### Consultation skills observation form

<table>
<thead>
<tr>
<th>Skill/technique</th>
<th>Strengths</th>
<th>Could anything be done differently?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Welcoming</strong></td>
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<tr>
<td>• Greets the patient professionally using name</td>
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<tr>
<td>• Explains the nature of the consultation</td>
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<tr>
<td>• Builds rapport</td>
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<tr>
<td><strong>Questioning</strong></td>
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<tr>
<td>• Uses open questions to gather information</td>
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<td>• Actively listens and reflects back key points</td>
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<tr>
<td>• Structures consultation in a logical manner</td>
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<tr>
<td><strong>Building relationship/rapport</strong></td>
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<tr>
<td>• Uses open body language</td>
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<tr>
<td>• Shows empathy</td>
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<tr>
<td>• Is non-judgmental</td>
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<tr>
<td><strong>Explanation and planning</strong></td>
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<tr>
<td>• Uses appropriate language (no jargon) and gives information clearly</td>
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<tr>
<td>• Includes healthy lifestyle advice</td>
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<tr>
<td><strong>Patient centred approach</strong></td>
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<tr>
<td>• Involves patient in decisions and planning</td>
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<tr>
<td>• Makes suggestions rather than gives directives</td>
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<tr>
<td><strong>Closing the consultation</strong></td>
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<tr>
<td>• Summarises key issues</td>
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<td>• Asks patient to reflect back actions</td>
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<tr>
<td>• Checks patient is comfortable with plan</td>
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<tr>
<td>• Safety net – what to do if things don’t go to plan</td>
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<tr>
<td>• Uses visual clues to indicate closure</td>
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