

NMS video Intervention example 1 video: Consultation skills observation form – Some suggested feedback

Skill/technique	Strengths	Could anything be done differently?
<p><b>Welcoming</b></p> <ol style="list-style-type: none"> <li>1. Greets the patient professionally using name</li> <li>2. Explains the nature of the consultation</li> <li>3. Builds rapport</li> </ol>	<p>The introduction was very clear and the pharmacist immediately begins to build rapport by asking the patient if it is appropriate to address her by Christian name. Uses appropriate questioning to open up the consultation 'Have you had a chance to start taking your inhaler?'</p>	<p>It would have been useful to recap the planned purpose of the consultation and also give the patient an opportunity to contribute to the agenda. This may have encouraged the patient to mention smoking cessation without the need for it to be raised further by the pharmacist later in the consultation</p>
<p><b>Questioning</b></p> <ol style="list-style-type: none"> <li>1. Uses open questions to gather information</li> <li>2. Actively listens and reflects back key points</li> <li>3. Structures consultation in a logical manner</li> </ol>	<p>The pharmacist applies a mix of open and closed questions throughout. Open questions are delivered well and engage the patient as a partner in the discussion 'How are you getting on with your inhaler?' Also reflects and responds at points to demonstrate active listening 'so the only problem you've had is changing mouthpiece and you may occasionally have forgotten to use the inhaler'. Applies the NMS as a reference tool to structure the consultation without making it seem like a checklist of actions</p>	<p>Need to be cautious in applying closed questions to establish information. In this case the manner and tone in which the questions are asked and the fact that there is some rapport does encourage the patient to provide open answers</p>
<p><b>Building relationship/rapport</b></p> <ol style="list-style-type: none"> <li>1. Uses open body language</li> <li>2. Shows empathy</li> <li>3. Is non judgemental</li> </ol>	<p>Open body language is demonstrated throughout the consultation which helps build rapport (good eye contact, posture and appropriate facial expression). Tip: watching the video again without sound helps observe body language. Demonstrates a non-judgemental attitude about smoking and asthma.</p>	<p>A good demonstration overall but may help to think about how taking notes in the consultation may affect body language in the consultation with the potential to disengage the patient.</p>
<p><b>Explanation and planning</b></p> <ol style="list-style-type: none"> <li>1. Uses appropriate language (no jargon) and gives information clearly</li> <li>2. Includes healthy lifestyle advice</li> </ol>	<p>Good clear concise language used mainly throughout. Sometimes it is easy to introduce jargon without thinking eg: 'mdi', 'placebo', 'optimise your use' but this is avoided in this video. A good approach to opening a discussion around smoking which shows a non-judgemental approach and engages the patient in a discussion. Also asks if there is anything else the patient would like to ask or know about.</p>	<p>Could give a slightly more in depth explanation of how the inhaler works rather than just control of asthma. Does say at one point 'any side-effects' or anything' which could have been asked more clearly 'how do you feel taking your inhaler? Describe any problems you think you may be having'</p>

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<p><b>Patient centred approach</b></p> <ol style="list-style-type: none"> <li>1. Involves patient in decisions and planning</li> <li>2. Makes suggestions rather than directives</li> </ol>	<p>The pharmacist uses appropriate questioning to encourage the patient to solve her problem and engage in the planning and decision making process 'is there anything you could do differently to help you to remember to use the inhaler?'. Does offer suggestions around support to stop smoking.</p>	<p>The pharmacist is quite direct about follow-up and doesn't give the patient a true opportunity to agree to come back 'what we could do with doing now is arranging to see you again'. Using a simple 'how does that seem to you?' would create more engagement.</p>
<p><b>Closing the consultation</b></p> <ol style="list-style-type: none"> <li>1. Summarises key issues</li> <li>2. Asks patient to reflect back actions</li> <li>3. Checks patient is comfortable with plan</li> <li>4. Safety net – what to do if things don't go to plan</li> <li>5. Uses visual clues to indicate closure</li> </ol>	<p>An effective closure which provides the patient with an explanation of follow-up and provides a plan to come back in a few weeks and also make an appointment for the smoking cessation service but there are some things which could be improved.</p>	<p>There is some summary of the information covered but this would be a good point to highlight the three key points and ask the patient for agreement. Could put more emphasis on supporting the patient to take ownership of the plan by asking her to reiterate it 'so we've covered quite a lot, just remind me what you are going to do to help you remember your inhaler over the next few weeks'. Improved safety netting would provide the patient with an option to come back sooner if things don't go to plan (contingency!).</p>