build caring professional relationships		
1.5 Works within the code (NMC 2015) and adheres to the Guidance on professional conduct for nursing and midwifery students. (NMC 2010)		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Good adherence to uniform policy and personal presentation.
2. Question and answers – ask the student about ‘The Code’ (NMC, 2015) and their understanding of it.
3. Allow students to engage with patients in consultations.
4. Give students the opportunity to read patients notes and histories, discussing health care needs.

The student should demonstrate that this learning outcome has been met through their written reflections.

Assessed NMC Domain: Personal Values, Communication and Interpersonal Skills, Nursing Practice and Decision Making		
Practice Learning Outcome		
2. Demonstrates respect for people’s rights and choices. (ESC 3.1, 3.2)		
Objectives to be achieved: 2.1 Demonstrates respect for diversity and individual preference, valuing differences, regardless of personal view 2.2 Engages with people in a way that ensures dignity is maintained through making appropriate use of the environment, self and skills and adopting an appropriate attitude		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Observation of discussions with patients regarding smoking cessation and the giving of other health care advice.
2. Ask the student to consider how they would ensure the dignity of a patient is maintained in a certain consultation, wound care for example.
3. A reflective discussion with the student following a consultation where a patient has decided not to follow health care advice.
4. Discussions with the student around lifestyle choices and health.

The student should demonstrate that this learning outcome has been met through their written reflections.

Assessed NMC Domain: Professional Values, Communication and Interpersonal Skills, Nursing Practice and Decision Making		
Practice Learning Outcome		
3. Acts in a manner that is attentive, kind, sensitive, compassionate and non-discriminatory, that values diversity and acts within professional boundaries (ESC 4.1, 4.2, 4.3, 5.2, 5.3, 5.4, 5.5)		
Objectives to be achieved:		
3.1 Demonstrates and understanding of how culture, religion, spiritual beliefs, gender and sexuality can impact on illness and disability		
3.2 Respects people's rights		
3.3 Adopts a principled approach to care underpinned by the code (NMC 2015)		
3.4 Is attentive and acts with kindness and sensitivity		
3.5 Takes into account people's physical and emotional responses when engaging with them		
3.6 Interacts with the person in a manner that is interpreted as warm, sensitive, kind and compassionate, making appropriate use of touch		
3.7 Provides person centred care that addresses both physical and emotional needs and preferences		
3.8 Evaluates ways in which own interactions affect relationships to ensure that they do not impact inappropriately on others		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Allow students to interact with patients and observe these interactions.
2. Ask patients for feedback (use of service user feedback document).
3. Discuss verbal and non-verbal communication with the student and give feedback.
4. Ask the student to reflect on how nurses can demonstrate compassion in the care they give.
5. Direct the student to the E-learning for Health online module: Communicating with Empathy

The student should demonstrate that this learning outcome has been met through their written reflections.

Assessed NMC Domain: Professional Values, Communication and Interpersonal Skills, Nursing Practice and Decision Making		
Practice Learning Outcome		
4. Understands the principles of confidentiality and data protection. Treats information as confidential, except where sharing is required to safeguard and protect people. (ESC 7.1, 7.2, 7.3, 8.1)		
Objectives to be achieved:		
4.1 Applies the principles of confidentiality		
4.2 Protects and treats information as confidential expect where sharing information is required for the purposes of safeguarding and public protection		
4.3 Applies the principles of data protection		
4.4 Seeks consent prior to sharing confidential information outside of the professional care team, subject to agreed safeguarding and protection procedures		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Introduce the student to the Caldicott Guardian for the practice and discuss the Caldicott guidelines.
2. Refer the student to the DH Information Governance Toolkit Online Available at: <https://www.igt.hscic.gov.uk/> to read Data Security Awareness Level 1 workbook and slide set.
3. Direct the student to the E-learning for Health Module: Data security Awareness available from: <https://www.e-lfh.org.uk/programmes/data-security-awareness/>
4. Discuss with the student, how to maintain confidentiality when family members attend together, in travel health for example.

