# **A Consultation Navigation Tool**

Find out why the patient has come



Clarify the details of the problems Explore how the problems affect the patient, their job, their family, etc

Discover the patient's ideas, concerns, expectations, health beliefs

Share results of investigations

Examine: physical, mental



Summarise, check **you understand** the issues ... then ...



### **Gathering Information**

Collect all relevant information first, and **only then** 'cross the bridge' to start discussing management

## **Discussing Management**



**Discuss** management options Seek the **patient's preferences** 



Explain the problems or diagnoses, linking your explanation to the patient's ideas and concerns

Explain the chosen management plans, treatments, tests, etc

Check for drug allergies
Safety net



Ensure the **patient understands** 

#### Some ideas for how to use the Consultation Navigation Tool

This consultation guide encourages the clinician to gather all relevant information and share an understanding of the issues **before** moving on to discuss management options. If the patient has more than one problem, it is best to gather the relevant information about each problem, and then consider management for them all.

Some ways of using it include:

- Watch a consultation video, and see how far the consultation proceeds according to this guide, and how far it differs. Does the consultation move back and forth between gathering information and discussing management i.e. does it 'loop'?
- If there is some 'looping', consider alternative phrases and strategies which may avoid this, and which promote a better structure to the consultation.
- Watch a colleague consulting in a joint surgery, and follow the path of the
  consultation by placing your finger on the relevant part of the consultation
  navigation tool as it occurs. Note whether or not the consultation proceeds
  smoothly, or whether there is 'looping'.
- Read this consultation guide immediately prior to consulting with a patient.
- Read the guide immediately after consulting with a patient, and consider how far you followed the structure, and whether there was any 'looping'.
- Memorise the guide, and then visualise it prior to consulting with a patient.
- Place the consultation navigation tool where you can see it out of the corner of your eye whilst actually consulting. Consider laminating a paper version.
- Discuss with colleagues a variety of phrases for each stage of the consultation.

#### **Shared Understanding Diagram**

