

MODULE 2

Core Consultation Skills

Paediatric



Gathering information (Slide 54)

Background

The patient is a ten year old boy with a history of suspected asthma, who presents to the emergency room tonight. Came home from school today complaining of feeling unwell and shivering. Because of his history of asthma, the parents have a pulse oximeter which read 90% that evening at which time the parents took him to the Out-of-Hours GP service who referred him onward to the ED.

Say something like

"Now let's watch some of these skills in action. Think about the key stages of the Calgary-Cambridge Guide. As you watch the video, observe what skills the doctor uses throughout the consultation to gather information from the patient's mother and make a note of any good practice points you see that you could adopt in your practice."

Skills

The doctor in the video demonstrates skills in gathering information from the patient's mother while providing structure and continuing to build the relationship with the mother and her son. He:

- Greets the mother and her son and introduces himself
- Acknowledges that the patient and his mother have had to wait
- Asks open questions – 'How can we help you today?'
- Non-verbal and verbal encouragement – 'Mmm mmm/Nodding/Yes/Tell me some more/Uh huh
- Screens' – 'Anything else?'
- Uses summaries – 'So Sean seemed well this morning and went to school, didn't appear to be doing so well after school....'
- Moves to focused questions – 'Have you noticed if Sean has been coughing recently?'. 'When did you last give him the blue puffer?'
- Providing structure – 'Well what I would like to do now is to go over your story in a little more detail and ask you some more specific questions...'
- Reflected the mother's concerns (demonstrating empathy) – 'You checked his sats and temperature and are concerned about him.'
- Does not interrupt – lets the patient's mother talk.