



medical mediation
foundation

resolving conflicts in health and social care



www.medicalmediation.org.uk



Essential skills for managing conflict between health professionals, patients and families

Friday 15th May 2020 09.00-17.00 (CPD applied for)

The Wellcome Collection, 183 Euston Road, London NW1 2BE

Conflict and communication breakdown between patients and health professionals is upsetting, time-consuming and can have long-lasting impact on all those involved.

This intensive one day course will teach you to:

- Recognise what triggers conflict between patients / parents and health professionals.
- Use mediation skills to engage with patients and families to reach consensus and avoid conflict escalating.
- Prepare for difficult conversations.
- Work as a team to manage conflict with patients and families.

Early bird (until 3rd April): Nurses, allied health professionals, health service managers & non-consultant doctors – £150, Consultants and GPs - £200.

Full price: Nurses, allied health professionals, health service managers & non-consultant doctors – £175, Consultants and GPs - £225.

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WINNER
MEDIATION PROGRAMME/INITIATIVE OF THE YEAR 2018
CIVIL/COMMERCIAL



Please note: this course is only open to qualified health professionals and health service managers.



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Industry leading conflict training

This training is delivered to health professionals and managers in the UK and internationally and has been consistently rated as “excellent” and “very relevant” by staff at all levels.

Based on an innovative conflict resolution project at the Evelina London Children’s Hospital, six month follow up of more than 300 participants found that 91% of those who experienced a conflict since doing the training reported that it had helped to de-escalate or resolve it.

- “Every NHS worker should attend this training” – Matron
- “Brilliant” – Consultant paediatrician
- “A really interesting and thought provoking session which will be really useful in practice. Very well delivered.” – Therapist
- “I’ve learned the value of really listening to someone before rushing to a solution” – NHS Manager
- Best training session since joining the hospital [6 years ago]” – Consultant

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CLIENTS INCLUDE:

The ROYAL MARSDEN
NHS Foundation Trust



MEDIA APPEARANCES:



theguardian

HSJ INNOVATOR 2014

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MEET THE COURSE FACULTY

We are accredited mediators with many years experience of working with health professionals, parents and children. We come from diverse backgrounds in medicine, medical journalism, healthcare law and healthcare consultancy.



Sarah Barclay

Sarah is the founder of the Medical Mediation Foundation, She is an accredited mediator and also Co-Director of the Evelina Resolution Project, which provides mediation and conflict management training to clinical and non-clinical staff at the Evelina London Children's Hospital.

In 2014 Sarah was voted an "NHS Innovator" by the Health Service Journal for her work on the Evelina project. She has a Masters degree in Medical Law and Ethics from King's College London and is a former award winning BBC social affairs presenter. In 2018, the Medical Mediation Foundation won Mediation Programme of the Year in the National Mediation Awards for its work on the Evelina Resolution Project.



Dr Esse Menson

Esse became a consultant paediatrician in 2006 and accredited mediator in 2014. She gained a PhD in vaccine development research in 1989 before qualifying as a doctor from Bristol Medical School in 1994 then training in Melbourne, Australia and South East England to specialise in Infectious Diseases & Immunology.

In 2012, she helped develop the Evelina Resolution Project with MMF while she was a consultant at the Evelina London Children's Hospital. Esse is one of the principal trainers working with MMF to deliver training and coaching in understanding and managing conflict to multidisciplinary health and social care professionals around the UK and internationally. She mediates conflicts in healthcare and workplace settings and is certificated in Compassion Training from the Centre for Compassion and Altruism Research and Education, Stanford, USA (2019) and Mindful Self Compassion Training (Kristen Neff/Christopher Germer model), London, UK (2019).



Oscar Mathew

Oscar is a qualified barrister and mediator. He specialises in clinical team development, facilitation and workplace conflict resolution, helping teams to engage with difficult issues and bringing a balance of voices to a room.

Oscar is a former Senior Legal Adviser to the General Medical Council. He was involved in setting up a pioneering facilitated meeting pilot programme for the GMC called 'Meetings With Doctors'. This involved meeting with doctors under investigation by the GMC in order to try to help them best respond to the allegations against them. Oscar is a lead trainer with The Medical Mediation Foundation.