

CONFER

presents

Managing the Emotional Challenges of General Practice

5 conference-workshops exploring the psychological dimensions of general practice

Presenters:

Dr David Beales

Dr Sue Blake

Dr Surendra Deo

Dr Andrew Elder

Prof Linda Gask

Dr Nuri Gene-Cos

Prof Frank Hucklebridge

Dr Yomi McEwen

Dr Sue Morrison

Dr Roger Neighbour

Dr Jonathan Riddell

Jenny Riddell

Jane Ryan

Dr Alan Watkins

Kate White

Dr Sotiris Zalidis



**Fridays 7 July, 22 Sept and 13 Oct 2006,
19 January and 9 March 2007**

To be held at:

The Royal College of General Practitioners,
14 Princes Gate, Hyde Park, London SW7

Introduction

Responding to the emotional facets of a patient's symptoms is one of the most complex and challenging aspects of providing good generalist care. This set of conference-workshops is designed to provide skills and strategies for the management of this crucial component of general practice work.

Psychosomatic illness

It is well-understood that many symptoms are not purely physical, but deeply rooted in the patient's psychological processes, especially when that person has experienced significant trauma or loss. Such people are likely to be more complex to work with, prone to functional syndromes and reduced immunity and to make up a significant portion of the patient list. They are also more likely to have emotional needs that are expressed via their relationship with the GP and practice team. At least 30% of all consultations in primary care are found to relate to psychosomatic or unexplained symptoms.

Pressures on GPs and practice staff

Working in general practice is one of the most stressful occupations, with GPs at greater risk of anxiety, burn out and depression than other professionals. The GP is expected to multi-task and meet government-set targets, while caring for the lives of others. Patients who do not respond to treatment, who become emotionally entangled with their doctor or primary care team, who are vulnerable, confrontational, or unable to trust their GP, add layers of additional stress to the work. GPs may believe that they cannot help such patients, or feel overwhelmed by their needs.

Course Goals

We have identified certain aspects of primary care work that are especially psychologically complex and emotionally demanding. We believe that exploring strategies for coping with these will help GPs - and others in the primary care team - to feel more confident, inter-personally skilled and relaxed in their work.

Our aim is to deepen understanding and to offer skills in these areas:

- The challenge of patients who are complex to treat or who find it difficult to respond to treatment strategies
- The needs of patients who have suffered from trauma
- The underlying causes of psychosomatic illness and stress related symptoms
- Transference and countertransference in the doctor-patient relationship
- The doctor's fear of making mistakes and management of boundaries
- Frequent presenters and patients who need an ongoing emotional response from the practice team

- Emotional aspects of chronic disease management
- The doctor's own anxieties about failing to cure
- Dealing with burn out and developing a sustainable practice
- Secondary trauma to the GP, examined through the example of a domestic violence case

This course of conference-workshops has been designed to:

- Facilitate work on cases that you find challenging in your own practice
- Introduce relevant and new research findings
- Explore a range of useful tools for managing emotionally difficult relationships in primary care settings

Facilitators

The course will be led by doctors (11), scientific researchers (2) and psychotherapists (3) and will combine a structured enquiry into your own cases with formal presentations.

Active Learning

Participants will be asked briefly to consider their own case material in advance of each day, and bring examples that will be integrated into the day's activities.

Participants will be given materials and information to take away from each day.

Future learning opportunities will be discussed.

...complex
emotional
demands
of general
practice



Day 1 Friday 7 July 2006

9.30 am Registration and coffee

10.0 am Introductions

10.10 am Dr Sotiris Zalidis

The Hidden Needs of Frequent Presenters

This seminar will provide some signposts to help us identify the possible underlying emotional needs of the patient who needs to see their doctor often - perhaps displaying a wide range of symptoms. Patients who attend surgery frequently without an objective cause for concern can be demoralising, and de-skilling. Examining the case of a female patient who was attending surgery 30 times a year, we will see how a psychological understanding of her emotional needs significantly reduced her symptoms and her attendance to 6 or 7 consultations a year.

