

## MODULE 2

# Core Consultation Skills

## Paediatric



### Initiating the session (Slide 43)

#### Background

The patient is a ten year old boy with a history of suspected asthma, who presents to the emergency room tonight. He came home from school yesterday complaining of feeling unwell and shivering. The boys parents took him to the Out of Hours GP service. The GP referred him onwards to the Emergency Department.

#### Say something like

*“Now let’s look at a video of a paediatric nurse initiating a consultation with the mother of this patient. In this video clip the mother is actually an actor. Watch the video clip and identify what skills the nurse uses.”*

#### Skills

The paediatric nurse in the video has accomplished a great deal getting off to a good start with the mother. She:

- Identified herself by name
- Established her role
- Asked if it was ok for her to take a seat
- Said that she had looked through the patient’s notes and had been told that the patient’s mother wanted to talk to her
- Checked how the mother and patient were feeling today
- Acknowledged that the mother might be feeling confused and might have questions and that she was there to help
- Checked what the mother remembered
- Used active listening skills (nodding, leaning, verbal encouragers)
- Demonstrated empathy... ‘you must have been very worried about him’.