

MODULE 2

Core Consultation Skills

General Acute



Initiating the session (Slide 43)

Background

Here is an example of a junior doctor initiating a consultation with a female patient who is lying in a hospital bed. The patient was admitted to hospital last night having collapsed on the street. She has not met this doctor before but has asked to talk to one of the medical team.

Say something like

“Now let’s look at a video of a junior hospital doctor initiating a consultation with a patient. In this video clip the patient is actually an actor. Watch the video clip and identify what skills the doctor uses to get this consultation off to a good start.”

Skills

The doctor in the video has accomplished a great deal getting off to a good start with the patient. He:

- Identified himself by name
- Established his role

- Checked the patient’s name (i.e. with correct patient)
- Asked if it was ok for him to take a seat
- Said that he had looked through the patient’s notes and had been told that the patient wanted to talk to him
- Checked how the patient was feeling today
- Acknowledged that the patient might be feeling confused and might have questions and that he was there to help
- Checked what the patient remembered
- Used active listening skills (nodding, leaning, verbal encouragers, trailing...)

A skill that is often missed is that the doctor refers to having read the notes, this is reassuring to patients – so if we have prepared for the consultation by reading notes, talking to colleagues, reading letters from GPs then we should tell the patient this!