11.0 am Facilitators: Jenny Riddell and Jane Ryan

Structured enquiry into participants' own case material:

Considering the case of a frequent presenter in your practice, what do you know (and not know) about that patient's history?

12.0 pm Dr Jonathan Riddell

Skills and approaches in the consultation with frequent presenters

As GPs most of us have a group of patients who attend repeatedly. As we scan the list of names what are our possible feelings? Do we dread seeing Mr A as he never seems to accept he is getting older? On the other hand, do we quite like to see Ms B as she always so grateful for whatever we do? Perhaps Ms C would stop bringing those noisy kids if she got re-housed and oh no, not Mr D again, he never accepts anything we say.

Does it help to identify these feelings and what skills and approaches make a difference to the consultation? By bringing your own examples of clinical experience to the workshop we will hope to develop an action plan to help both doctor and patient.

1.15pm Lunch

2.15pm

Kate White

The Concepts of Attachment and Trauma in understanding your patient's needs

We will examine how childhood neglect or trauma can establish patterns of behaving and relating that protect people from hurt, but which also make it difficult for them to benefit from care. We will consider ways in which we can explore the patient's past experiences with them, and look together at how these may be affecting their health and emotional capacity in adulthood. We will also consider how they can receive appropriate support.

3.15pm

Tea

3.45pm

Dr Nori Gene-Cos

Detecting PTSD and understanding associated health risks

In this presentation we will cover the definition and main symptomatology of post traumatic stress disorder (PTSD), complex versus simple forms of PTSD, and the importance of early intervention. We will cover the management of PTSD and its biological, psychological and social effects. Co-morbidity and PTSD in children and adolescents will also be considered.

4.30pm

Facilitator: Dr Jonathan Riddell

Skills, Tools and Action Plan

In this session we will work with participants to develop a personal action plan to support your future practice work on these themes.

5.30pm

Networking reception: soft drinks and wine served

Unexplained symptoms
Frequent presenters
Attachment and trauma



9.30 am Registration and coffee

10.0 am Introductions

10.10 am Dr Alan Watkins

The Emotional Roots of Psycho-Somatisation Part I

How do emotions impact on the systems of the body? We shall explore the physiological pathways of feelings and how they may lead to illness with specific reference to the endocrine and cardio-vascular systems.

11.30am Coffee

11.50am Dr Alan Watkins

The Emotional Roots of Psycho-Somatisation Part II

In this session we shall map out the relationship between feelings and physiology, introducing new clinical techniques for assessment of stress that is impinging on immune functioning.

1.15pm Lunch

2.15pm Professor Frank Hucklebridge

Psychological disruption of the immune system: latest research

The immune system is balanced between type 1 (Th1) and type 2 (Th2) activity. Type 1 is cellular cytotoxic and phagocytic, whereas type 2 is antibody mediated. These two arms of the immune system are counter-regulatory and therefore inherently unstable. Control by the neuroendocrine system maintains stability and this balance can be disturbed by psychological variables. Additionally, the immune system speaks to the brain and immune activation is implicated in the aetiology of a number of psychological pathologies. The clinical relevance of this bi-directional communication between the brain and the immune system will be discussed.

3.15pm

Tea

3.45 pm

Dr David Beales

Assessing Stress-related Symptoms

We will examine how to distinguish between symptoms that result from prolonged stress from symptoms resulting from specific or generalised pathology, considering whether functional somatic syndromes are caused by an imbalance in the autonomic nervous system. Covering methods for the immediate assessment of mind-body interaction in the consulting room, we will explore effective approaches to treatment of prolonged stress, which take the patient with us.

4.55 p.m

Facilitator: Dr David Beales

Skills, tools and Action Plans

In this session we will work with participants to develop a personal action plan to support your clinical response to patients who may be suffering from a functional syndrome or stress related dysregulation.

5.30pm

**Networking reception:
soft drinks and wine served**



Psycho-Somatisation
Psycho-Physiological

9.30 am Registration and coffee

10.0 am Introductions

10.10 am Dr Sue Blake

The Incapacity to Heal

When a doctor, trained to cure, is unable to impact upon a person's health, they face feelings of powerlessness in relation to a patient's terminal illness or chronic disease. Personal strategies are necessary to support oneself emotionally and retain a sense of being 'good enough'. This seminar will explore the internal and external pressures placed upon doctors to cure, and how we can manage those relationships in which it is not possible to solve the patient's health problem.

