

# The Learning Environment Health Check

## Element 5 - Communication

The [Learning Environment Health Check](#) is a self-assessment tool which is used to identify gaps and solutions to support supervisors in comprehensively structuring the learning environment.

The Health Check ensures that GP supervisors can be confident that their learning environment is best practice. It also helps new GP supervisors to [Prepare Your Practice](#) for the quality training of GP registrars.

Module Five consists of eight questions, taking no more than 4 minutes to complete.

The questions in this second self-assessment module align with Element 5 of the [Learning Environment](#). Select responses to the statements and questions below that best suit your practice context and operations. Feedback contained in this self-assessment can be utilised to improve teaching and learning at your practice.

### AVAILABLE ONLINE

The online version of this self-assessment tool includes links to resources and tailored one-on-one support.

[Click here](#)



## ELEMENT 5 - EFFECTIVE COMMUNICATION PROCESSES

**Effective communication is a key component of high-quality learning and involves modelling good communication between practice staff and learners.**

5.1.1 Monthly pastoral care discussions are conducted with registrars. These meetings are separate to any clinical supervision discussions/meetings.

Yes

No - we would like to better understand how to undertake and distinguish between clinical supervision and employment performance management and pastoral care

**Feedback:** View GPSA's website page on [Performance Management](#), there is also a short clip available to [watch here](#) explaining the difference between clinical supervision and employment supervision.

5.1.2 Pastoral care discussions are documented in a standardised way.

Yes

No - we would like to view a template of standardised discussion points

**Feedback:** View [GPSA's template here](#) to support the conduct and documentation of pastoral care discussions.



5.1.3 Practice staff are comfortable and equipped with giving feedback. They all have the skills to do this in a constructive way (e.g. correctly identifying sources of information for feedback, asking permission to give feedback, ensuring it is timely, etc.)

Strongly disagree    1    2    3    4    5    Strongly agree

**Feedback:** The GPSA guide to '[Giving Effective Feedback](#)' explains the importance of quality feedback and how to incorporate this into training your GP registrar. It is intended to help you implement strategies that will make providing feedback a meaningful and constructive experience for you both.

5.1.4 Practice staff display sensitivity to cultural, gender, and sexual diversity:

Strongly disagree    1    2    3    4    5    Strongly agree

**Feedback:** GPSA currently has two guides which one may find useful, containing a range of resources, actions, and templates: [Aboriginal and Torres Strait Islander Health](#) and [LGBTQIA+ Inclusive Healthcare](#).

5.1.5 When supervising, what balance is struck between formal and informal conversations and meetings with your registrar/s?

Mostly informal    1    2    3    4    5    Mostly formal

5.2.1 Practice staff and learners are educated about what is meant by good communication and how to achieve it:

Strongly disagree    1    2    3    4    5    Strongly agree

**Feedback:** Download a short [information sheet](#) on what defines 'good communication' and how to achieve it. This document is an extract from the GPSA Guide to [Team Leadership in General Practice](#).

5.2.2 The practice has a written protocol about communication which sets out organisational structures and processes and describes actions, behaviours, expectations, and responsibilities of practice staff and learners:

Yes

No

Unsure



5.2.3 Has your practice ever changed its communication practices in light of changes in environment or circumstances?

Yes

No

Unsure

**GPSA members can receive personalised support to structure their learning environment for general practice training. Contact [memberservices@gpsa.org.au](mailto:memberservices@gpsa.org.au) for more information**

