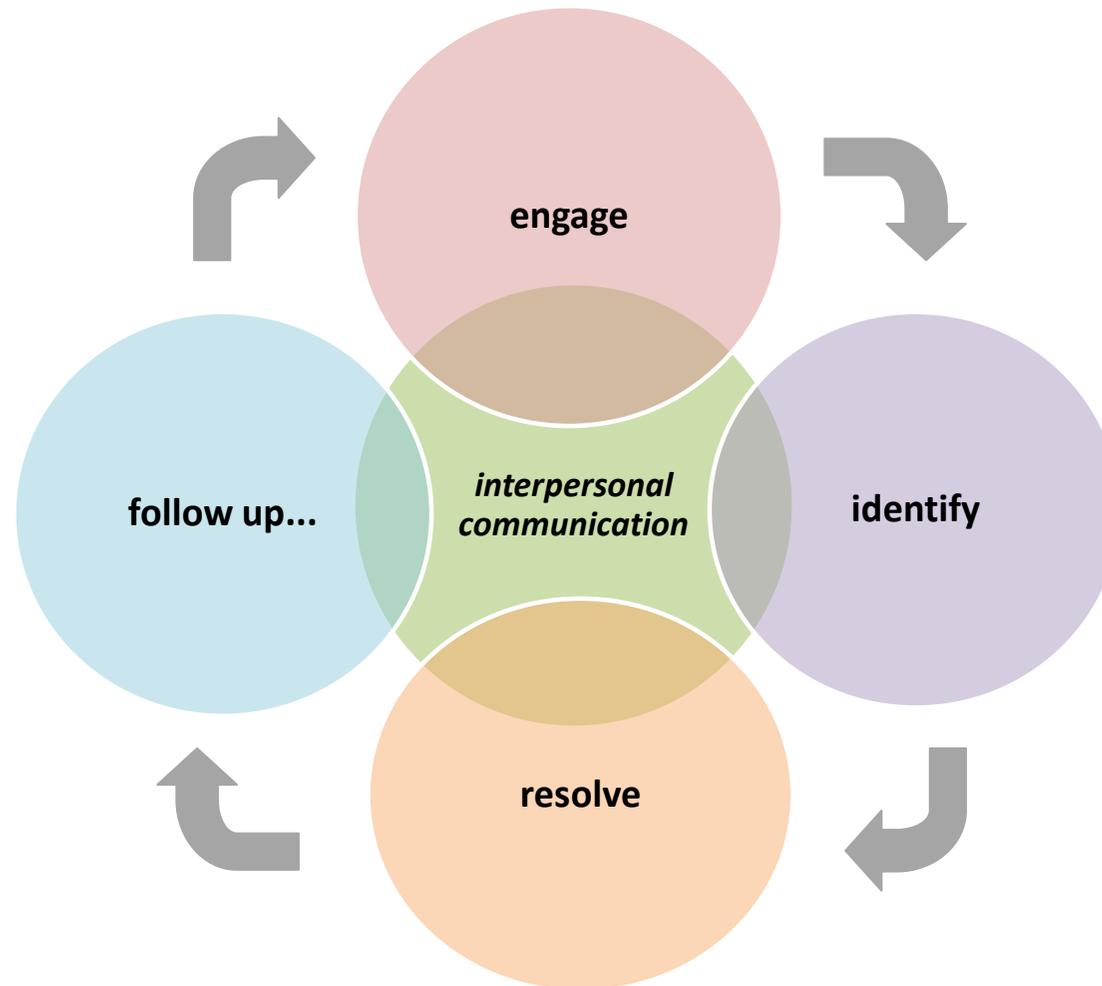


A Model for Consultation



A person-centred approach is applied, to enable and motivate an individual to manage their health (self-care).
It aims to achieve the best outcome possible within the limits of the unique circumstances.

Building the consultation

CRITERIA	DESCRIPTION	BEHAVIOURAL INDICATORS
Engage	Setting the scene for the conversation: <ul style="list-style-type: none"> • Making a good first impression • Establishing who we (both) are • Finding out what we want • Building trust <i>Many conversations are with people we haven't met before. We must quickly gain mutual understanding and trust.</i>	Shows a warm, open facial expression
		Makes an appropriate greeting
		Gives a personal introduction
		Identifies the subject (person) of the conversation
		Identifies the purpose of the conversation
		Gains consent to question
Identify	Retrieving information: <ul style="list-style-type: none"> • Using an appropriate technique to gain all the relevant information • Considering the situation as it affects the individual • Making appropriate documentation if relevant <i>Ensuring that all relevant information is obtained and considered prior to making a shared decision about the course of action.</i>	Uses an appropriate questioning strategy (starting open ... placing on person's agenda)
		Demonstrates listening by the course of questioning and advice
		Gains a full understanding of the situation/issue/symptoms
		Gains understanding of the individual (health conditions, medicines, lifestyle, social context..)
		Documents history/information as relevant (PMR, MUR, patient history)
		Explores individual's understanding and needs
		Identifies non-adherence issues
		Explores reasons or obstacles for non-adherence to advice or regimes
Checks own understanding		
Resolve	Making a decision/recommendation: <ul style="list-style-type: none"> • after consideration of the situation, as it affects the individual, and taking account of relevant health guidelines, and • communicating this to the individual in a way that they can act and understand <i>This is a shared decision and needs to be clearly and appropriately communicated</i>	Makes decision and recommendation appropriate to the situation (advice, product, referral)
		Involves the individual in making that decision (shared decision making)
		Gives appropriate advice to enable the recommendation to be actioned
		Takes account of relevant (health) guidelines
		Checks individual (person's) understanding
		Summarises key points
Follow up	Both parties are clear about the current position and next steps. <i>The opportunity to offer advice relating to health maintenance and ill-health prevention will have been taken by the healthcare professional. It will be clear that the consultation has come to an end.</i>	Attempts to empower and motivate the individual to take action
		Makes timescales for treatment or further action clear
		Adds health promoting advice if relevant
		Gives opportunity for questions and return
		Closes the consultation

Global Descriptors

Relating to *interpersonal communication* which underpins all 4 criteria previously described

CRITERIA	DESCRIPTION	BEHAVIOURAL INDICATORS
Verbal	<i>This relates to the words that are used and the way that they are said.</i>	Uses words that are appropriate to the person and the situation
		Exhibits command of expression and the English language
		Uses voice appropriately to the situation – in terms of volume, tone, pace, emphasis
		Uses language to manage power dynamics to optimise outcomes
Non-verbal	<i>This relates to the way you look and behave</i>	Gives eye contact
		Shows an open body language and posture
		Demonstrates active listening (and mirroring if appropriate)
		Use of silence
Empathy*	<i>This relates to how the person feels, and if they felt that account was taken of their unique situation and their changing emotions.</i>	Considers the person's individual situation and needs (on their agenda)
		Apparent desire to gain best outcome for the person
		Adapts and responds appropriately to cues from the individual (needs and concerns)
		There is congruence of communication (where non-verbal and verbal indicators are aligned)
Confidence*	<i>This relates to professionalism and management of the consultation. It also relates to giving confidence through having good topic/subject knowledge and awareness.</i>	Manages the consultation – makes appropriate use of time
		Consultation is structured and flows logically and coherently
		Identifies and focuses on key issues
		Understanding/knowledge of the topic (subject/symptom/medication knowledge)
		Attention to risk vs benefits

* How the person involved in the consultation feels. This cannot be assessed by a third party observer.