

Communication influences



I will be explaining the barrier which may have influenced the case study of Mr and Mrs Singh's meeting with the MDT and how environmental factors influenced the interaction within the meeting. I am going to be looking at environmental factors such as, noise, setting, seating, lighting, space and time. Case Study Mrs Singh has recently had major surgery and the meeting is aimed at organising a discharge package for Mrs Singh.

Mrs Singh would most probably not feel 100% and may feel unwell and unable to give her full attention and feel like her decisions could be the wrong one. It states in the case study the multi disciplinary team was made up of the ward nurse, district nurse, social worker, the doctor, physiotherapist a dietician and an occupational therapist. All of these are highly trained medical staff and may have made Mrs Singh and her husband over whelmed and made them feel belittled.

The meeting is held in the ward day room at lunchtime, this would lead to many people walking in and out un-supervised due to it being lunch time and it being in the ward day room, this would be off putting for Mrs Singh for when listening to what the MDT team have to say about her situation and would interrupt the communication. The MDT are all seated around the table on high chairs whilst Mr and Mrs Singh are seated on lower patient chairs.

Negatively this would impact on Mr. and Mrs. Singh confidence as they would feel intimidated of the structure of the meeting as when communicated eye contact needs to be there between all parties and this would not be achieved due to the different levels of which people are seated. However it would be a positive impact on the MDTas they would feel more important as they are higher up. Background noise and lights flickering is a negative impact as it

will be a huge distraction for the interaction within the meeting. The ward nurse begins the meeting and has to raise her voice to be heard over the distracting environmental noise.

This would give of the impression that she is an aggressive person at the least and give the impression of not being bothered about Mrs. Singh's situation. For her having to raise her voice to be heard over the environmental noise it is most obvious that the setting in which they are in is a bad one and it must be very loud and busy. As the MDT begin to discuss Mrs Singh. Alot of medical terminology is used. This is Jargon and Mrs And Mrs singh will be confused and unsure of what is being spoke about them also, they both speak minimal English which would be even more difficult for them to comprehend and convert into what they would recognize.

On a positive note the MDT would get their own points over quicker to one another because they would all understand what is being said and decided. Although Mr. and Mrs Singh have no say and wouldn't understand because of the language and Jargon used. They would no longer feel part of the meeting and feel to agree on everything that has been spoken and decided for them. Time is very limited and the doctors need to leave very shortly, they would no longer understand what is being said and they would not be able to ask any questions as they would of felt rushed.

They would not understand the decision and outcome made for them. This then led to Mrs Singh being uninterested due to all of them environmental factors which have confused her. They both nod their heads intermittently, this suggests submissiveness as they felt in a position where they could not put their own view and opinions across and look slightly bewildered from

what has been said and the Jargon used from the start to the end of the meeting. From the start of the meeting Mr & Mrs Singh are not made to feel welcome or introduced in a none formal way as to what they are used to.

Due to it being so formally arranged and spoken for they would both feel bullied and out of the picture. The MDT are using their power to abuse Mr and Mrs Singh, due to them not speaking great English they are struggling to help make decisions therefore, they wouldn't have had a proper say in what discharge package is arranged for her. This would have also made Mr & Mrs Singh feels disempowered and belittled. These are all negative factors which influenced the communication.

The outcome of the interaction was that as they left they have agreed to the care package provided that the MDT deemed to be appropriate and thank the team and leave looking extremely confused. To conclude, If eye contact, a calm setting and an interpreter was present in the meeting they both could of felt more of a part of the meeting and felt more at ease whilst in attendance. Due to none of these factors not being there and many barriers were there to achieve an effective flowing conversation, Mr and Mrs Singh did not receive or understand any information that had been given to them by the MDT.