Assessed NMC Domain: Professional Values, Communication and Interpersonal Skills, Nursing Practice and Decision Making		
Practice Learning Outcome		
5. Practices honestly and with integrity, applying the principles of The Code: Standards of conduct, performance and ethics for nurses and midwives (2015) and the Guidance on professional conduct for nursing and midwifery students (2008) (ESC 12.1)		
Objectives to be achieved:		
5.1 Actively engages with the NMC Code throughout their care delivery		
5.2 Demonstrates successful achievement of the assessment of Professional Conduct within all placement areas and is able to discuss the importance of this		
5.3 Responds appropriately to compliments and comments		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)
<p>Achievement of this learning outcome may be facilitated by:</p> <ol style="list-style-type: none"> 1. Good adherence to uniform policy and personal presentation. 2. Question and answers – ask the student about ‘The Code’ (NMC, 2015) and their understanding of it. 3. Allow students to engage with patients in consultations. 4. Feedback to the student on their interactions with patients. <p>The student should demonstrate that this learning outcome has been met through their written reflections.</p>		

Assessed NMC Domain: Professional Values, Communication and Interpersonal Skills, Nursing Practice and Decision Making, Leadership, Management and Team working		
Practice Learning Outcome		
6. Acts in a way that values the roles and responsibilities of others within the team and interacts appropriately		
Objectives to be achieved:		
6.1 Demonstrates an ability to communicate and work effectively with a range of healthcare professionals		
6.2 Demonstrates a holistic approach to care delivery through working in partnership with members of the multi-disciplinary team		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Organise for the student to spend time with various members of the MDT, ask colleagues for feedback on the student.
2. As the student becomes more familiar with the environment, as the student to make decisions on care (away from the patient) and give feedback.
3. Ask the student to verbally relay information about patients to other members of the MDT.
4. Allow the student to practice sending electronic communications such as tasks or practice notes to other members of the MDT under a test/practice log in.
- 5.

The student should demonstrate that this learning outcome has been met through their written reflections.

Assessed NMC Domain: Professional Values, Communication and Interpersonal Skills, Nursing Practice and Decision Making		
Practice Learning Outcome		
7. Demonstrates safe, basic, person-centred care, under supervision, for people who are unable to meet their own physical and emotional needs. (ESC 2.1, 17.1, 17.2)		
Objectives to be achieved:		
7.1 Takes a person-centred, personalised approach to care		
7.2 Recognises when situations are becoming unsafe and reports appropriately		
7.3 Understands and applies the importance of rest for effective practice		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)
<p>Achievement of this learning outcome may be facilitated by:</p> <ol style="list-style-type: none"> 1. After initial instruction and training, allow the student to carry out basic procedures whilst directly supervised. Such as; simple wound care, blood pressure measurement, BM testing, Urinalysis, O2 Sats + pulse, Height and Weight (BMI) measurement, Assist with ANTT in Minor Surgery, Peak Flow Measurement and sample collection and processing of bodily fluids. 2. Observe the students interactions with patients. <p>The student should demonstrate that this learning outcome has been met through their written reflections.</p>		

Assessed NMC Domain: Professional Values, Communication and Interpersonal Skills, Nursing Practice and Decision Making		
Practice Learning Outcome		
8. Meets people’s essential needs in relation to safety and security, wellbeing, comfort, bowel and bladder care, nutrition and fluid maintenance and personal hygiene, maintaining their dignity at all times		
Objectives to be achieved:		
8.1 Through the achievement of key skills, demonstrate an ability to meet individual care needs		
8.2 Demonstrate, through care delivery, the importance of the role of the nurse in meeting the healthcare needs of individuals who come into their care		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Discuss with the student, what to look out for and how to assess people’s needs with regards to safety and security. Discuss safeguarding and signs of self-neglect in patients attending general practice.
2. Bowel and bladder care can be assessed through consultations, for example Opioid pain relief given post-surgery or long term may cause constipation. Patients may attend general practice for help with continence problems, referrals to continence teams or community nursing teams may take place.
3. Advice may be given regarding personal hygiene following a minor operation or how to use MRSA decontamination body wash and nasal ointment. The student may be asked to write a patient information leaflet.
4. Nutrition and fluid maintenance may be addressed in patients presenting with signs of dehydration, weight loss or signs of malnutrition. COPD would be a group of patients where nutritional assessments may be carried out in practice. Patients with heart failure may require specific fluid balance advice.

