



# Learning activity evaluation

**'Sharing the News'**



NHS Lothian  
Charity

# The learning event

## **'Sharing the news'**

**In March 2024, 8 Paediatric Audiologists from the Royal Hospital of Children and Young People attended a 2 day course called 'Sharing the news'. Run exclusively for audiologists to help build their skills and confidence in sharing the news about a child's hearing loss with families.**

**Staff commented by attending the course they were able to :**

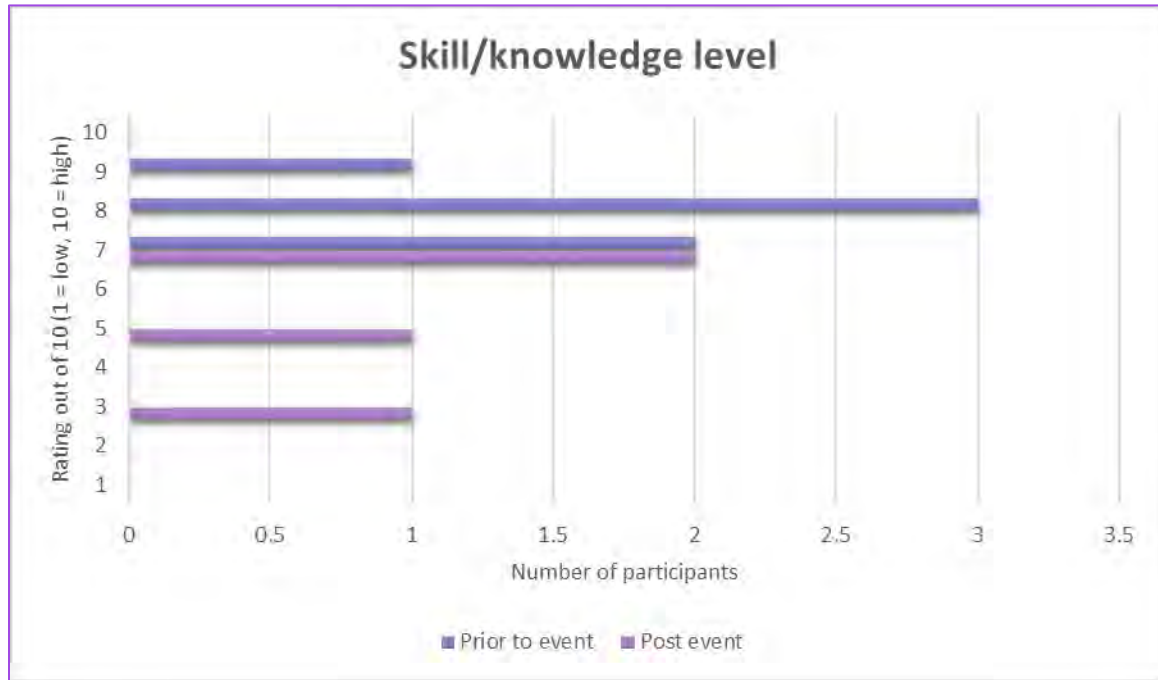
- **Reflect on current practice**
- **Learn in a practical way through role play and with actors**
- **Develop and/or learn new skills**



The course was very comprehensive, I feel I have built on my experience understanding how to share news and discuss difficult things with people. The course has helped me to understand why to share things in a certain way and how to work with families and individuals at their own pace."

# Outcome

**Staff have improved skills and knowledge in 'sharing the news'.**



**Staff rated their skills and knowledge out of 10 (1 = low, 10 = high), On average staff rated:**

**5**

**Prior to attending the event**

**8**

**After attending the event**



The course was very effective at training us  
I have many years experience sharing the news and felt confident but the course has strengthened by skills and given me new tools and ways of working which can be used almost daily in most patient facing situations."

# Outcome

## Staff have improved communication skills.



I feel I now allow more pauses in communication which parents often fill with greater detailed responses. This allows for me to build quicker rapport and provide a better, more efficient service."



I felt that I put the techniques I learnt into practice, leaving time for the parent to digest the news and not trying to speak too much to compensate for the difficult situation. Explaining the result of the hearing test on a daily clinical setting is improved by the contents I learned from the course."