11.0 am Facilitators: Jenny Riddell and Jane Ryan

Structured enquiry into participants' own case material:

We will explore cases in which you are powerless to cure the patient with the aim of finding a different stance: one based on acceptance of one's limitations in the face of loss, events beyond one's control and terminal illness.

11.30am Coffee

12.0 Dr Sue Blake

Developing an empowered approach to inevitable failure

1.15pm Lunch

2.15pm Kate White

Patients who need too much from you: patients who cannot accept your care.

Patients who find it difficult to trust medical treatment, and who therefore resist therapeutic intervention, may be people who need to closely control proximity to others because of derailed attachment relationships in childhood. We will look at the underlying needs of those patients and consider how we can recognise and work with their relational anxiety so that they can receive the benefit of appropriate health-care through developing secure enough relationships based on trust.

3.15pm

Tea

3.45pm

Dr Abayomi McEwen

Domestic violence and the primary care health team: the emotional impact on professionals

We will start the session by deciding what we mean by the term domestic violence, which seems to be an increasing umbrella for many types of abuse occurring in the home. Using a case in general practice, demonstrated by the presenter and a role player, participants will have the opportunity to explore the varying and powerful emotions that this area of practice can arouse, and to develop strategies to manage these.

5.0pm

Facilitator: Dr Abayomi McEwen

Skills, Tools and Action Plan

Developing relationships with your patients based on trust and confidence

5.30pm

**Networking reception:
soft drinks and wine served**

Secondary trauma

Patients who control
proximity

Incapacity to heal



Day 4 January 19th 2007

9.30 am Registration

10.0 am Introductions

10.10 am Dr Andrew Elder

The concept of transference and countertransference in the doctor patient relationship

Consultations between patients and doctors often give rise to strong feelings for both participants. Should we ignore these in order to be objective or try to reflect on the possible significance of such feelings? I shall describe briefly the origins and meaning of the (psycho-analytic) concepts of transference and countertransference before discussing their possible uses (and abuses) in the GP consulting room.

11.0 am Facilitators: Jenny Riddell and Jane Ryan

Structured enquiry into participants' own case material:

Transference and Countertransference dynamics in your own case

11.50 am Coffee

12.15 am Dr Roger Neighbour

Issues of transparency, privacy and involvement in the doctor-patient relationship

Much of general practice is conducted where the public and private worlds of both doctor and patient intersect; between the personal and professional areas of the doctor's own internal world there is a kind of psychological 'semi-permeable membrane', across which various forces and influences can diffuse. The skilled GP knows, and to some extent can control, the properties of this 'membrane'. This session will consider the presentation, risks and potential benefits of transference phenomena in the consultation, and will examine how consultation techniques such as 'safety-netting' and 'housekeeping' can be useful.

1.15pm Lunch

2.15pm

Professor Linda Gask

Impossible Patients or Impossible Problems? Part I

This workshop will aim to challenge assumptions of omnipotence, but also provide a way to explore coping with 'impossible problems' rather than 'impossible patients'. One doctor's heartsink is another doctor's challenge. How and why we each respond to situations differently depends on ourselves, our life experiences and our pattern of interactions with our patients. It is not always the patient's problem or the doctor's ultimate duty to come up with all the answers. We will aim to challenge thinking about 'problem patients' and consider why we all react differently to problem scenarios. We will consider the model of 'problem solving' and its relevance to the doctor-patient interaction in the setting of a modified Balint group in which participants will be invited to work through and 'problem solve' their relationship difficulties using real doctor-patient material.

