I met Dr Trainee and Dr Trainer as part of the Local RCA SOX process today

We reviewed 3 consultation recordings using the North West Consultation RAG Rating Tool

The key areas I have identified to focus on for improvement are:

Delete the areas below to select priorities using criteria on the RAG rating grid (up to 4)

**Global**

Structures consultation and time management

Progresses through tasks

Uses Clear Language

Remains responsive to patient

**Key Tasks**

Opens consultation and explores problem

Discovers psychosocial context, patients ICE

Generates and tests diagnostic hypotheses and excludes serious disease

Makes a working diagnosis

Offers a safe patient centred management plan

Provides follow up and safety netting

**Interpersonal skills**

Uses open questions appropriately

Clarifies and explores cues

Verbalises thinking

Shares and uses ICE/psychosocial in management plan

Supports in decision making