

Audio-COT

Date:

Doctor's Name:

Doctor's GMC number:

Assessor's name:

Assessor's GMC number:

Assessor's position:

Type of call: Telephone triage / Telephone consultation / Out of hours

Outline of case including outcome:

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Using the guide to the performance criteria for the Audio-COT please grade the trainee by ticking the appropriate competence level in the boxes below:

Context	Area	Rating			
		Not Observed	NFD	Competent	Excellent
Consultation introduction	Introduces self and establishes identity of caller(s), ensuring confidentiality and consent				
	Establishes rapport				
Information gathering	Identifies reason(s) for telephone call and excludes need for emergency response in a timely manner (when appropriate), demonstrating safe and effective prioritisation skills				
	Encourages the patient's contribution using appropriate open and closed questions, demonstrating active listening and responding to auditory cues				
	Places complaint in appropriate psycho-social contexts				
	Explores patient's health understanding/beliefs including identifying and addressing patient's ideas, concerns and expectations				
Defines the clinical problem	Takes an appropriately thorough and focused history to allow a safe assessment (includes/excludes likely relevant significant condition)				
	Makes an appropriate working diagnosis				
Management plan	Creates an appropriate, effective and mutually acceptable treatment (including medication				

construction	guidance) and management outcome				
Closure of consultation	Seeks to confirm patient's understanding				
	Provides appropriate safety-netting and follow-up instructions				
Effective use of the consultation	Manages and communicates risk and uncertainty appropriately				
	Appropriate consultation time to clinical context (effective use of time, taking into account the needs of other patients), with effective use of available resources				
	Accurate, relevant and concise record-keeping to ensure safe continuing care of patient				

When using Audio-COTs, trainees are assessed against the level of performance expected of a newly qualified practitioner.

Overall is this a safe consultation? Yes No

Time taken for telephone consultation (in minutes):

Feedback and recommendations for further development (please include documentation of any concerns regarding an unsafe consultation):

Agreed actions:

Time taken for feedback (in minutes):