

Useful phrases for consultations achieving COT competencies

Information gathering

- How can I help you today?
- The 'Golden Minute' – don't speak just facilitate disclosure in the 1st minute (head nodding, facilitative noises e.g. 'umming', eye contact etc)
- Tell me more about that?
- You mentioned ##### earlier, tell me more.
- Anything else that you have noticed?
- You've mentioned a few things there, is there one you are particularly concerned about?

Cues

- You look (tired, sad, low, stressed, anxious), is that how you feel?
- You sound (tired, sad, worried etc), is that how you feel?
- You seem
- You mentioned *****, tell me more
- Reflecting (echoing) back statements and using a hanging sentence (unfinished sentence) or even a single word followed by silence, which encourages them to complete and expand?

e.g. You mentioned work

 Your dad.....

 Stress?.....

ICE

- What does all this mean to you?
 - What do you make of all this?
 - What do you think might be the cause?
 - Have you any thoughts as to what might be going on?
 - Can I ask you what you mean by.....?
 - Tell me what you mean by *****?
 - So you have had ***** for ##### days, have you any thoughts as to what might be going on?
 - Have you considered what might be causing these problems?
 - Have you considered what might be contributing to these problems?
 - How/what do you think this has happened?
 - Some people with this problem find, has that been a problem for you?
 - If I were to say that you may have ***** what does that mean to you?
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- You mentioned a few things there, is there one particularly concerning you?
 - Are you worried about anything in particular?
 - Is there anything you're worried this might be?
 - Anything else worrying you?
 - Do you have any specific worries about this?
 - Have you thought how I might be able to help?
 - Have you had any thoughts on investigation/treatment.
 - Have you had any thoughts on where you want to go from here?

Psychosocial

- How's all this affecting you at home or at work?
- How's this affecting your day to day life.
- How's it affecting your day to day activities?
- How are you coping with all of this?
- You've a lot happening, what problems is it causing?

Sign posting, internal summary and chunking & checking (great techniques for improving time management)

- Before I examine you I just need to check that I've got to grips with all that's going on. Summarise the problems and then ask – Have I missed anything?
- So just to make sure I've got things right, you have
- Just to recap, you have had.....
- So I'll just summarise what you have told me..... Did I miss anything?

Explaining the problem

- Do you know much about?
- If I were to say to you I thought you had What does that mean to you?
- Have you heard of the term ##### ... What does it mean to you?
- Use pictures, patient information leaflets and the internet to facilitate explanation.

Sharing options

- There are a number of options:***, **** and *****. Which do you prefer?
- Do any of these options particularly appeal to you?
- So where do we go from here? We could *****. What do you think?

Checking understanding

- Summarise & ask “Does that sound about right”?
- Do you have any questions?
- Is there anything you want to ask me?
- Does my explanation make sense?
- Is there anything I haven't explained?
- Just to check that I have explained things clearly can you tell me what you're going to do/how you're going to take your medication?
- Just to check that I've explained things clearly, how are you going to take ... or what are you going to do?
- Just so I know that I have explained thing right, do you want to summarise what we have agreed to do today?
- We've covered a lot of ground here, so is there anything you would like me to go over again?

Safety netting

- I'll see you in weeks.
- Come back if thing don't get better.
- Come back if things don't get better by
- Come back if XXXXX develops