

patient. The sessions ran throughout the day and evening facilitated by three clinical fellows in medical education. We were able to run the session with two students partaking simultaneously on parallel wards which allowed for a joint debriefing.

**Results:** We saw an increase in confidence across all areas including handover, task management, and working within a Multidisciplinary Team (MDT). Before FOCUS, only 13 students felt somewhat confident compared to 27 after. Ten students felt no confidence in escalating to seniors before FOCUS. Nine out of these ten students felt somewhat confidence afterwards. We received very positive qualitative data with one student stating FOCUS was the 'best prep I've had for FY1'. **Conclusion:** FOCUS is a new programme created for post-finals medical students that was designed and introduced in 2022. Having received excellent feedback, we have plans to expand the course to more students in the coming year. We also wish to offer adaptations of this course to students in earlier years to promote improvement of the skills required to practise a safe and efficient on-call shift. We would also encourage other Trusts to adopt this programme where possible as the impact on confidence of post-finals students is significant and will lead to reduced stress and anxiety levels in newly qualified junior doctors.

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## HUMAN FACTORS-CENTERED SIMULATION FOR POSTGRADUATE MEDICAL TRAINEES

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**Background:** 'Human factors' training is now explicitly referenced in the new Internal Medicine Trainee (IMT) curriculum [1]. The typical IMT scenario is based on deterioration of clinical conditions. The focus is usually the medical management of a certain condition with non-technical skills being discussed incidentally and sometimes superficially during the debriefing. The aim of this course was to see whether a course designed primarily to raise awareness of human factors and the non-technical skills that are part of the arsenal to reduce risk, would be well received by IMT trainees and whether we could truly deliver 'human factors training' [2] to this cohort.

**Methods:** The course consists of seven scenarios each written with a human factors or non-technical skills focus. For example, the opening forum theatre has the aim of illustrating the effect of stress, emotion, and workload on clinical performance. The format allows different behaviours to be 'tested' in the same environment to see the effect choice of behaviour can have. Other non-technical skills explored include workload management, communication of adverse outcomes, and conveying uncertainty. All IMTs within Wessex were invited to attend one of 4 courses, with a maximum number of twelve participants. The scenarios are run in a 'carousel' format with a group debriefing after 3 scenarios.

The course was delivered using actor role players who were invited to the debriefing allowing direct two-way feedback. Evaluation was completed using a questionnaire based on Kirkpatrick's model.

**Results:** There were 39 attendees across 4 courses. 100% of candidates enjoyed the course and would recommend it to colleagues. 85% said their opinion of SBE was improved by the course with none feeling worse about simulation afterwards. All felt that the course provided a good introduction to human factors.

Only one responder gave a technical skill as their most significant learning. The remainder all gave non-technical skills responses which are exemplified by this direct quote: 'Really good course. I thought the use of 'real' patients made the experience so much more valuable. Was completely different to most other simulation I have done before which is invariably managing a deteriorating manikin patient which usually evolves into an arrest scenario. Found this actually useful for daily life on the job.'

**Conclusion:** This course represents a new approach to IMT simulation. It has been well received and adaptations and extensions to the course are already being planned.

## REFERENCES

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## COMPREHENSIVE COMMUNICATION SKILLS TRAINING (CCST) FOR WARD STAFF

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**Background:** Care provision depends as much on the communication skills of care providers as their clinical skills. In 2021, a 420-bedded acute hospital received feedback from a fifth of bereaved families through its 'Your Views Matter' bereavement survey (n=145). 80% rated end of life (EOL) care as good/very good. However, 1 in 10 rated it as poor/very poor. In all but two cases, poor communication was identified as a defining factor. Despite communication being a theme in complaints, communication skills training (CST) was not available to ward staff (WS). Using actor role players (ARP) in simulation has been found to be realistic and valuable to learning [1]. The need for development of a standardised CST course for the 637 ward nurses and 273 nursing assistants was paramount. We established a one-day, level 2, accredited Comprehensive CST (CCST) course specifically for ward staff which sits between Basic CST and Advanced CST. We envision that the CCST course becomes highly regarded across the Trust/region and a priority for WS.

**Methods:** We translated bereaved relatives' lived experiences into simulations to inform learning (Table 1). Two ARPs simulate the experiences of a fictional inpatient Bobby Day, as he approaches the EOL and those of his wife Bridgette. Uniquely, throughout the day the course follows Bobby through his final hospital journey allowing participants to become emotionally invested in his and his wife's experience. Simulations address specific communication skills through both forum theatre and fishbowl. Following each simulation,