

## GP PRACTICE TEAM DEVELOPMENT WORKSHOP CREATING EXCELLENT EXPERIENCES FOR ALL

### Do you sometimes experience behaviours in your practice that:

- Are unhelpful to how you work together as a team?
- Have a negative effect on people's experiences?
- Impact on your ability to communicate well?
- Make it challenging to consistently deliver excellent care to your patients?

### We anticipate that this workshop will help you to:

- Generate increased empathy for each other and your patients
- Build awareness of how you communicate
- Create understanding of each other's challenges
- Identify the skills and behaviours you need to work better together
- Improve productivity and management of resources

### Our interactive workshop will be tailored to meet your needs.



*"The whole team really enjoyed the workshop, exploring the theme of empathy - for each other as a team as well as for our patients. It was an excellent investment in the practice team and has helped us to work more effectively together, providing a reference point to challenge each other effectively when necessary "*

Dr Beverley McDonald,  
Richford Gate Medical Practice, Hammersmith