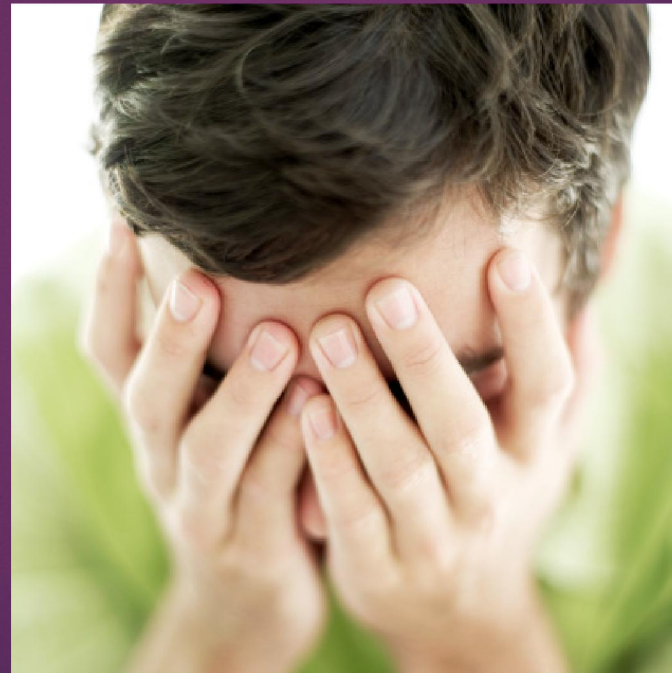




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Improving Communication with Patients: Managing Anxiety

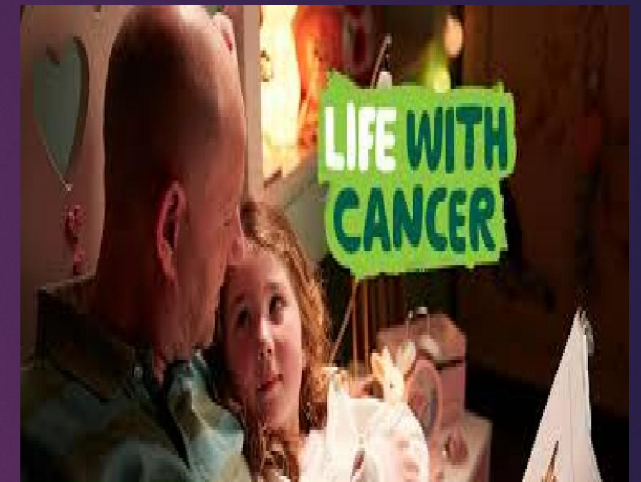
Irene Caballes
4th May 2018





Cancer diagnosis may trigger these feelings:

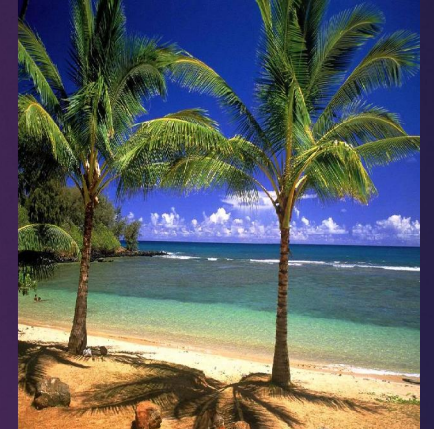
- Fear of treatment or treatment related side effects
- Fear of cancer returning/disease progression
- Uncertainty
- Worry over losing independence
- Concern about having relationships change
- Change of treatment
- Fear of death

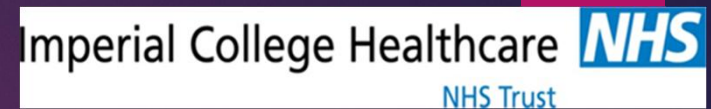




How to Manage Anxiety?

- Talking to other people
- Face your fears
- Problem Solving
- Writing things down (Diary)
- Relaxation techniques (breathing exercises)
- Physical Exercises
- Aromatherapy massage
- Mindfulness & Meditation
- Local Psychology Service Support
- Talking therapies, Solution Focused therapies
- Support Organisations (online forums, patient group meetings)
- Medications





Patient Who is Anxious...

- Good Communication
- Active Listening
- Show Empathy
- Education to patient and family members
- Information giving
- Empowerment
- SAGE and THYME



SAGE & THYME

Setting: If you notice concern - create some privacy - sit down

Ask: "Can I ask what you are concerned about?"

Gather: Gather all of the concerns - not just the first few

Empathise: Respond sensitively - "You have a lot on your mind"

Talk: "Who do you have to talk to or to help you?"

Help: "How do they help?"

You: "What do YOU think would help?"

Me: "Is there something you would like ME to do?"

End: Summarise & Close 'Can we leave it there?'



WARSAW
POLAND
4-6 MAY 2018

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**DON'T LET
A BAD DAY
MAKE YOU FEEL
LIKE YOU HAVE
A BAD LIFE**

I'M TAKING TODAY




ONE TINY PUFFIN STEP AT A TIME

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**BE GENTLE
WITH YOURSELF,
YOU'RE DOING
THE
BEST YOU CAN.**

HeatherKJones.com



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**Thank You
for your Attention!**