

Issues of communication both with patients and carers and within the healthcare team are often causes of complaint and inadequate communication can lead to poorer standards of patient care. Specific issues are highlighted within this section to promote better communication generally and within certain situations

CC12 Relationships with patients and communication within a consultation

Communicate effectively and sensitively with patients, relatives and carers		
Knowledge	Assessment Methods	GMP Domains
Structure an interview appropriately	E, ACAT, C, Mi, PS	1
Understand the importance of the patient's background, culture, education and preconceptions (ideas, concerns, expectations) to the consultation process	ACAT, C, Mi, PS	1
Skills		
Establish a rapport with the patient and any relevant others (e.g. carers)	E, ACAT, C, Mi, PS	1, 3
Listen actively and question sensitively to guide the patient and to clarify information	E, ACAT, C, Mi, PS	1, 3
Identify and manage communication barriers, tailoring language to the individual patient and using interpreters when indicated	E, ACAT, C, Mi, PS	1, 3
Deliver information compassionately, being alert to and managing their and your emotional response (anxiety, antipathy etc)	E, ACAT, C, Mi	1, 3,4
Use, and refer patients to, appropriate written and other information sources	E, ACAT, C, Mi	1, 3
Check the patient's/carer's understanding, ensuring that all their concerns/questions have been covered	E, ACAT, C, Mi	1, 3
Indicate when the interview is nearing its end and conclude with a summary	E, ACAT, C, Mi	1, 3
Make accurate contemporaneous records of the discussion	ACAT, C, Mi	1, 3
Manage follow-up effectively	ACAT, C, Mi	1

Behaviours		
Approach the situation with courtesy, empathy, compassion and professionalism, especially by appropriate body language - act as an equal not a superior	E, ACAT, C, Mi, M, PS	1, 3, 4
Ensure that the approach is inclusive and patient centred and respect the diversity of values in patients, carers and colleagues	E, ACAT, C, Mi, M, PS	1, 3
Be willing to provide patients with a second opinion	E, ACAT, C, Mi, M, PS	1, 3
Use different methods of ethical reasoning to come to a balanced decision where complex and conflicting issues are involved	E, ACAT, C, Mi, M	1, 3
Be confident and positive in one's own values	E, ACAT, C, Mi	1, 3
Level Descriptor		
1	Conducts simple interviews with due empathy and sensitivity and make accurate records	
2	Conducts interviews on complex concepts satisfactorily, confirming that accurate two-way communication has occurred	
3	Handles communication difficulties appropriately, involving others as necessary; establishes excellent rapport	
4	Shows mastery of patient communication in all situations, anticipating and managing any difficulties which may occur	
Emergency department context		
1	Takes focused history in most situations and makes appropriate record Uses open and closed questions	
2	Takes focused history in all patients Adjusts questioning technique to presentation Uses an interpreter or language line as appropriate	

3	<p>Elicits history while resuscitating patient</p> <p>Avoids confrontation and manages conflict in aggressive or drunk patients</p> <p>Communicates effectively with anxious parents</p>
4	<p>Avoids complaints regarding communication</p> <p>Supports others in resolving conflict between patients and doctors or nurses</p> <p>Recognises and is able to manage aggression and violence, including in the acutely disturbed psychiatric patient</p> <p>Is able to demonstrate safe and lawful restraint technique in the ED</p>
Leadership	Specialty trainees should demonstrate competence in all elements of domains, with some evidence in setting direction
Demonstrating personal qualities	Listens effectively without interrupting
Working with others	Makes suggestions for change to other trainees with communication difficulties
Managing the service	Promotes use of language line, interpreters, PALS services
Improving services	Contributes to development of structured ED record or electronic solution *
Setting direction	Includes communication skills teaching in delivered to all staff