

Dr Andrew Ward – Curriculum Vitae

Contact	Email: aw139@le.ac.uk Web: https://le.ac.uk/people/andy-ward
GMC Number	3664698 - Date of full registration 1 st August 1993
Medical Degree	MChB Leicester 1992
Postgraduate Qualifications	Diploma of the Royal College of Obstetricians 1995 Post Graduate Certificate in Medical Education 2007 MSc in Clinical Leadership, Education and Research (with Distinction) 2021
Memberships	<p>Member of UK Council for Clinical Communication since 2007</p> <ul style="list-style-type: none"> • Representative body of the communication teaching leads from all the Medical Schools in the UK • Excellent forum for collaboration with colleagues from other medical schools <p>Membership of the Academy of Medical Educators 2012</p> <p>UK National Representative EACH - International Association for Communication in Healthcare - since 2020 (Deputy National Representative 2017-2020)</p> <ul style="list-style-type: none"> • Member of Advisory Committee • Member of selection panel for EACH President 2022 • Member of organising committee for 2022 International Conference on Communication in Healthcare • Co-led the development of the “tEACH Forum” in 2021 – a regular online CPD event focusing on areas of interest in the teaching of communication skills <p>Membership of the Royal College of General Practitioners</p>

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Awards	<p>Senior Fellow Higher Education Academy 2014</p> <p>University of Leicester Distinguished Teaching Fellowship 2015</p> <ul style="list-style-type: none"> Awarded for the development of innovative teaching on the use of electronic communication with patients in collaboration with the social enterprise Patients Know Best <p>Merit Award - University of Leicester 2019</p> <ul style="list-style-type: none"> Awarded for work in creating and leading the Compassionate Holistic Diagnostic Detective (CHDD) course in Phase 1 of the medical curriculum. <p>Denis O’Leary Medical Educator Award 2020</p> <ul style="list-style-type: none"> Awarded for creating and leading the design and delivery of a social prescribing scheme by medical students in general practice.
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Current Posts	
<p>Salaried GP Inclusion Healthcare Charles Berry House 45 East Bond Street Leicester LE1 4SX</p> <p><i>In post since October 2021</i></p>	<p>1 session per week</p> <p>Providing primary care services to people experiencing homelessness in the City of Leicester</p>
<p>Senior Clinical Educator Leicester Medical School College of Life Sciences University of Leicester Leicester LE1 7RH</p> <p><i>In post since April 2005</i></p>	<p>Clinical Lead for Communication Skills since 2007</p> <p>Compassionate Holistic Diagnostic Detective Course Lead since 2016</p> <p>Member of the Project Light leadership team - working to enable student placements in the homeless sector</p> <p>Education Lead Stoneygate Centre for Empathic Healthcare</p> <p>Developing innovative and evidence-based teaching interventions across the medical curriculum to increase and sustain empathy in our medical students.</p> <p>Carrying out research in communication skills, empathy in medical interactions and digital consultations between medical students and patients.</p> <p>Please see publications list for more details.</p>

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<p>Presenter NB Medical Education https://www.nbmedical.com <i>In post since September 2021</i></p>	<p>Delivering webinars to GPs across the UK and beyond</p> <p>NB Medical is the UK’s leading private Primary Care educator and provides CPD events on “hot topics” for practising GPs and nurses</p> <p>The role requires excellent presentation skills and the ability to engage a remote audience of several hundred for up to eight hours a day</p> <p>Feedback from delegates has been excellent despite the challenges that this entails.</p> <p>Produced and delivered a session on refugee and migrant health, made available free through the NB Medical website. Viewed by over 800 people online</p>
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<p>Previous Posts (since completion of GP training in 1998)</p>	
<p>Director of Education and Training Lakeside Healthcare Group Exchange Court Corby NN17 1TY <i>December 2018 – March 2022</i></p>	<p>Responsible for overseeing the development of Lakeside Healthcare Group (LHG)’s teaching and training activities</p> <p>LHG hosts medical students from Leicester, Cambridge and Lincoln Medical Schools – over 200 students per year under my leadership</p> <p>Introduced innovative teaching sessions on inter-professional working (with nursing students from De Montfort University), work and health, social prescribing, and homeless healthcare</p> <p>Responsible for developing and delivering educational content for nurses and other allied health professionals working in the organisation</p>
<p>GP Lakeside Healthcare Cottingham Road Corby NN17 2UR <i>April 2016 – October 2021</i></p>	<p>Initially GP partner working 4 clinical sessions per week</p> <p>Largest GP partnership in the UK</p> <p>From September 2020, became salaried GP working 2 clinical sessions per week</p> <p>Based at Lakeside Corby – one of the largest GP practices in the UK with over 48000 registered patients</p> <p>Clinical supervisor for Academic Foundation doctors based at the practice</p>

