

The Consultation

By

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The Consultation

Content:

- * Introduction (a case)
- * Consultation skills
- * Decision of consultation
- * Model of consultation
 - Stott & Davis
 - Transactional analysis
 - Roger Neighbour
 - Pendleton
- * Improving consultation skills

INTRODUCTION

DEFINITION??

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* The occasion when, a person who is ill, or believes himself to be ill, seeks the advice of a doctor whom he trust.

(Wright & Macadam)

DEFINITION??

* It is a goal-seeking activity in which the goals of one party may or may not be clear to other party.

(Byrne & Long)

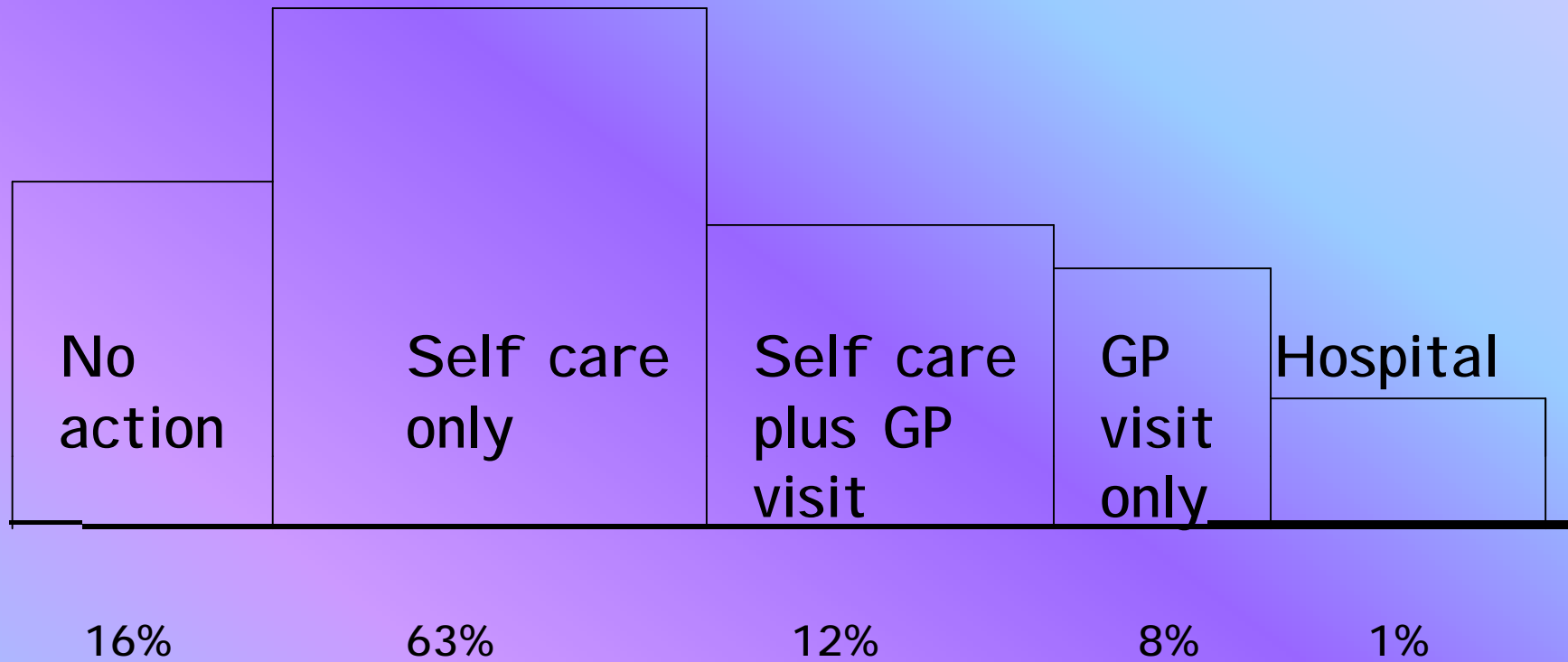
CONSULTATION IN PHC
Vs
CONSULTATION IN HOSPITAL

CONSULTATION SKILLS

Involvement:

