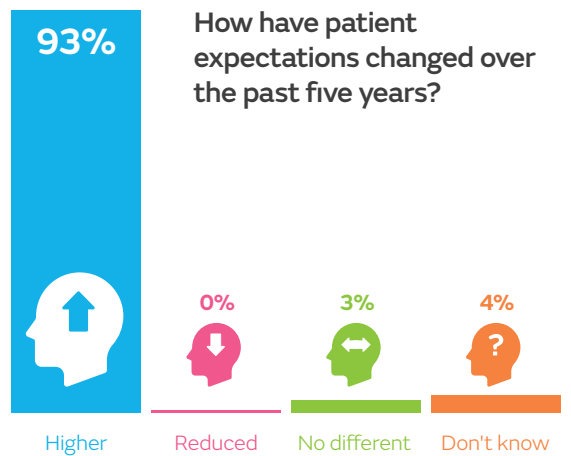


# CHALLENGING INTERACTIONS WITH PATIENTS



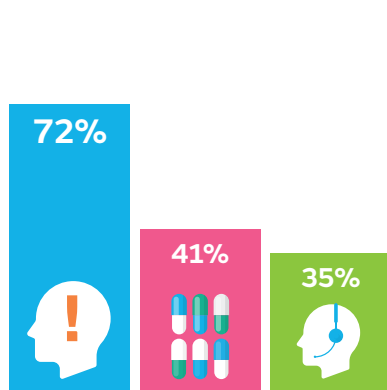
How often do you experience challenging interactions with patients?

- Several times a day (4%)
- Daily (9%)
- A few times a week (17%)
- Weekly (22%)
- Monthly (21%)
- Rarely (27%)
- Never (0%)



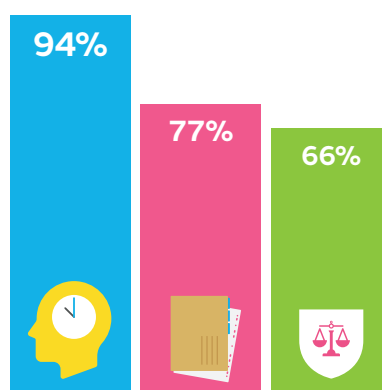
How have patient expectations changed over the past five years?

Do challenging patients impact on the practice working environment?



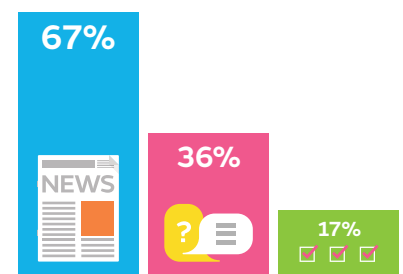
Top three most common reasons GPs face challenging interactions with patients

- Unrealistic expectations
- Alcohol or drug misuse by the patient
- Poor front of house service



Top 3 impacts are:

- Stress/anxiety amongst staff
- Increased workload dealing with repercussions
- Fear of complaints and claims amongst staff



Which of the following would help you better manage conflict in general practice?

- Marketing campaign to help patients understand GPs' responsibilities
- Communication training
- Better practice safety procedures