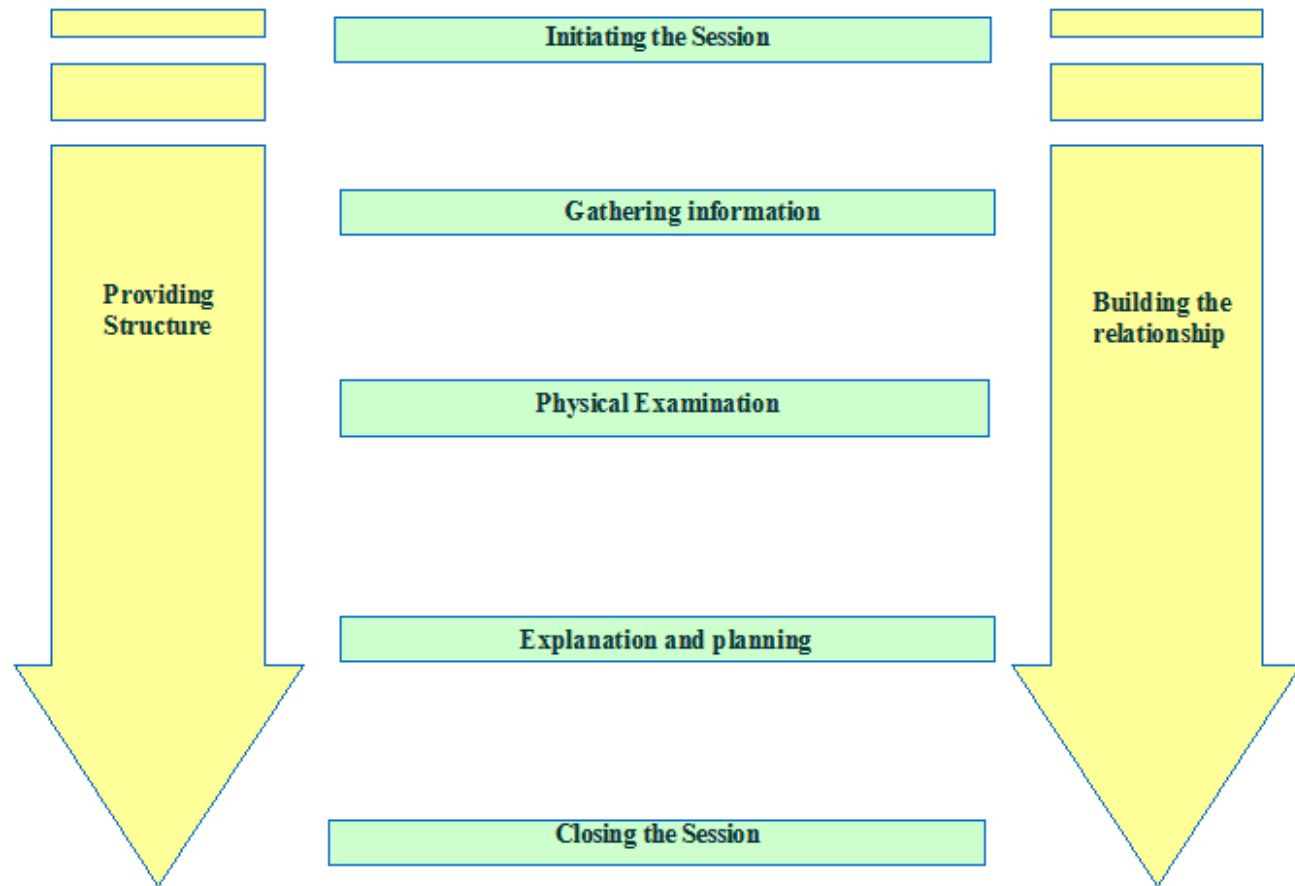


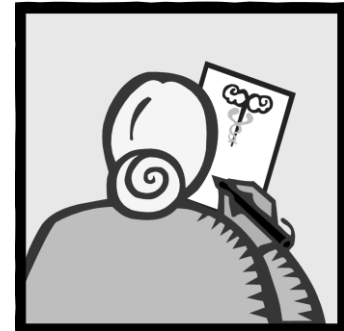
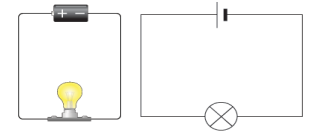
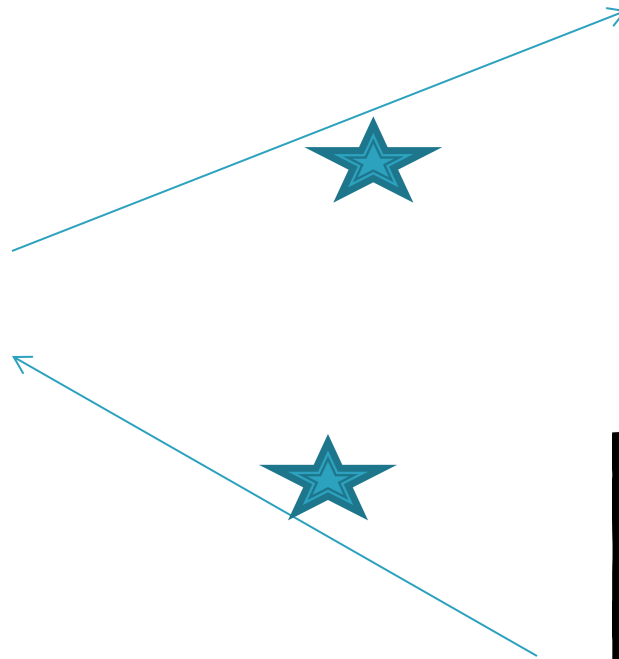
