

# Conversations with Vulnerable Patients



**One Day Accredited Course**

**Rating: ★★★★★ 4.8/5**



## Introduction

With nearly half of all UK adults exhibiting one or more characteristics of vulnerability, representatives must skilfully navigate conversations with patients facing financial, emotional, health, or other challenges.

Hamilton Mercer's Service Methodologies™ equip representatives with the practical skills and confidence to adopt a respectful, solution-oriented, and inclusive approach when assisting vulnerable patients.

## Learning Objectives

Upon completing this course learners will be able to:

- Recognise and respond to vulnerability by identifying signs, risk factors, and using inclusive communication.
- Engage in compassionate conversations with structured dialogue, sensitive questioning, and adaptive communication.
- Manage challenging interactions with de-escalation, problem-solving, and signposting support.
- Ensure ethical and compliant handling of confidentiality, permissions, and documentation.
- Promote inclusivity and support by embedding best practices and a compassionate service approach.

## Audience

People of all experience levels and seniority who interact with vulnerable patients across various communication channels; face to face, telephone, and written (email, live chat, and social media).

## Return on Investment

Performance outcomes include:

- Increased confidence, boosting morale and ensuring best practices are consistently followed.
- A reduction in unnecessary escalations to managers.
- Being viewed by patients as a responsible, compassionate and inclusive organisation.
- Greater assurance that regulatory obligations are met.
- Ethical handling of sensitive patient situations, reducing regulatory risks.



# Course Content

## **Module 1: Recognising Vulnerability: Awareness & Inclusiveness**

### **Learning Outcomes**

- Define what constitutes a vulnerable patient.
- Understand different types of vulnerability and their associated risk factors.
- Develop heightened awareness and sensitivity to the signs and characteristics of vulnerability.

### **Service Methodologies**

- Introduction to Vulnerable Patients
- Types of Vulnerability & Identifying Key Signs

## **Module 2: Compassionate Communication: Sensitivity & Empathy**

### **Learning Outcomes**

- Apply a proven, step-by-step approach to guiding conversations with vulnerable patients.
- Use sensitive questioning techniques to identify and understand the needs of vulnerable patients.
- Adapt your communication style to build trust and provide reassurance.

### **Service Methodologies**

- Structuring Conversations with Vulnerable Patients
- Sensitive Questioning Techniques

## **Module 3: Managing Vulnerability: De-escalation & Adaptability**

### **Learning Outcomes**

- Be flexible by aligning with each patient and adapting responses to different vulnerabilities.
- Apply problem-solving to achieve fair resolutions while meeting patient needs.
- Know where to direct people who need further help.

### **Service Methodologies**

- De-escalation Techniques
- Ending Conversations Sensitively & Effectively
- Signposting Patients to Additional Support

## **Module 4: Remaining Compliant: Reporting & Directing**

### **Learning Outcomes**

- Manage confidentiality, privacy, and sensitive communication with discretion.
- Champion vulnerability to embed best practices for supporting patients.
- Obtain the correct permissions from vulnerable patients before documenting their information.

### **Service Methodologies**

- Recording Sensitive Information Correctly

## **Location, Date & Timings**

MS Teams

Wednesday 16<sup>th</sup> July 2025

9.15am – 4.30pm

Hamilton Mercer's training sessions are  
**Friendly, Highly Engaging and Humorous.**



**Bedfordshire Hospitals**  
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This course is part of the **Customer Service and Personal Development Academy** provided by **Hamilton Mercer**