- * Interviewing skills
- * History taking skills
- * Physical examination skills
- * Problem-solving skills

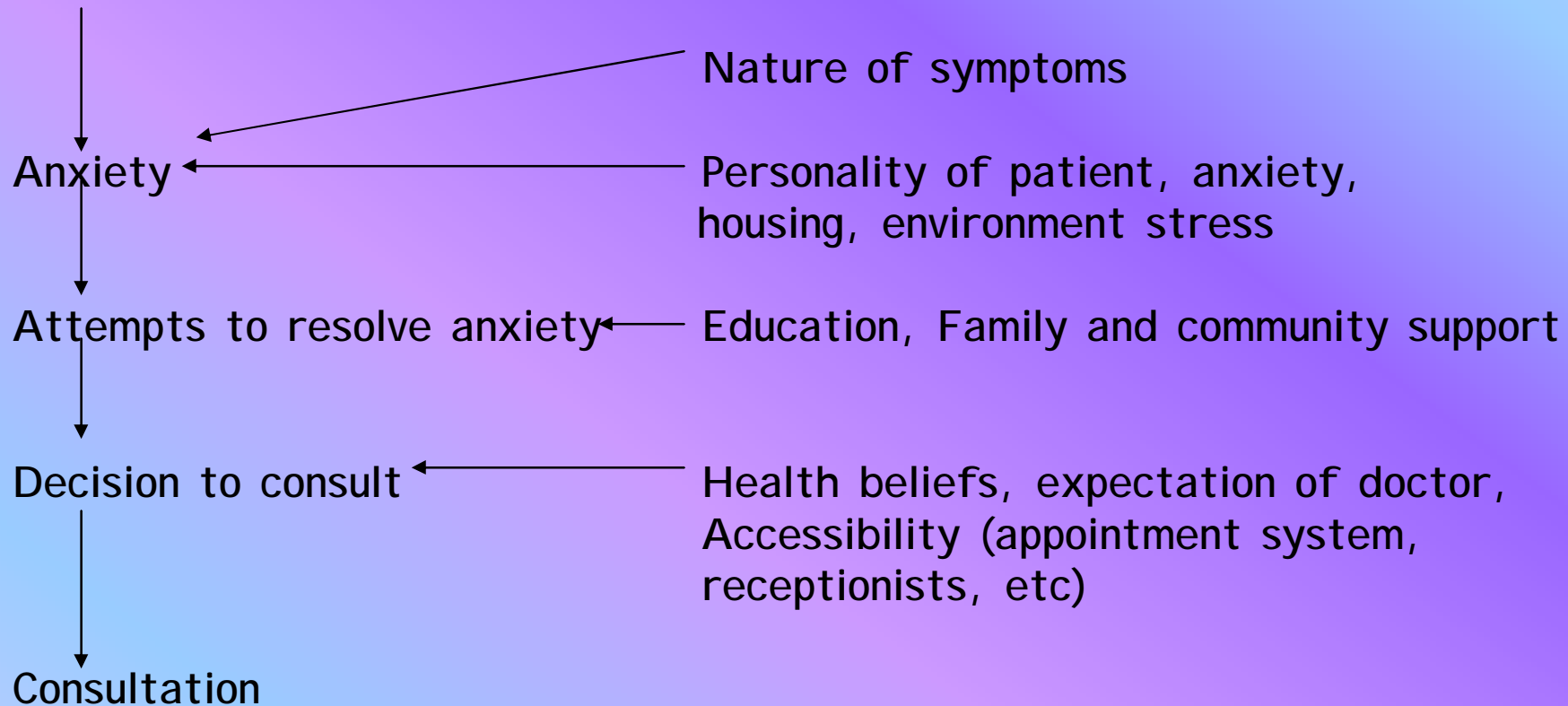
What people do about
their symptoms?



What people do about their symptoms??

WHY PTS. CONSULT THEIR DOCTORS??

