Multimedia

Dealing with Difficult Staff in the NHS

Robin Gourlay
Kogan Page
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Is it a problem of motivation, a struggle for power or simply resistance to change? There are many reasons why people can be difficult in the workplace. One of the greatest challenges facing managers is getting all their staff to pull in the same direction. This book presents a varied selection of tools that might help. First define your problem, then pick the best tool for the job. Use the rapport-building tool to 'get on the same wavelength' as the difficult person. Turn to the temperament tool for an explanation of 'personality clash'. These, and the other tools, give down-to-earth suggestions for unravelling sticky problems. Let them open your mind as to what may be the cause of your problems. Reviewed by Ruth Sander MSc, BA, PGCE, RN.

The Contraceptive Education Service, which is run jointly by the Health Education Authority (HEA) and the Family Planning Association, has launched a resource designed to improve the advice practice nurses give. Supporting Effective Contraceptive Use: A Resource for Practice Nurses offers clear and practical advice on how to make contraceptive advice services accessible and effective. Copies are free to practice nurses in England only on request from HEA Customer Services, Marston Book Services, PO Box 269, Abingdon, Oxon. Tel: 01235 465565. Fax: 01235 465556.

Research by Gail Miller

A web site for professionals, parents and sufferers seeking information about attention deficit hyperactivity disorder is now live. Visit www.gailmiller.clara.net for details.

Counselling and hospital referral

Counselling in general practice results in higher referral rates to clinical psychologists and no difference in referral rates to outpatient psychiatry.

Researchers investigated the referral rates per 1,000 practice population for 15 practices with a counsellor and for 28 without. The median referral rate to clinical psychology was 4.1 per 1,000 practices with a counsellor and 0.8 per 1,000 for practices without. For referral to outpatient psychiatry, referral rates were 1.8 and 1.7 per 1,000 for surgeries with and without a counsellor respectively.


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