4.0 pm

Tea

4.30pm

Facilitator: Dr Andrew Elder

Skills, Tools and Action Plan

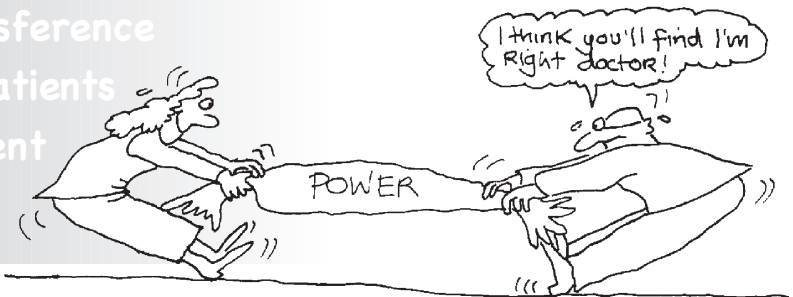
5.30pm

**Networking reception:
soft drinks and wine served**

Countertransference

Impossible patients

Doctor-patient
relationship



9.30 am Registration

10.0 am Introductions

10.10 am Dr Andrew Elder

The Doctor's Fear of Making a Mistake

The fear of 'making a mistake' is an increasing worry for doctors. Much of this may arise from the generally increased scrutiny of professionals and from doctors now working in a culture less tolerant of uncertainty and the limits of professional work than in the past. Whilst acknowledging these contemporary pressures, I shall concentrate on the psychodynamic aspects of how (and from whom) such 'fears' might arise in the hope that by being able to think about 'the fear of making a mistake' we may have more options in responding to the fear when it arises.

11.0 am Dr Surendra Deo

Doctors in Trouble

In this session will consider challenging and potentially dangerous scenarios for the GP and place these in context. We will consider how difficult colleagues, poor management or leadership can exacerbate a complex problem with a patient. We will discuss how such scenarios can be prevented and problem solving strategies, including appropriate communication with official bodies. Cases will be used to illustrate successful resolution to such cases.

12.0 midday Coffee

12.20 Facilitators: Dr Surendra Deo and Dr Andrew Elder

Structured Enquiry: Problem solving your own problem case

1.15pm Lunch

2.15pm

Dr Sue Morrison

Developing an emotionally sustainable practice - Part I

In this workshop we will consider how the GP can protect themselves in order to create an emotionally sustainable practice. We will look at some of the emotional reasons for becoming a GP, how a safety net can be created through emotional awareness of the demands involved. We will consider how emotional load can be spread, how stress need not be distressing, how support can be gained and burn out avoided.

3.15pm

Tea

3.45pm

Dr Sue Morrison

Developing an emotionally sustainable practice - Part II

Your own dilemmas will be explored

4.30pm

Facilitators: Jane Ryan and Jenny Riddell

Skills, Tools and Action Plan

Developing a personal strategy for self-protection

5.30pm

**Networking reception:
soft drinks and wine served**

Emotionally sustainable practice
Fear of making mistakes
Management issues



Speakers & workshop leaders

Full biographical details can be found on www.confer.uk.com

Dr David Beales GP

spent 26 years as a GP in inner London and Cirencester, where he combined practice with hospital work in elderly care. Since 2000 he has specialised in behavioural medicine. He currently works with the New Medicine Group in London and in private practice. He conducts lectures and seminars on the effects of stress for individuals and organisations, and is a tutor on the whole person medicine course for first year students in the School of Medicine at the University of Bristol.

Dr Sue Blake GP

is a GP Principal, trainer and appraiser working in North London. She is also Senior Clinical Lecturer in Primary care in the Adult Department at the Tavistock Clinic, having completed training in both psychiatry and psychotherapy. Her research interests have included psychological aspects of breast cancer, applications of psychotherapy in primary care settings and depression in primary care. She has recently co-edited a book in the Tavistock Clinic Series *Reflecting on Reality - Psychotherapists at Work in Primary Care*.

Dr Surendra Deo GP

is an educator at the undergraduate and postgraduate level with extensive experience of working with and supporting doctors in crisis who are being investigated in performance procedures. He is a former assessor and advisor to primary care and equality forums in the National Clinical Assessment Service (NCAS).

Dr Andrew Elder GP

has been a GP for over 30 years with a longstanding interest in the psychotherapeutic aspects of the doctor-patient relationship in general practice, Balint group training, and psychotherapy in primary care. His most recent book is *Mental Health in Primary Care: a new approach* (with Jeremy Holmes). Currently he chairs the Primary Care Section of APP (Association for Psychoanalytic Psychotherapy in the NHS); is vice-President of the Balint Society and an honorary consultant at the Tavistock Centre.

