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Tēnā koe

## Re: PCM courses at CCDHB / HVDHB

We started running courses at CCDHB in 2019. By November 2021 we had facilitated 11 courses, nine PCM 1 courses and two PCM 2 courses. Just over 100 SMO attendees have been on a PCM 1 or PCM 2 course based here at CCDHB. To me this number of attendees shows the success of the course itself. People come because of "word of mouth" feedback from colleagues. The popularity is really at a "grass roots" level.

Quotes from people that have done the course here include:

"I found the course enlightening and really valuable. I've tried hard to use the skills in some of my professional and personal interactions and have been surprised and delighted by some of the responses I've had."

Sally Ure, Clinical Director for Anaesthesia and Pain

"Insightful communication course. I now enjoy conflict situation!"

Kelvin Woon, Clinical Lead for Neurosurgery

"It really is very helpful to have a non-judgmental and non-pathologizing tool or way of approaching any conversation, be it with yourself internally or any other person."

Dr Dirk Welschof, Consultant Psychiatrist

We have already booked three more courses this year and are likely to organise more.

Ngā mihi

Dr Douglas Mein FRCA FANZCA Consultant Anaesthetist