The student should demonstrate that this learning outcome has been met through their written reflections.

Assessed NMC Domain: Communication and Interpersonal Skills, Nursing Practice and Decision Making, Leadership, Management and Team working

Practice Learning Outcome

9. Seeks helps where people’s needs are not being met, or they are at risk. (ESC 30.1, 30.2)

Objectives to be achieved:

- 9.1 Demonstrates an awareness of their own scope of practice, making referral to qualified personnel where appropriate
- 9.2 Demonstrates an awareness of individuals that might be at risk and the role of the nurse in meeting these needs
- 9.3 Reports to an appropriate person where there is a risk of meals being missed
- 9.4 Follows food hygiene procedures in accordance with policy

P1: Location of Evidence

P2: Location of Evidence

P3: Location of Evidence

Progression towards outcome Y/N

Progression towards outcome Y/N

Outcome Achieved/ Not achieved

(Sig)

(Sig)

(Sig)

Achievement of this learning outcome may be facilitated by:

1. Introduce the student to the safeguarding policies at the practice.
2. If available, invite the student to any safeguarding updates/training events.
3. Allow the student time to complete the online modules for safeguarding in adults and children: <https://portal.e-lfh.org.uk/Search>
4. Refer the student to online resources such as: .GOV to read key publications around safeguarding <https://www.gov.uk/government/publications/safeguarding-adults-the-role-of-health-services>
5. Allow the student to practice making referrals and communicating with social care.

The student should demonstrate that this learning outcome has been met through their written reflections.

Assessed NMC Domain: Nursing Practice, Decision Making and Leadership, Management and Team Working		
Practice Learning Outcome		
10. Is able to recognise when a person's physical or psychological condition is deteriorating, demonstrating how to act in an emergency and administer essential first aid		
Objectives to be achieved:		
10.1 Demonstrate an awareness of a range of tools to predict changes to an individual's condition e.g. EWS, Glasgow Coma Scale, with support act accordingly		
10.2 Demonstrate an awareness of the use of a range of diagnostic tools e.g. urinalysis, BM Stix and visual cues to determine an individual's condition, with support act accordingly		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Introduce the student to the location of the emergency and first aid equipment and in general practice.
2. Show the student the location of the practice AED and give basic instructions for its use.
3. Ask the student to identify normal ranges for BP, pulse, O2 Sats, temperature, RR and supervise the student when carrying out basic observations.
4. Allow the student to participate in any emergency situations that may arise in general practice.

The student should demonstrate that this learning outcome has been met through their written reflections.

Assessed NMC Domain: Professional Values		
Practice Learning Outcome		
11. Demonstrates an understanding of how to work within legal and professional frameworks and local policies to safeguard and protect people, particularly children, young people and vulnerable adults (ESC 11.1, 11.2, 18.1, 11.3)		
Objectives to be achieved:		
11.1 Demonstrate an awareness of local policy in relation to individuals who come into their care and an understanding of how this applies to their role		
11.2 Discuss the role of the nurse in relation to safe guarding individuals who come into their care and who supports this function		
11.3 Acts within legal frameworks and local policies in relation to safeguarding adults and children's who are in vulnerable situations		
11.4 Shares information with colleagues and seeks advice from appropriate sources where there is a concerns or uncertainty		
11.5 Under supervision, works within clinical governance frameworks		
11.6 Uses support systems to recognise, manage and deal with own emotions		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)
<p>Achievement of this learning outcome may be facilitated by:</p> <ol style="list-style-type: none"> 1. Introduce the student to the safeguarding policies at the practice. 2. If available, invite the student to any safeguarding updates/training events. 3. Allow the student time to complete the online modules for safeguarding in adults and children: https://portal.e-lfh.org.uk/ 4. Refer the student to online resources such as: .GOV to read key publications around safeguarding https://www.gov.uk/government/publications/safeguarding-adults-the-role-of-health-services <p>The student should demonstrate that this learning outcome has been met through their written reflections.</p>		

