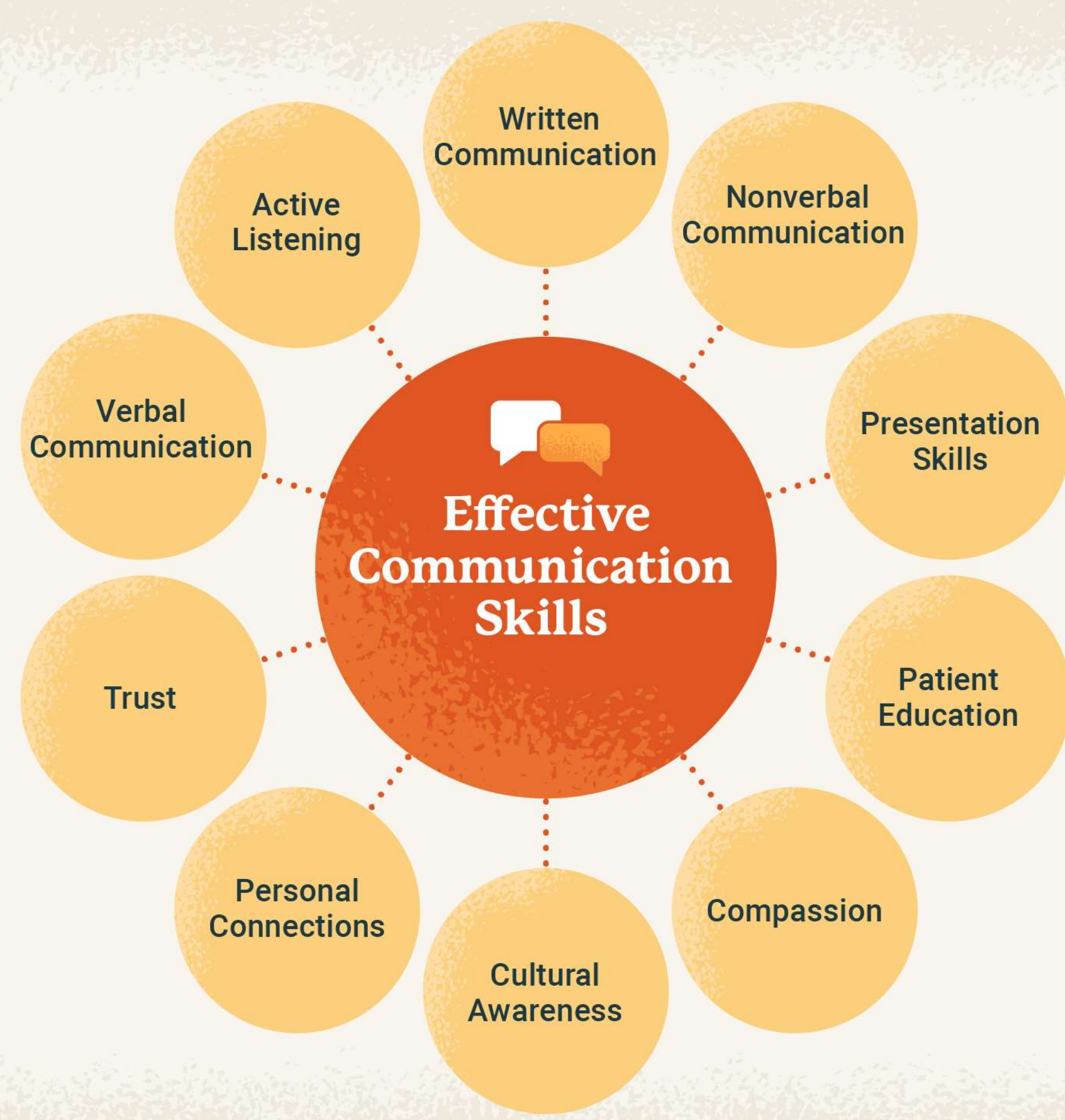


Communicating the Professional Nature of Nursing Associate Practice

1. INTRODUCTION

The nursing associates are highly significant for the NHS due to having a significant role in facilitating the delivery of high-quality and patient-centred care. The nurses also need to have good communication skills including listening abilities and the right body language to manage and communicate with the family members of the patients by understanding the requirements and displaying empathy (Goodman and Grant, 2018).



