



woundclub live 2017

Get on top of it all

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IndependentNurse
For primary care and community nurses

GET ON TOP OF IT ALL



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Objectives of this session:

- To explore how best to manage your workload
- To discuss best practice in patient consultations and how to get the right information at the right time.



Time management

- **Definition:**

The process of arranging and controlling how you spend your time

- **Why is this important?**

To cut out non essential activities.

To be more productive with your time.

To increase efficiency.

To make the job more enjoyable



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- Demands are placed on hard working people with responsibility
 - You become too busy!
 - Diaries become overloaded
 - Your characters become strained
 - You have impossible deadlines
 - You become disorganised and unproductive

DOES THIS SOUND FAMILIAR?



How can we manage our time better?

- For many it is difficult to 'see the wood for the trees' and it may require some self discipline in order to identify how to change practice.
- Start by recording how you spend your time – use a diary or notebook. Make simple notes of time and activity.
- At the end of the week review the notes and identify how much time was spent on non essential activities. You could use a code for specific tasks. ie PC = patient contact. T = phone call. M=meeting

How can we change?

- This is when you need to be strict with yourself
- Look at what you did that was not required or unproductive or wasting time.
- Be strict and create a plan to cut out the activities that you did not need to do or were not deemed essential to your job.
- Make time for Tea!



Examples

- Are you organised at the start of the day in readiness for the day ahead?
- Look at how far you are travelling between patients and plan your day in a different way.
- How many times are you interrupted during the day and how can you reduce this number?
- Does everything that you do need to be done by yourself or could you delegate?



How can you change your time management practice?

- Be organised / be prepared / have an efficient filing system either with paper or e records.
- Delegate tasks if possible – be clear on what the task is and ensure good communication / clarity
- Only attend meetings that are necessary and beneficial
- Make effective phone calls and limit the time spent
- Prioritise and say NO – you need realistic deadlines
- Be strict with your patient contacts – do you need to see this patient on this day? And why?

Patient Consultations

The consultation is central to the communication and interaction between a health care professional and the patient / client.

It seeks to obtain specific information and inform a management plan

Aims of a Consultation

- To define the purpose / reason
- To consider what problems / concerns there may be
- To decide on a clinical management plan
- To achieve a shared understanding
- To include the patient / client
- To utilise the time effectively
- To establish / maintain a meaningful relationship



Skills required

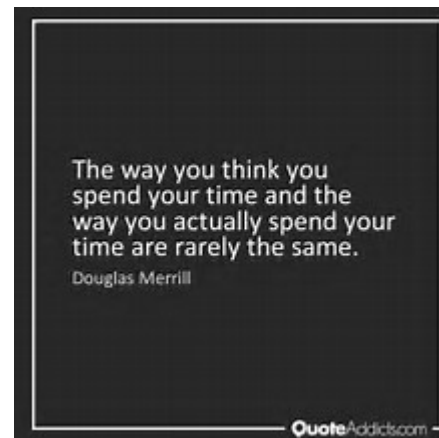
- Create an environment that is welcoming – ‘Hello my name is’
- Use an open questioning approach and language the patient understands
- Be attentive, maintain eye contact and look as if you are listening! Make notes but let the patient know you may be doing this.
- Clarify, summarise and ascertain understanding.
- Ensure there is closure to the consultation
- Safety net – what do I do if?



Summary

- We only have 24 hours in a day of which we have to work and play
- Ensure you are organised and plan meaningful activities
- Stop doing the jobs that waste time and effort
- Be self aware and self critical in order to change / grow
- Develop your consultation skills in order to manage your time more effectively

Summary - Quotes for the day





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What is time management?

- 1 - The assessment of a wound using a recognised framework
- 2 - The process of arranging and controlling what you do
- 3 - The best way to enjoy your day off



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1 - Sit down with a colleague and discuss your workload

2 - Keep going

3 - Record your day to day activity and analyse the results

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How do you manage your patient contact time in order to be efficient?



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- 1 - Plan ahead for the day and be prepared and organised
- 2 - Just go with the flow with whatever comes up in the day!
- 3 - I cant change anything so keep going – the job needs to be done whatever the workload!

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