How conversation science can enable better conversations about dying

Ruth Parry PhD, MCSP, HCPC

r.parry@Lboro.ac.uk, @CACEnotes
Learning skills for difficult conversations

- Osmosis
- Trial and error
How do conversation scientists work?

How do people talk about end of life?
How people actually talk about dying
Work towards the dying person volunteering the topic

... As one which is already on their mind

Fishing questions

Encourage the patient to elaborate
  On something they’ve said
  Via a pivot from symptoms to concerns/implications

Support addressing it in hypothetical or general terms

Follow patient’s lead
Being the lead-out rider
Principles

Whose topic is this?

Volunteered > coerced

Ask before tell - so I can fit what I say and how

Offers and invitations - risk rejection, distress, drop out

Don’t point too hard at the painful thing

Indirect ≠ ambiguous
Evaluated interventions promising

- Therapeutic relationships in psychiatry
- Reducing antibiotic prescribing
- Expediting diagnosis of dementia vs worried well, epileptic vs non epileptic fits
- Increase childhood vaccination rates
RealTalkTraining.co.uk Blogs and ‘in a nutshells’

Online workshops: bit.ly/RegisterRealTalkWorkshops

Book – ‘How we talk’ by Nick Enfield

BBC Sounds Podcast Word of Mouth Michael Rosen & Liz Stokoe

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