

Ideal Consultation



My current ideas for an "Ideal" Consultation using words and pictures

I **call** the patient in and wait for them to arrive.

I **greet** them by name as they enter (and confirm their identity) and invite them to take a seat (simple **opening statement**).

I give them a chance to sit down and settle then wait another 5-10 seconds to see if they are going to start talking (if they haven't done already), or if not ask them "what can I do for you today?" (**opening question** if needed).

I **listen** to their opening statement, giving them plenty of time and encouragement (**nudging**/NV gestures etc) to explain it fully making sure to remain in an open confident posture.

Once they've finished, I check their **ICE** and clarify/double check any further details with initially **open questions**, then move onto more specific/**closed questions**. I make sure to clarify the **timescale** of the problem and check any relevant **psychosocial** details / allergies etc, previous occurrences of similar problems and the outcome.

I **summarize** the key points so far to confirm the history and that I have been listening.

I do any appropriate **examinations** and observations.

I **explain** my thoughts on their problem (diagnosis/differentials), explaining any conditions and if needed my reasoning for suggesting that particular diagnosis, and check if it matches their expectations.

I suggest some **management options** and **discuss** them as appropriate including a likely timescale for improvement/when to return if not improving as expected.

I check their **understanding** and **acceptance** of management plan (and double check allergies/intolerances etc).

If relevant I issue a **prescription** and/or info patient information **leaflet**.

I finish by discuss **follow up** / and further **safety netting** if needed and any final questions they might have (making sure to end on a positive note), then draw the consultation to a close.