

Nottingham VTS Module Learning - Consulting Skills

14th May 2008

Session 1:- Narrative Medicine - Phil Raynor		
New learning from this session:-		
Went over importance of this GP setting		
Letting patients talk, listening to their agenda		
Detailed look at heartsink patients and strategies for dealing with them		
Patient narrative unimportant our narrative important		
Heron's 6 categories		
Use of narrative		
Listening to the patients responding to cases		
How to ensure consultations are patient centred		
Useful to determine patients priorities		
Good to build on this - relate to role in group teaching in GP		
Helpful to understand patient point of view in consultation		
Got an idea of what it is like for patient. Also what type of a patient I may be		
How difficult narratives can be - made me feel quite uncomfortable but good learning experience		
Enjoyed listening to people's narrative		
The importance of the narrative in establishing a rapport with the patient and seeing things from the patient's perspective		
Looking at how the patient telling, asking can give me more info. Very good - a new way at looking at consultation		
Any Suggestions to improve the session next time?		
No		
Good discussion forms		
We found it a bit of a struggle to come up with narratives, but quite useful to have a general discussion about issues raised		
Specific Tasks		
No		
No		
Analyse some narratives brought by the trainees		
Would you like a further WDR session of 'Narrative Medicine' in the 2nd and 3rd year of the training scheme?		
Yes	No	
8	5	
Session 2:- Difficult Consultations - Naresh Sood		
NEW learning from this session:-		
Dealing with confrontation		

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Danger of labelling patients and missing something
Rule of 3's share problems, acknowledge there may be more issues
Strategies to deal with different groups of heart sink patients
It is always useful to discuss difficult patients with the rest of the group
The 3 C's - try not to see as problematic
More ways of dealing with difficult consultations
Shared experience from the group . 3C's
How to manage difficult consultations
Saying no, use of silence to stifle a situation
Good to share with peers. Develop some new skills
The many pronged approach to patients with multiple problems
How to deal with there situations
Good to have chance to discuss with peers
3 C's solutions
Skills to handle the patients, Hearing other peoples opinions and experiences
Any Suggestions to improve the session next time?
None - very good
Maybe role play with each other
No
Would you like a further WDR session of 'Difficult Consultations' in the 2nd and 3rd year of the training scheme?
Yes
No
15
1
Many wanted in the third year
Session 3:- Role Play - Actors
NEW learning from this session:-
Going on a journey with patients dealing with hopelessness and realising it wont always solve there problem
The aggressive hopeless patient, confronting a patient in an approachable manner
Learning from other peoples consultation skills
How important it is picking up the cues and clues during a consultation and how easy it is to miss them
Develop some new skills
Very useful session on confronting a patient - helped with strategies as to how to do this and to make sure the patient has a warning that they might not get what they want
Any Suggestions to improve the session next time?
Male actor very intimidating and patronising