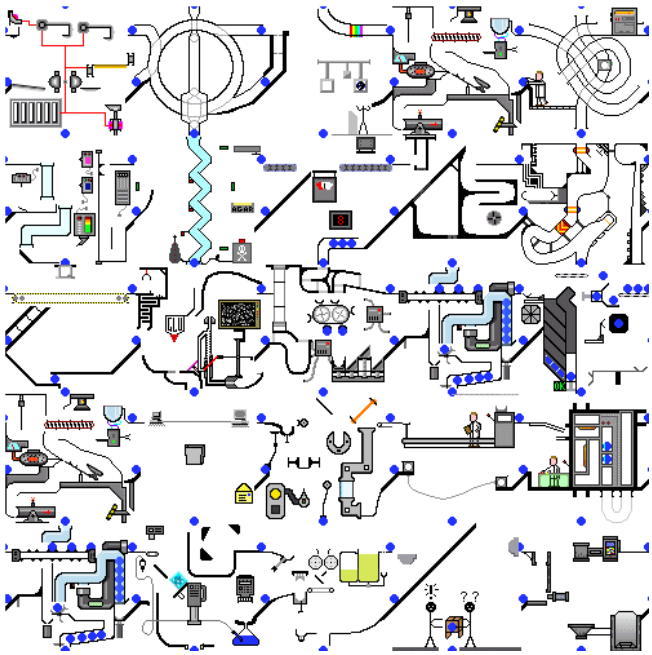
# Gathering & Giving information

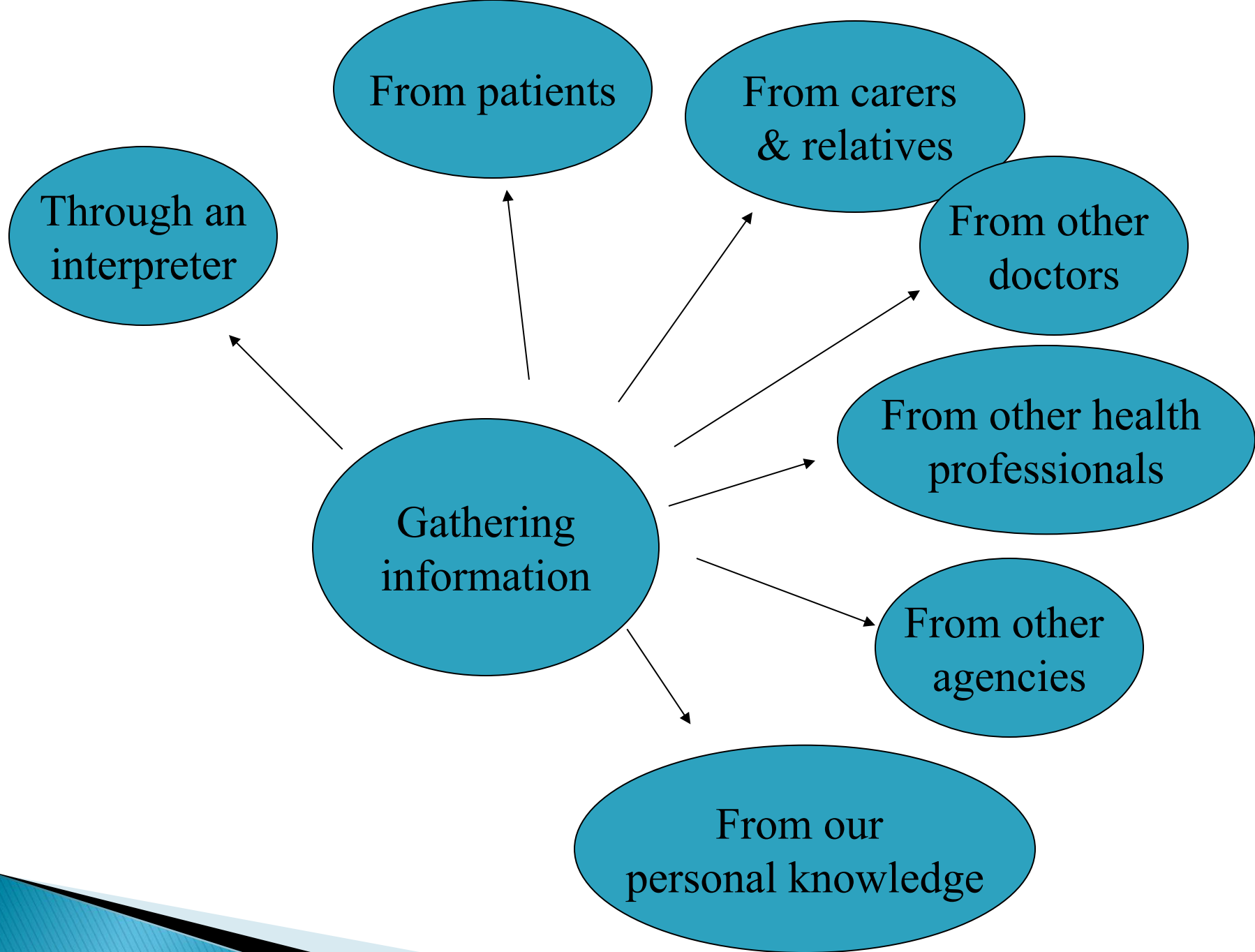
GPST modular communication skills training  
ST1