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GP Partner South Wigston Health Centre 80 Blaby Road South Wigston LE18 4SE <i>April 1998 - April 2016</i>	Training practice hosting Leicester Medical Students Initially worked 8 clinical sessions before reducing to 5 to enable take up of role at Leicester Medical School in 2005 I was instrumental in the formation of the South Leicester Academy of Teaching Practices
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Personal Statement

I have worked at Leicester Medical School since 2005. The main focus of my responsibilities is in Phase 1 (the first two years of the Medical degree), where I lead the Compassionate Holistic Diagnostic Detective (CHDD) course. This is the biggest unit in the medical curriculum, spanning the first two years of the degree and providing over 30 sessions of small group teaching to our current intake of around 300 students per year. I have led the development of all session plans, teaching materials, innovations, and assessments, and recruited and trained a team of 46 GPs to teach on the course.

The CHDD course has always been innovative and within it I have developed new ways of teaching communication skills, examination skills, diversity, diagnostic reasoning, patient-safety and patient-centred care. This has required me to cultivate the GP tutors' skills in small group teaching and introduce them to unfamiliar ways of approaching diagnostic reasoning and diversity. I have achieved that by creating a learning community utilising social media and CPD sessions. During the pandemic I also helped the tutors rapidly adjust to remote teaching methods.

Student and GP Tutor feedback

"What an incredible course! A new innovative subtle way of learning building on each session.... At the end of the course, they are so surprised at how much they've learnt through fun interactive and very well-planned lessons. I've also thoroughly enjoyed teaching this course and learnt amongst other things the academic basis of constructing a differential diagnosis."—GP Tutor

"CHDD is a truly ground-breaking module that is imperative for all medical students. Led by the hugely supportive and enthusiastic Dr Andy Ward, CHDD gives pre-clinical students the unique opportunity to grasp skills that are vital as a foundation for the clinical years to build on. Tutors benefit from the thoroughly prepared course material and peer-support from other course tutors and the course lead"—GP Tutor

"A great and interactive approach to learning those skills which are going to be essential for the rest of our lives"—Year 2 student

"CHDD is a vital module as it reminds us that being a doctor is not solely based on academia but about understanding patients, their complaints, their attitudes to health, what they desire from medical professionals etc."—Year 2 student

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Publications

Pankhania M, Judd O, **Ward A**. *Otorrhoea*. BMJ 2011; 342: d2299

Hayward E, **Ward A**. *Virtual learning communities for faculty members: does WhatsApp work?* Medical Education 52(5):569 01 May 2018

Ward A, Bethea J, Hsu R. *Exploring life with a long-term condition using asynchronous online communication*. Patient Education and Counseling Volume 102, Issue 12, December 2019, Pages 2325-2329

Ward A, Asif A, Cattermole R, Chima J, Ebbatson T, Mahi I, Richardson N, Sheikh H. *Social prescribing by students: the design and delivery of a social prescribing scheme by medical students in general practice*. Education for Primary Care, 31:5, 318-322, DOI: 10.1080/14739879.2020.1799437

Cairns P, Pinker I, **Ward A**, Watson E, Laidlaw A. *Empathy maps in communication skills training*. Clinical Teacher. 2021;18:142–146. <https://doi.org/10.1111/tct.13270>