Professor Linda Gask

is Professor of Primary Care Psychiatry at the University of Manchester with extensive experience of training GPs and psychiatrists in communication skills and in analysis of the doctor-patient consultation. She is Consultant Psychiatrist in Salford undertaking research at the National Primary Care Research and Development Centre.

Dr Nuri Gene-Cos

is a Consultant Psychiatrist at the Traumatic Stress Service at the Maudsley Hospital with extensive experiences in general psychiatry. She specialises in neuropsychiatry and undertakes individual and family therapy work for people with Post Traumatic Stress Disorder. She is also a Consultant Psychiatrist at Edgware General Hospital.

Prof Frank Hucklebridge

is Professor of Psychophysiology at the University of Westminster teaching physiology, psychophysiology, reproduction, endocrinology, immunology. His research areas are hypothalamic-pituitary-adrenal response to stress and its regulation; cortisol circadian cycle; the psychophysiology of the secretory immune system; role of the adrenal steroids.

Dr Abayomi McEwen

Having retired from 25 years in general practice Abayomi McEwen is the Primary Care Tutor and GP Peer Appraisal lead for Epping Forest PCT. She is the Communication Skills Facilitator for the Eastern Deanery and a member of National Association of Primary Care Educators' appraisal group (NAPCE).

Dr Sue Morrison

is an inner city GP and educationalist. She is currently Associate Director in the London PG GP Deanery with a special responsibility for CPD and past examiner for the RCGP. She has taught on 'Teaching the Teachers' course and runs masters programmes in Interprofessional Education and Interprofessional Health and Social Care at the University of Westminster.

Dr Roger Neighbour

was a principal in general practice for 30 years and is currently President of the Royal College of General Practitioners. He was a member of a Balint Group for 6 years with a particular interest in the psychology of the doctor-patient relationship. He is author of *The Inner Consultation*, *The Inner Apprentice* and a collection of medico-philosophical writings *I'm Too Hot Now*.

Dr Jonathan Riddell

works as a GP Principal in large North London Group Practice. He has been involved in GP Training for more than 20 years and is Lead Appraiser for Haringey Teaching Primary Care Trust. He has a special interest in difficulties in the doctor-patient relationship.

Speakers & workshop leaders

Jenny Riddell

is a UKCP registered Psychoanalytic Psychotherapist with the Centre for Attachment-based Psychoanalytic Psychotherapy. She is course leader for the Relate Post-graduate Diploma and MA in Couple Therapy in London and supervises and teaches on various other psychotherapy programmes.

Jane Ryan

Formerly a UKCP registered psychotherapist with the Centre for Attachment-based Psychoanalytic Psychotherapy, she founded and runs Confer - an organisation dedicated to providing innovative and useful CPD for psychotherapists and doctors. She is the editor of the book: *How Does Psychotherapy Work?* (2005) and the forthcoming book *Remarkable Tales of Psychotherapy* (2006).

Dr Alan Watkins,

is Honorary Senior Lecturer in Department of Neuroscience and Psychological Behaviour at Imperial College, London. He is director of Cardiac-Coherence, a training and research consultancy to support systemic, sustainable solutions to challenges of life. He is Author-Editor of *Mind Body Medicine*. He is qualified in medicine and has a PhD in immunology.

Kate White

is a training therapist, supervisor and teacher at the Centre for Attachment-based Psychoanalytic Psychotherapy. Formerly a senior lecturer in the Diploma in District Nursing at South Bank University, she currently writes and leads workshops on the themes of attachment and trauma in clinical practice. She is editor of: *Unmasking Race, Culture & Attachment in the Psychoanalytic Space* and *Touch: Attachment and the Body*.

Dr Sotiris Zalidis

is Principal General Practitioner in a busy training group practice in Hackney. He has a special interest in psychotherapy and psychosomatic medicine and member of the Balint Society. He has written a number of papers on psychosomatic problems and frequent presenters in general practice. Author of: *The General Practitioner, his Patients and their Feelings*.

