for **Building Relationships**



Hello, my name is Linda Ryan and I am the doctor/nurse/ physiotherapist looking after you today. What is your name?

John Grace

How do you like to be called? Johnny

And who is with you here today?

My daughter Mary

#2. NON-VERBAL **BEHAVIOUR**



Warm facial expression



Good eye contact



Open body language

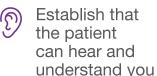


Appropriate volume, slow pace & warm tone of voice



Keep the focus on the patient while making notes or using the computer

#3. INVOLVE THE PATIENT





Share your thinking

What I am thinking now is...



Ask permission for what you for what you are doing

> Is it ok if I take vour blood pressure?

#4. EMPATHY G.I.V.E.



Get Pause when you notice emotion

Identify

"I can see that you are worried"

Validate "It's overwhelming everything you've been going through"

Explore "Tell me more"









for Initiating the Consultation

#1. PREPARE



Prepare yourself

- Personal appearance
- Complete any outstanding tasks



Prepare the environment

- Pen, paper, healthcare record
- Ensure privacy
- Turn phone to silent



Prepare your information

- Read records carefully
- Summarise what you know
- Consider your agenda

#2. ESTABLISH INITIAL RAPPORT



- Greet patient
- Obtain patient's name



- Introduce yourself, your role and the nature of the consultation
- Check how patient prefers to be addressed



- Obtain consent
- Demonstrate respect and interest



 Tell the patient what you have done to prepare for the consultation

> I have read the letter from the GP

#3. IDENTIFY THE REASONS FOR THE CONSULTATION



Begin with an open question

How can we help you today?



 Listen attentively without interrupting



- Elicit list of issues to discuss
- Screen for further problems

What else?



- Negotiate agenda
- Summarise shared agenda

How does that sound?













for **Gathering Information**

#1. EXPLORE THE PATIENT'S PROBLEM

Encourage the patient to tell their story

Tell me about the problem

Screen for other problems and symptoms

What else?

Use summaries

Can I just check I've got it right - the problem started two weeks ago...

Use a mixture of open and closed questions

Have you noticed any changes in your sleeping?

Listen attentively without interrupting

Respond to nonverbal cues

You look sad when you talk about your mother

Use easy to understand language

#2. UNDERSTAND THE PATIENT'S PERSPECTIVE

Use **I.C.E.** to establish what the patient is thinking



IDEAS

What has the patient been thinking about their problem? "Why do you think this has happened?"



CONCERNS

Sometimes a patient may have concerns that you have not considered "What has been the main worry for you?"



E EXPECTATIONS

What does the patient think might be the appropriate action? "What do you think might be the best way forward?"

Feelings

Respond to verbal or non-verbal cues

I can see that this has been frustrating for you

Effects of illness

Use open questions to explore this

How is this affecting you?









for Providing Information and Planning

#1. PROVIDE CORRECT AMOUNT AND TYPE OF INFORMATION

- Assess the patient's starting point
- Break the information into 'chunks'. Check the patient's understanding of each chunk

We covered a lot today. To make sure that I've explained things clearly, can you tell me...

- Ask what other information would be useful
- Avoid giving advice or reassurance prematurely

#2. AID PATIENT RECALL AND UNDERSTANDING

- Use easy to understand language
- Slow down
- Organise the explanation/ signpost

First I want to tell you about... & then I am going to talk about...

- Use visual aids
- Check understanding

What questions do you have for me now?

#3. INCORPORATE THE PATIENT'S PERSPECTIVE

 Relate explanation to the patient's ideas, concerns and expectations

You said you were worried the pain was angina...

Respond to non-verbal cues

You look worried

 Allow opportunity for patients to contribute



#4. SHARED DECISION MAKING AND PLANNING

 Share your thinking/offer suggestions & choices

I think that there are two options that we should discuss

 Encourage patient to contribute their ideas

What are your thoughts on this?

- Explore options with the patient
- Establish the patient's preferences

What matters most to you?

Negotiate the plan

Now that we had a chance to discuss your treatment options, which treatment do you think is right for you?

· Check with the patient

Can I just check you are happy with this plan?









for Closing the Consultation

#1. FORWARD PLAN



Next steps

- · Agree next steps for you and for the patient
- Emphasise support

"We are here to support you if you want to talk some more"



Safety-netting

- Discuss what to do if the plan is not working, when and how to seek help
- Be clear on where the patient can find information
- · Offer written summary, instructions or notes

#2. ENSURE APPROPRIATE POINT OF CLOSURE



Summarise

- Briefly summarise what was discussed
 "So just to review, we talked about..."
- Clarify plan of care



Final check

- Check that the patient agrees and is comfortable with the plan
- · Ask for any additional questions
- Ask the patient to tell you the most important things they will take from the consultation

Before you leave, let's recap. What are the main things you are going to do to manage your asthma at home?





Observe the patient's non verbals to judge if the patient appears ready to finish the consultation











for **Providing Structure**



#1 MAKE ORGANISATION OVERT

- Agree the agenda
 "First I want to find out... and then I want us to talk about..."
- Summarise throughout
 "So your appetite has not been the same and..."
- Signpost"Ok, so now let's talk about..."
- Clarify for family members how consultation will proceed
 "What I would like to do is hear from your mum and then you can tell me what has been worrying you"



#2 ATTEND TO FLOW

- Apply a logical structure to the consultation
- Keep to time