Alzeera M, **Ward, A**. *Involving medical students in the planning and delivery of a vaccination and health screening outreach clinic*. Education for Primary Care, 33:2, 113-119, 2022. DOI: 10.1080/14739879.2021.1983732

Ward, A. Morrison, C. *A collaboration on teaching communication by text*. Clin Teach. 2022; 1– 5. <https://doi.org/10.1111/tct.13498>

Ward A, Critoph D, Westacott R, Williams R, Dogra N. *A collaboration on teaching and assessing triadic consultation skills*. PEC Innovation 2022;1:100091. <https://doi.org/10.1016/j.pecinn.2022.100091>

Winter, R., **Ward, A.**, Norman, R.I. et al. *A survey of clinical empathy training at UK medical schools*. BMC Med Educ 23, 40 (2023). <https://doi.org/10.1186/s12909-022-03993-5>

Ward, A. Howick, J. *Teaching an empathy-focused approach to difficult consultations: a pilot session and co-production evaluation workshop*. Education for Primary Care (10.08.2023) <https://doi.org/10.1080/14739879.2023.2241037>

Ward A, Andrews L, Black A, Williamson AE. *Communicating Effectively with Inclusion Health Populations: 2022 ICCH Symposium*. Patient Education and Counseling. 2023 Sep 9:107977. <https://doi.org/10.1016/j.pec.2023.107977>

Slavin, D., Winter, R., **Ward A.**, Howick, J. *On the need for empathy in the acute hospital setting*. British Journal of Hospital Medicine. 2023 Sep <https://doi.org/10.12968/hmed.2023.0210>

Keshkar, L., Madigan, C.D., **Ward, A.**, Ahmed, S., Tanna, V., Rahman, I., Bostock, J., Nockels, K., Wang, W., Gillies, C.L. and Howick, J., 2024. *The Effect of Practitioner Empathy on Patient Satisfaction: A Systematic Review of Randomized Trials*. Annals of Internal Medicine. 2024 Jan 30 <https://doi.org/10.7326/M23-2168>

Howick J, **Ward A**, Papanikitas A. *Just do it! Ten easy ways to enhance empathy in the consultation*. British Journal of General Practice. 2024 Mar 1;74(740):124-5. DOI: <https://doi.org/10.3399/bjgp24X736593>

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Presentations and Workshops

Workshop: ***“Using a novel technology to develop online consultation and communication between students and patients”*** with J. Bethea

UK Conference for Clinical Communication in Undergraduate Medical Education

11th March 2015. Manchester, UK.

Workshop: ***“Integrating Diversity into Communication Skills Training”*** with N. Dogra

International Conference on Communication in Healthcare.

9th September 2016. Heidelberg, Germany

Oral Presentation: ***“Teaching Medical Students About Life with a Long-Term Condition Through Online Communication with Patients”***

Regional Conference. Society for Academic Primary Care

21st March 2017. Lincoln, UK.

Workshop: ***“Integrating Diversity into Communication Skills Training”*** with N. Dogra

EACH Summer Event

5th – 6th September 2017. London, UK.

Elevator Pitch: ***“Exploring Life with a Long-Term Condition Using Asynchronous Online Communication”***

Annual Scientific Meeting. Society for Academic Primary Care

12th July 2017. Warwick, UK.

Dangerous idea: ***“The Wrong People Doing the Right Jobs”***

Annual Scientific Meeting. Society for Academic Primary Care

14th July 2017. Warwick, UK.

Workshop: ***“The teaching and assessment of triadic communication skills”***

International Conference on Communication in Healthcare with D. Critoph (University of Cambridge), R. Westacott, N. Dogra

4th September 2018. Porto, Portugal

Oral presentation: ***“Exploring life with a long-term condition using asynchronous online communication”***.

International Conference on Communication in Healthcare.

3rd September 2018. Porto, Portugal

Workshop: ***“Empathy maps: what are they, and how could they help develop empathy and compassion in medical students?”*** with A. Laidlaw, E. Watson, P. Cairns (St Andrews Medical School)

UK Conference for Clinical Communication in Undergraduate Medical Education

6th March 2019. Manchester, UK.

