



## **CONSULTATION EFFECTIVENESS FOR FY2 DOCTORS EFFICIENT CONSULTATIONS WHEN TIME IS TIGHT**

### **Background**

Almost all doctors see patients/relatives as part of their work - clinical consultations are the bedrock of practice. You will have learned some useful skills in medical school.

FY2s have considerable experience on which to draw, and will have observed senior colleagues in action. You will know that there is often too much to do, and not enough time in which to do it. And you will have found that medical school was not specific enough in some key skills (getting a grip of the agenda, shutting patients up, etc).

### **Our training day**

- Explores the key evidence, with 30 or fewer in audience; using a variety of methods
- Uses a skills framework for improving consultations
- Engages learners in practical exercises to improve their skills
- Outlines some specific behaviours, and their evidence (see below)
- Rehearses “best buy” skills to increase effectiveness & reduce medico-legal/clinical risk

### **Background**

Our seminar introduces some of the most significant research evidence and allows the group to process it with facilitated discussion. Group exercises allow the participants to examine some of the important messages. The overarching theme is for clinicians to make their verbal behaviour very clear.

Our training day is related to a typically experienced FY2 doctor. The learning is

- immediately applicable
- will help with ST application and interview
- will help you in ST1 and beyond, to use time effectively in your clinical consultations
- relevant to all settings (wards, outpatients, A&E, GP and community consulting rooms)

We quickly revise an over-arching framework of consultation skills, taking the opportunity focus on some particularly time-efficient behaviours.

We then consider and help you to rehearse particular skill areas to enhance impact, i.e.

- Opening and getting hold of the agenda
- Shutting patients up (when needed)
- Getting the full story
- Time efficient patient education
- Three in the room (children & parents; two adults; crowds)
- Using interpreters

There is a balance of brief presentation, focused discussion, group work & skills rehearsal – supported by a referenced workbook working briskly to keep you engaged.