Assessed NMC Domain: Professional Values		
Practice Learning Outcome		
12. Is able to recognise, and work within, the limitations of their own knowledge and skills and professional boundaries, understanding that they are responsible for their own actions (ESC 15.1, 15.2)		
Objectives to be achieved:		
12.1 Demonstrates, through practice, an ability to refer to more experienced personnel when care delivery falls outside of their own scope of practice		
12.2 Demonstrates an awareness of their accountability to recognise when care delivery fall outside of their scope of practice		
12.3 Accepts delegated activities within limitations of own role, knowledge and skill		
12.4 Works within limitations of the role and recognise own level of competence		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)


Achievement of this learning outcome may be facilitated by:

1. Reflect with the student on principles of accountability and how to accept safe delegation.
2. Observe the students willingness to take on delegated activities, ability to question and clarify tasks before accepting delegated tasks and ability to carry them out within their scope of professional practice.
3. Ask the student to read: Accountability and Delegation for the Nursing Team (RCN, 2017) Available at: <https://www.rcn.org.uk/professional-development/publications/pub-006465>

Assessed NMC Domain: Professional Values, Communication and Interpersonal Skills, Nursing Practice and Decision Making, Leadership, Management and Team working		
Practice Learning Outcome		
13. Demonstrates the ability to listen, seek clarity and carry out instructions safely		
Objectives to be achieved:		
13.1 Demonstrates a questioning attitude to care delivery, ensuring understanding to maintain safe practice		
13.2 Demonstrates effective listening skills when working with all members of the team		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)
<p>Achievement of this learning outcome may be facilitated by:</p> <ol style="list-style-type: none"> 1. Observe the students ability to listen, seek clarity and carry out instructions safely throughout the placement. 2. Observe the students listening skills and interactions in staff meetings, updates or practice learning sessions. 3. Reflect with the student on the importance of the above. <p>The student should demonstrate that this learning outcome has been met through their written reflections.</p>		

Assessed NMC Domain: Professional Values, Communication and Interpersonal Skills, Nursing Practice and Decision Making		
Practice Learning Outcome		
14. Uses and disposes of medical devices safely, under supervision according to local and national policy, reporting any incidences or near misses		
Objectives to be achieved:		
14.1 Demonstrates an understanding of the role of the nurse in the safe use of medical equipment, referring to local policies		
14.2 Through practice demonstrates an ability to use and dispose of equipment safely		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Refer the student to the practice infection control policy and procedures documents.
2. Discuss the use of single use items in general practice and how these can be identified: 
3. Ask the student to read the following document: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/403442/Single-use_medical_devices_implications_and_consequences_of_reuse.pdf
4. Instruct the student on local arrangements for the disposal of medical devices in general practice, including clinical waste and sharps procedures.

The student should demonstrate that this learning outcome has been met through their written reflections.

Assessed NMC Domain: Professional Values, Communication and Interpersonal Skills, Nursing Practice and Decision Making		
Practice Learning Outcome		
15. Understands and works within the laws governing health and safety at work. Demonstrates safe manual handling techniques and understands how nurses can help reduce the risk of infection, including effective hand washing (ESC 18.3, 18.4, 18.5, 18.6, 18.2)		
Objectives to be achieved:		
15.1 Through the achievement of key skills, demonstrate an ability to work within the parameters of health and safety		
15.2 Under supervision assesses risk within current sphere of knowledge and competence		
15.3 Follows instruction and takes appropriate action, sharing information to minimise risk		
15.4 Under supervision works within legal frameworks to protect self and others		
15.5 Knows and accepts own responsibilities and takes appropriate action		
15.6 Reports safety incidents regarding service users to senior colleagues		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Ask the student to read the practice policies on health and safety, COSHH, Infection control, manual handling and hand washing.
2. Invite student to attend any mandatory updates taking place in general practice, this will allow the student to apply the principles to this area of clinical practice.
3. Reflect with the student with regards to the importance of health and safety at work.
4. Direct the student to The health and Safety at Work Act(1974) Available at: <http://www.hse.gov.uk/legislation/hswa.htm>
5. Observe standard of handwashing and give feedback to the student.
6. Consider the use of case studies to explore appropriate action to be taken in general practice.