Symptoms of illness perceived by patient



Factors influencing the decision to consult a doctor



MODELS OF CONSULTATION

Model of Consultation

- 1- Stott & Davis
- 2- Transactional analysis
- 3- Roger Neighbour
- 4- Pendleton

Stott and Davis

A

Management of presenting problems

B

Modification of help-seeking behaviors

C

Management of continuing problems

D

Opportunistic health promotion

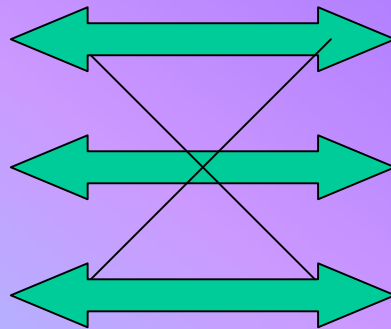
(Stott and Davis)

TRANSACTIONAL ANALYSIS

(ERIC BYRNE)

TRANSACTIONAL ANALYSIS MODEL- ERIC BYRNE

PARENT
ADULT
CHILD



PARENT
ADULT
CHILD

Roger Neighbour

NEIGHBOUR'S 5 CHECKPOINTS

(Roger Neighbour "The Inner Consultation")

1. CONNECTING.
2. SUMMARISING.
3. HANDING OVER.
4. SAFETY NETTING.
5. HOUSEKEEPING.

NEIGHBOUR'S 5 CHECKPOINTS

(Roger Neighbour "The Inner Consultation")

1. CONNECTING.

Achieving rapport & empathy.

2. SUMMARISING.

Demonstrate to patient you understand why he's come, hopes, feeling, concerns & expectations.

3. HANDING OVER.

Has the patient accepted the management plan we have agreed?

Negotiating, influencing & gift-wrapping.

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Roger Neighbour "The Inner Consultation"
(Continued)

4. SAFETY NETTING.

Predicting what could happen - what if? Or have I anticipated all likely outcomes?

5. HOUSEKEEPING.

Clearance of any emotional responses to patients we have seen or to those we are about to see.
Am I in good condition for the next patient.

Roger Neighbour "The Inner Consultation"
(Continued)

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Am I in good condition for the next patient.

PENDLETON'S MODEL

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Seven tasks :

1. The define the reasons for the Patient's attendance, including:
 - (i) The nature and history of the problems;
 - (ii) Their aetiology;
 - (iii) The Patient's ideas, concerns and expectations;
 - (iv) The effects of the problems.

2. To consider other problems:
 - (i) Continuing problems;
 - (ii) At risk factors.

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 - (ii) At risk factors.

PENDLETONS MODEL

(CONTINUED)

3. To choose with the Patient. An appropriate action for each problem.
4. To achieve a shared understanding of the problems with the patient.
5. To involve the Patient in the management and encourage him to accept appropriate responsibility.
6. To use time and resources appropriately.
7. To establish or maintain a relationship with the Patient which helps to achieve the other tasks.

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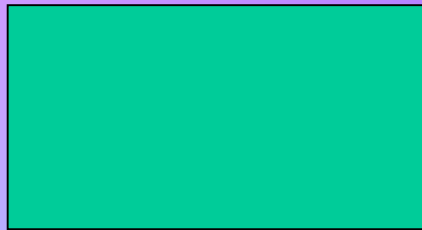


IMPROVING CONSULTATION SKILLS

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- * Constant Learning and Practice

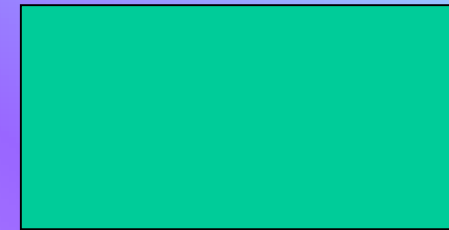
- * Feed Back:
 - Self monitoring/Peer review
 - Audio-visual technique
 - Role play



Co-operation



Confrontation



Conversation

Seating arrangements of doctor and patient

Show

The Conclusion

- * Consultation skills are *learnt* behavior.
- * For beginner a *model* to be kept in mind
- * The consultation should be a discussion and *sharing* of ideas between two experts.
- * Each consultation should be *tailored* to fit the different need of each patient.
- * *Patient-centered* consultation.

Vs

Doctor-centered consultation.

Doctor should be able to:

- * Cure some time.
- * Relieve often.
- * Prevent hopefully.
- * Comfort always.

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THANKS

