

## Group Communication Case Study.

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You are observing a multi-disciplinary team (MDT) meeting where Mrs Singh is due to be discharged home following major bowel surgery.

Present at the meeting are Mrs Singh and her husband, the ward nurse, the district nurse, the social worker, the doctor, a physiotherapist, a dietician and an occupational therapist. The meeting is to organise a discharge package for Mrs Singh and is held in the ward day room at lunchtime.

The MDT are all seated around the table on high chairs whilst Mrs Singh and her husband are sitting in lower 'patient' chairs.

Mrs Singh and her husband speak minimal English. There is a lot of background noise from the ward and the light in the day room is flickering. The ward nurse begins the meeting and has to raise her voice to be heard over the environmental noise. She appears rather aggressive. The MDT begin to discuss Mrs Singh and use a lot of medical terminology.

The conversation speeds up as time is limited and the doctor needs to leave imminently and does not appear interested. You notice that Mrs Singh and her husband look slightly bewildered and are nodding their heads intermittently.

Eventually the MDT agree on the care package that they deem to be appropriate and ask Mrs Singh and her husband to agree to it. They thank the MDT and leave looking extremely confused.

1. Identify all the problems associated with this communication.
2. Explain how this communication could have been made more effective by the multi-disciplinary team.( 300 words )