The student should demonstrate that this learning outcome has been met through their written reflections.

Assessed NMC Domain: Communication and Interpersonal Skills, Nursing Practice and Decision Making		
Practice Learning Outcome		
16. Recognises signs of aggression and takes appropriate action to keep themselves and others safe (ESC 19.1, 19.2)		
Objectives to be achieved:		
16.1 Through working with a range of individuals, demonstrate an awareness of why individuals may become aggressive		
16.2 Recognises signs of aggression and responds appropriately to keep self and others safe		
16.3 Assists others or obtains assistance when help is required		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Instruct the student on how to call for help, the location of the emergency call button and methods for summoning help covertly via the computer system.
2. Use case studies to test the students' knowledge of appropriate action to take in certain circumstances.
3. Direct the student to the conflict resolution e-learning module on e-learning for health. <https://www.e-lfh.org.uk/>
4. Direct students to online video resources where de-escalation techniques are demonstrated (YouTube). The following clip may be useful for dealing with patients on over the telephone <https://youtu.be/hFOUtZtba24>

The student should demonstrate that this learning outcome has been met through their written reflections.

Assessed NMC Domain: Personal Values, Nursing Practices and Decision Making		
Practice Learning Outcome		
17. Safely and accurately carries out basic medicines calculations		
Objectives to be achieved:		
17.1 Through the achievement of key skills demonstrate an ability to safely calculate a range of medicines appropriate to the environment in which they are working		
17.2 Demonstrates an ability to use a variety of methods to calculate medicines accurately		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Checking doses of medications to be administered against prescriptions or PSD's. For example, Nebido injections, B12 injections and other injectable therapeutic substances administered in primary care.
2. The student may practice with water, a syringe and an orange to correctly administer the dose of adrenalin required in the case of anaphylactic shock.
3. Nebulisers prescribed in emergency care of Asthma and COPD may need to be administered, ask the students to calculate how many mls need to be administered to deliver the correct dose.
4. Ask the student to calculate the number of tablets required to deliver a correct warfarin dose.
5. Use case studies and simulation to assess further skills in drug calculations.
- 6.

The student should demonstrate that this learning outcome has been met through their written reflections.

Assessed NMC Domain: Communication and Interpersonal Skills, Nursing Practice and Decision Making		
Practice Learning Outcome		
18. Demonstrates safe and effective communication skills, both orally and in writing (ESC 6.1, 6.2, 6.3, 6.4, 6.5, 3.3)		
Objectives to be achieved:		
18.1 Communicates effectively both orally and in writing, so that the meaning is always clear		
18.2 Records information accurately and clearly on the basis of observation and communication		
18.3 Always seeks to confirm understanding		
18.4 Responds in a way that confirms what a person is communicating		
18.5 Effectively communicates people's stated needs and wishes to other professionals		
18.6 Uses ways to maximise communication where hearing, visions or speech is compromised		
P1: Location of Evidence	P2: Location of Evidence	P3: Location of Evidence
Progression towards outcome Y/N (Sig)	Progression towards outcome Y/N (Sig)	Outcome Achieved/ Not achieved (Sig)

Achievement of this learning outcome may be facilitated by:

1. Allow students to practice documenting consultations on test patients.
2. Students observing immunisation clinics may be asked to document in the Red book.
3. Directly observe students oral communication skills with patients face to face and over the telephone. Students may be given a list of patients to contact by telephone and invite in to the surgery.
4. Students may be asked to organise interpreters for patients or utilise telephone interpretation systems where patients do not speak good English.
5. Communication with patients who have hearing difficulties can be directly observed.
- 6.

The student should demonstrate that this learning outcome has been met through their written reflections.