2. COMMUNICATION IN RELEVANCE TO NHS, (NMC), NMC CODE, PROFESSIONAL REFLECTION, JOB DESCRIPTIONS, LOCAL POLICY AND PROCEDURES

The NHS thrives to work with the highest quality of professionalism to provide the best quality and safest care to all patients (Flaherty and Taylor, 2021). Hence nursing professionals need to have the right communication skills and abilities for achieving the goal of the professional nursing associate practice. The NMC code establishes professional practice standards and behaviours for guiding the nursing associates, midwives and nurses like using clear and concise communication and confidentiality (Mander, 2018).

THERAPEUTIC COMMUNICATION

SENDING & RECEIVING INFO BETWEEN 2+ PEOPLE



3. NURSING PROFESSIONAL PRACTICE, KEY LEGAL FRAMEWORKS AND ETHICAL PRINCIPLES

The professional practice of nurses in the UK is guided by important legal frameworks and ethical principles like the Human Rights Act 1998, The Mental Capacity Act 2005, The Data Protection Act 2018, The NMC Code and The NHS Constitution (Brackenbury, 2014). Nursing communications are also bound by legal and ethical frameworks as they cannot disclose confidential patient data under the Data Protection Act with either written or verbal communication (Griffith, 2021).

4. NURSING ROLES, RESPONSIBILITIES AND SCOPE OF PRACTICE WITHIN MULTI-DISCIPLINARY TEAMS

The nursing associates are often required to work within multi-disciplinary teams with other healthcare professionals like doctors, anesthesiologist's, physiotherapists and social workers. The nurses need to possess effective communication skills for accurately navigating themselves and performing to the best of their responsibilities within the multi-disciplinary teams to provide the best quality of care to the patients by assisting with their needs and accurately following the care plan

5. INFLUENCE OF CULTURE AND DIVERSITY ON HEALTH

The cultural and diverse background of a person can have a significant influence on the services provided in healthcare. Communication, decision making, treatment preferences, and end of life care are examples of some of the areas where culture and diversity can have an influence (Crawford, et al., 2017). Regarding communication, different types of communication like verbal, and non-verbal can be challenging between patients and service providers if both parties do not share the same cultural belief (Tuohy, 2019).



6. HONESTY, INTEGRITY, CANDOUR, EMOTIONAL INTELLIGENCE, RESILIENCE, IMPACT ON PROFESSIONAL JUDGEMENT AND DECISION-MAKING

In a professional healthcare setting, the decision can be impacted by factors like honesty, integrity, candour, emotional intelligence, and resilience. To communicate with patients, the service providers need to follow the norms and basic understanding of the factors (Devine and Chin, 2018). It helps in maintaining a transparent process and influences the decision-making for treatment purposes. The norms are also important to follow for maintaining confidentiality in communication between patients and service providers (Bultas, et al., 2017).

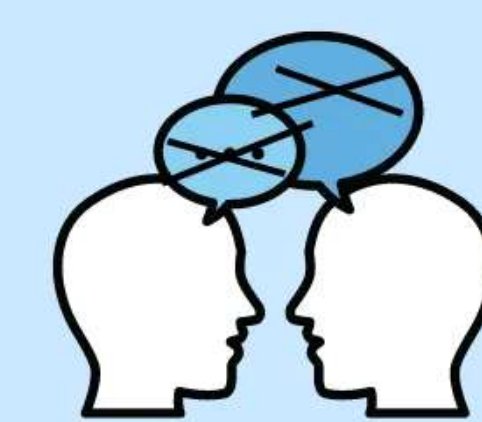
7. RISK ASSESSMENTS TO PROMOTE SAFETY AT WORK AND IN THE SAFEGUARDING OF PATIENTS

Risk assessment is important in a healthcare setting to promote safety at work and safeguard the patients (Landoll, 2021). The process of risk assessment includes certain steps which are identification of hazards, assessment of risks, and controlling the risks. If effective and transparent communication exists between patients and service providers, then it becomes easy to identify and mitigate the risks for better provision of healthcare services.

8. CONCLUSION

It is concluded that communication is important to deliver better care to the patients by the service providers. Communication between patients and service providers can be impacted by several factors like culture, legal frameworks, ethical principles, working role, professional code of practice, etc. To maintain effective communication, it is also important to maintain confidentiality in sharing information for obligation to professional practices.

37% of medical errors in the ICU are caused by poor communication between doctors and nurses.



Source: ncbi.nlm.nih.gov

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