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BMHP3003

Role play

According to Samer H (2023) “Effective communication is cornerstone of quality healthcare. Communication helps providers form bond with their patients, that benefit patient centred outcomes”. Having effective communication help the patient be informed of what care they are receiving. It allows trust to be built between service users and the service provider.

Barriers of communication and their consequences

Ali M (2017) Suggests that main barriers for communication are “use of jargon, pain and fatigue, information overload, values and beliefs. However, according to Greenstaff Medical (2025) overcoming barriers “requires understand and addressing various barriers that can impede the flow of information.

Active Listening

NHS CARE (2025) “States that active listening is crucial communication skill that involves fully engaging with the speaking and responding thoughtfully”.

Open questions and Closed questions

Rosala M (2024) Suggests “open end question allows participants to give free form text answer”. When a service provider ask open questions allows the service user to elaborate on their query and leads to better outcomes. Compared to closed ended questions General Practice Supervision Australia (2023) suggest that “closed ended question invite the short answer usually ‘yes or no’. That can impact the patient as they feel like they can't elaborate.

Body language

According to Understanding Modern Gov (2024) there are 4 types of body languages which are hand gestures, facial expressions, eye contact and how someone posture is.

Reference Life

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