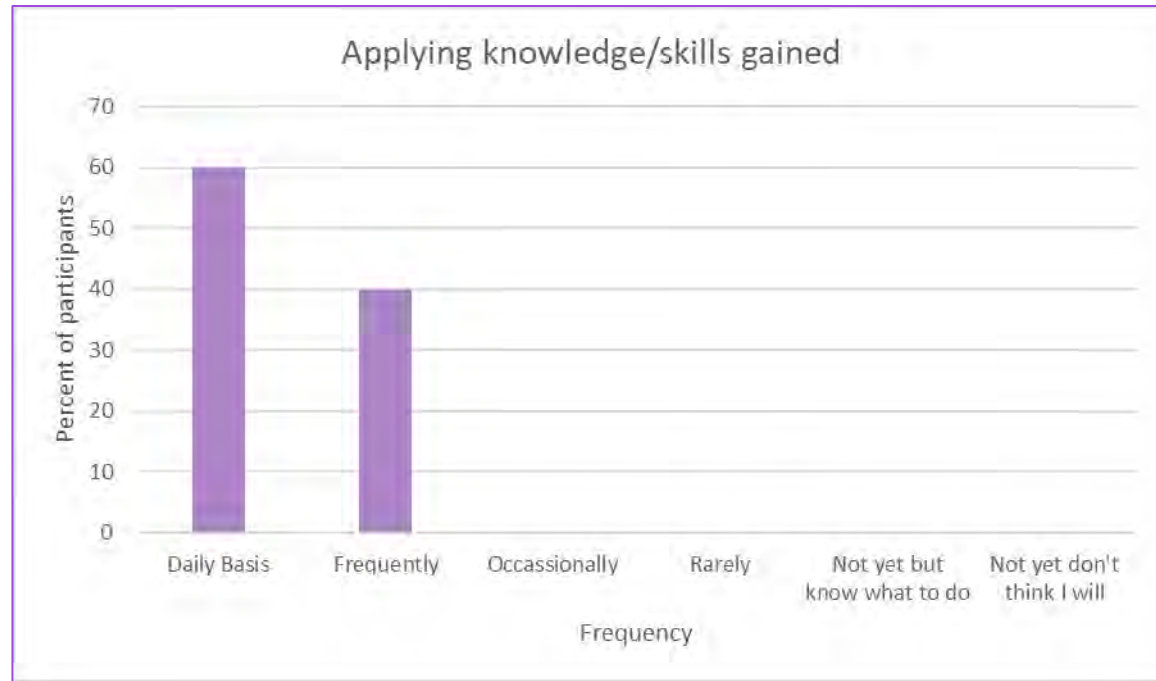


I will talk in a much slower pace when I explain result to patients , and check with patients their understanding first, before going on."



I have had to share the news about a child having a permanent hearing loss. I was able to share news with the family in a way that allowed more time for them to process the news before moving forward with a solution right away. This is a skill that is taught on the course. I felt that this allowed the family time to process and address their emotions and although it was a difficult appointment we were able to move forward in a positive way."

# In practice



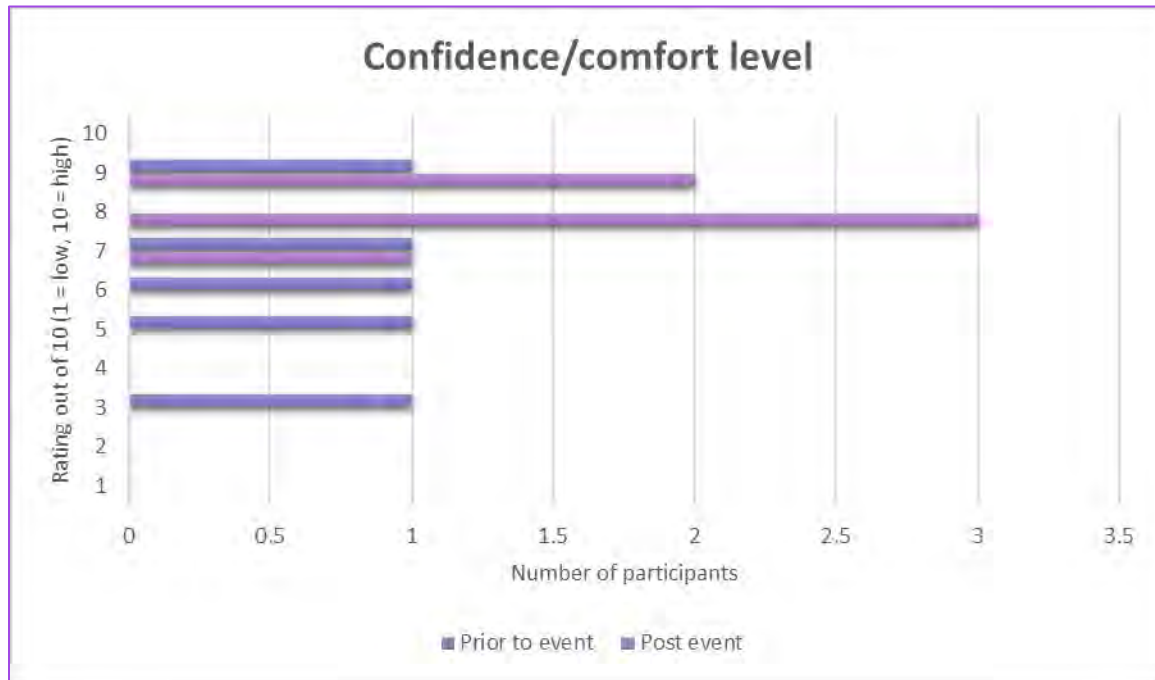
Using the skills all the time, just need to practice more with patients."

The course made me think about how I would deliver difficult news to parents about their child having a hearing loss and the impact that we can have if the news is delivered. I am using some of the techniques discussed on the course."

I have been practicing in clinic daily."

# Outcome

**Staff have improved comfort and confidence in 'sharing the news'.**



Staff rated their comfort and confidence out of 10 (1 = low, 10 = high). On average staff rated:

5

Prior to attending the event

8

After attending the event



I feel more comfortable discussing difficult topics however will require further time to fully implement my learning."



I have rated this high as I feel even more confident following the course but there is always room for improvement."



I am more confident in dealing with sharing the test result to new parents about their newborn child."



# In summary

## **By attending the 'Sharing the News' event:**

- **Staff have improved skills and knowledge in 'sharing the news'**
- **Staff have improved communication skills when delivering difficult news to parents and families**
- **Staff are applying the knowledge and skills from the course on a daily basis or frequently**
- **Staff have improved comfort and confidence in 'sharing the news'**

Thank you to all staff that participated in the survey.  
More information about NHS Lothian Charity can be  
found here <https://nhslothiancharity.org/>