Consultation Overview

North West England **Consultation Toolkit**

Global skills

- Structures consultation
- Avoids repetition
- Progresses through tasks
- Finishes data gathering by 6 mins
- Uses clear language
- Remains responsive to the patient

Tasks

- Opens consultation and explores problem
- Discovers psycho-social context and patient's ICE, identifies cues
- Generates and tests diagnostic hypotheses and excludes serious disease
- Undertakes appropriate examination and tests
- Makes a working diagnosis
- Offers a safe patient-centred management plan
- Provides follow-up and a safety net

Interpersonal skills

- Generates rapport
- Uses open questions appropriately
- Clarifies and explores cues offered
- Listens and shows curiosity
- Uses closed questions appropriately
- Verbalises thinking
- Seeks informed consent
- Verbalises diagnosis and rationale
- Shares and uses ICE in plan
- Negotiates and uses psycho-social information in plan
- Supports in decision making

Timeline

0 mins

Data Gathering

6 mins

Clinical Management

12 mins

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