

Revolutionising Communication Skills Training

GM Cancer x Recourse AI

Why change was needed

- 1 in 3 NHS complaints relate to communication.
- NHS England ACCEND framework highlights communication as central to quality care at all levels.
- Traditional training is costly (£900+ for 2 days), hard to scale, and not inclusive.

Our Innovation

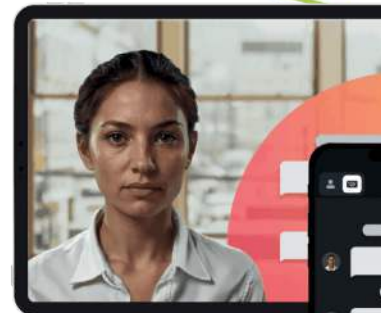
- Blends standardised theoretical eLearning with AI-powered immersive simulations.
- Provides a safe, judgement-free environment to practise complex conversations.
- Scenarios can be tailored to diverse needs and scenarios to reflect our population.
- In the moment, bespoke feedback to track progress.
- Access anytime, anywhere.

Impact so far

- Piloted with 200 professionals across multiple disciplines.
- Confidence rose from 10% to 100% post-training.
- 93% rated 4 stars or higher.
- 82% found scenarios directly relevant to practice.
- Now rolled out nationally

Why it matters

- ✓ Scalable and sustainable beyond cancer services.
- ✓ Supports the entirety of the workforce, irrespective of level of practice
- ✓ Aligns with the NHS's drive for digital-first, inclusive education.



What staff say

"The AI meant I could test different techniques with no judgement, in my own time."
"It really helped me consider all aspects of the situation, from everyone's viewpoint."
"I now feel confident delivering difficult conversations that I once dreaded."

What's next?

- ✓ Academic evaluation underway with Manchester Metropolitan University
- ✓ Build scenarios for other specialities
- ✓ Share learning nationally