

# Effective communication in health and social care essay sample

[Health & Medicine](#), [Hospital](#)



Different forms of communication are effective in a health centre. These different forms are used in different situations and are most effective for what they are used for. One to one communication- a form of one to one communication could be a GP giving test results back to a patient. This is effective because it ensures the patient is getting the correct information straight from the GP. It is private in a one to one environment so there are fewer distractions which would mean the information could not get miscommunicated. Group communication- a form of group communication would be ante natal classes at a health centre. This form of communication is more effective than having one to ones with each person because it saves time and resources. It is effective for the patients because they get to share their experiences and ask different questions to the group. They are all in the same situation so the information you would give one of them would apply to all. Informal communication- a form of informal communication could be in the receptionists' area at a health centre. This is effective because it is welcoming for the patients to come in and talk to a friendly person. This makes them feel more at ease about what they are going to the GP for and helps them to talk about their problem without feeling shy or embarrassed.

Formal communication- a form of formal communication could be a letter confirming a hospital appointment. This is effective because it is sent straight to their house so they will see it. It is professional and so will be taken seriously by the recipient or if needed an employer for evidence.

Communication between colleagues- a form of communication between colleagues could be a staff meeting. This would be effective because staff could talk about anything they need and it would get straight to the rest of

the staff. It shows respect and value for the other colleagues as they have to listen and it is also a friendly environment. Verbal communication- a form of verbal communication could be a phone call to make an appointment. This is effective because it is professional and you are talking to a receptionist who can then communicate the information to be able to make the appointment. It is important that the information is correct so it can't be informative it has to be clear.

Non-verbal communication- three forms of non-verbal communication are facial expressions, posture and proximity by showing face expressions you are showing what emotions you are going through while talking. This can be easily communicated to a deaf person if done right along with other forms of speech. In a health centre this is important because when telling a patient their results you need to have the correct facial expression or it could be offensive. By standing in a certain way it can show whether you are bored or interested. This comes across when talking to someone so in a health centre a doctor would have to watch his posture so he doesn't come across as bored when listening to the patient. Proximity can show how friendly or intimate a conversation is. A doctor would not want to get too close to a patient as it would cause them to feel they have no personal space and it can frighten them because it can be seen as aggressive. If they are at arm's length apart it can show the patient safety and make them more comfortable. Written communication- when writing a letter you have time to think about what you are going to put in it.

By checking what you are writing you are making sure there are no mistakes when it is sent so there is less hassle for the recipient. Written communication can be informal or formal depending on the recipient. In a health centre the letters are formal as they are usually sent to patients. You can be very clear in what you are writing in a letter and if it is informative it makes the patient feel organised. Technological aids e. g. minicon- most technological aids are symbol based and some are text based this makes it easier for all people to understand and it makes it clear for the person who needs these aids. It makes the person feel like they are included and that they are valued as there has been effort to communicate. Human aids e. g. interpreter- not having a human aid if they need one can make the person feel less included in the conversation but if there has been effort made to get an interpreter it shows diversity and encourages equality. Signs and symbols- if there is a deaf person you can use signs and symbols to make communication easier. It will make the person feel included and help them express what they are trying to tell the doctor.