What is Confer?

Confer is an independent organisation providing innovative CPD for psychotherapists and doctors. Its conferences and seminars are designed to focus on the cutting-edge of research and theoretical thinking as it is applied to psychotherapy, aspects of medicine and to the culture as a whole.

The organisation brings together the most experienced authors and thinkers to present challenging work and to deepen our thinking. We use an interdisciplinary approach to encourage cross-fertilisation between professional disciplines involved in mental health. About 300 theoreticians and authors have contributed presentations since we began in 1999. Each project, seminar series or conference is created by a team of experts concerned with that theme.

Our previous set of workshop conferences for GPs focused on unexplained symptoms, examining aetiology, diagnosis and treatment. We found that in the search for a physical symptom there can be undue emphasis on the organic, and that psychological issues are complex to work with in a primary care setting. Recent breakthroughs in neuroscience have brought about a shift in how we understand the relationship between body and mind so that sustained arousal or stress is now understood to be an integrated mind-body state that can most effectively be treated with an integrated approach. We considered new methodologies for such an approach.

Our core value is to create a learning environment that welcomes practitioners from all approaches and disciplines so that we can learn from each other. We aim to create a secure and friendly setting for the many practitioners who attend our events.

"Confer has been a fresh lung in the psychotherapy world. It has brought together excellent clinicians and thinkers across the disciplines and create a space for us to talk, to listen and to be listened to. It has pioneered masterclasses, tackled the knotty clinical and theoretical issues most urgent in our practices and offered the first year-long course on medical matters for psychotherapists. Confer has provided post graduate continuing education to the profession at very high standard."

Dr Susie Orbach



Information & Booking

Dates:	Fridays: 7 July 2006 22 September 2006 13 October 2006 19 January 2007 9 March 2007
Registration:	9.30am
Event:	10.0am - 5.30pm
Reception:	5.30 - 6.30pm
Venue:	The Long Room, Royal College of GPs, 14 Princes Gate, London SW7
Fees:	
Whole set:	£500 plus VAT
Single day:	£130 plus VAT
CPD hours:	5.75 hours per day 28.75 hours in total
Refreshments:	Tea, coffee, biscuits plus 2 course lunch and wine reception are included
Further Information:	info@confer.demon.co.uk www.confer.uk.com Tel: 01728 689090
Director of Confer:	Jane Ryan
Course Consultants:	Dr Andrew Elder Jenny Riddell Dr Jonathan Riddell Dr Sotiris Zalidis
To Book:	Please complete and return booking form with payment to: Confer, 36a Mildmay Road, London N1 4NG

Unexplained symptoms

Frequent presenters

Attachment and trauma

Psycho-Somatisation

Psycho-Physiological

Secondary trauma

Patients who control
proximity

Incapacity to heal

Countertransference

Impossible patients

Doctor-patient relationship

Emotionally
sustainable practice

Fear of making mistakes

Management issues

Booking Form

Name _____

Address _____

_____ Postcode _____

Telephone _____ Email _____

Occupation _____

Membership(s) _____

I am booking for the following conference-workshops: (please tick)

All 5

The following selection: (please tick)

7 July 2006 22 Sept 2006 13 Oct 2006 19 January 2007 9 March 2007

Whole set: £500 plus VAT: £587.50

Single day: £130 plus VAT = £152.75

I am enclosing a cheque for: £ _____ Cheques are payable to Confer Ltd

I am paying by credit card. Please debit this card number for the sum of £ _____

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Issue number

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Expiry date

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 Valid from date

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Signed _____ Date of booking _____

If you are being funded please submit your booking form with a purchase order number for your finance department so that we can invoice them correctly

Please return to: **Confer, 36a Mildmay Road, London N1 4NG**

For office use:

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CONFER

Can we keep you updated on our activities?

Confer sends out an e-newsletter to let people know what courses, conferences and seminars we are running, and what we are planning for the future.

If you would like to receive this, please fill out this form giving us your full name and email address:

I would like to receive the Confer bulletin:

Name _____

Telephone Number _____

Email address (please print clearly) _____

Email address (please confirm) _____

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