Workshop: ***“The teaching and assessment of triadic communication skills”***

UK Conference for Clinical Communication in Undergraduate Medical Education

6th March 2019. Manchester, UK.

Workshop: ***“Communication using technology”*** with L. Morris (Cardiff University).

UK Council for Clinical Communication Meeting

22nd November 2019. Dundee, UK.

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Workshop: ***“Teaching Remote Consultation Skills”*** with L. Morris (Cardiff University)
International Conference on Communication in Healthcare
9th September 2020. Online.

Oral presentation: ***“Collaborative Development of a Triadic Consultation Assessment in two UK Medical Schools”*** with D. Critoph (University of Cambridge)
International Conference on Communication in Healthcare
10th September 2020. Online.

Roundtable discussion: ***“Sharing experiences of digital & phone consultations & working with Personal Protective Equipment”*** joint-chair with E. van Weel-Baumgarten (Radboud University Medical Center, Netherlands)
International Conference of Communication in Healthcare
16th April 2021. Online.

Oral presentation: ***“The use of online assessment and text-based communication between medical students and patients in lifestyle modification”***
AMEE 2021 Virtual Conference. 30th August 2021. Online

Symposium (Chair): ***“Communicating Effectively with Inclusion Health Populations”*** with L. Andrews (Change Communication), A. Black (Public Health Scotland), A. Williamson (University of Glasgow)
International Conference on Communication in Healthcare
To be presented 8th September 2022. Glasgow.

Oral Presentation: ***“Working with Interpreters”***
Pathways to Homelessness Conference
15th March 2023. London.

Plenary Lecture: ***“The Role of Empathy in Healthcare”***
29th International Conference on Health Promoting Hospitals and Health Services
21st September 2023. Vienna.

Plenary Lecture: ***“The Importance of Empathy in Inclusion Healthcare”*** with R. Cottington (Hepatitis C Trust)
Listening to Community Voices - Inclusion Health Symposium
18th October 2023. Anglia Ruskin University. Chelmsford.

Oral Presentation: ***“Collaborative development and evaluation of an OSCE station assessing the use of the SBAR tool in handover”***
Conference on the Assessment of Competence in Medicine and the Healthcare Professions
27th February 2024. Melbourne, Australia.

Workshop: ***“Creating Empathic Systems”***
Having Impact on Health Communication – EACH Australia Professional Development and Networking Opportunity.
29th February 2024. University of Melbourne, Australia.

Oral Presentation: ***“The Importance of Empathy in Inclusion Healthcare”*** with R. Cottington (Hepatitis C Trust)
Pathways from Homelessness Conference
13th March 2024. London.

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Forthcoming Presentations:

Symposium (Chair): ***“Inclusion healthcare – empathy, trauma-informed practice and medical education”*** with A. Williamson (University of Glasgow), S. Ahluwalia (Anglia Ruskin University), R Cottingham (Hep C Trust).

ASME Annual Scientific Meeting

12th July 2024, Warwick

Workshop: ***“Teaching an empathy-focused approach to consultations with annoyed, upset or angry patients”*** with R. Babla

International Conference of Communication in Healthcare

9th-13th September 2024. Zaragoza, Spain

Roundtable: ***“Empathic Healthcare – How Can We Change the System?”*** with J. Howick, J. Solomon, A Bennett-Weston (Stoneygate Centre for Empathic Healthcare)

International Conference of Communication in Healthcare

9th-13th September 2024. Zaragoza, Spain

Symposium: ***“HCER SIG-Healthcare communication research on the teaching and learning of empathy”*** with A. Papageorgiou (University of Nicosia), J. Foucart (Université Libre de Bruxelles), J. Solomon (Stoneygate Centre for Empathic Healthcare)

International Conference of Communication in Healthcare

9th-13th September 2024. Zaragoza, Spain

Outside Work

I live with my family in Leicester. I am a keen cyclist with a strange attraction to muddy conditions. I enjoy walking my dogs, music, reading and holidays in the great outdoors.