# Is this familiar?

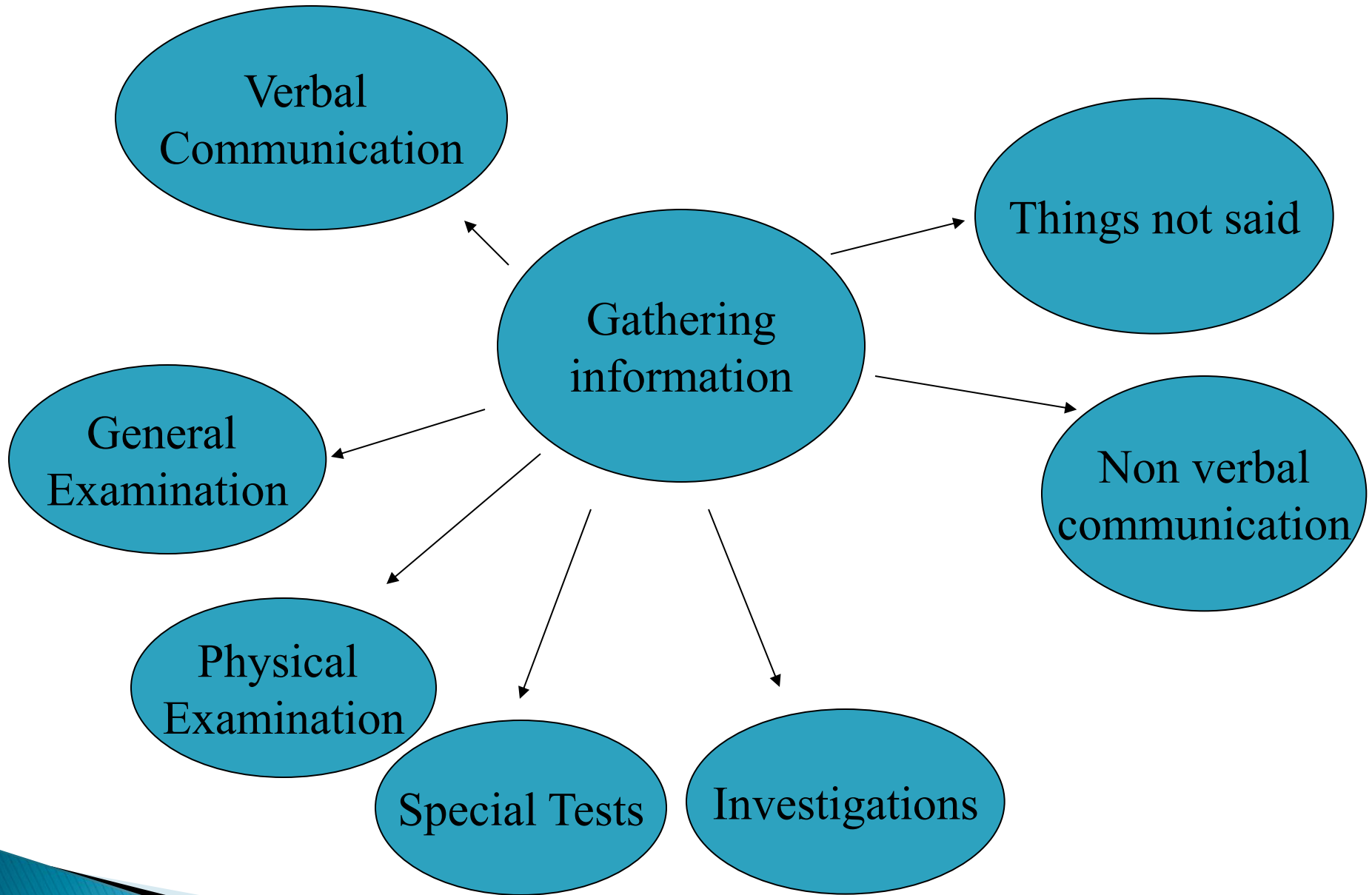


# To make it work....









# Information Giving

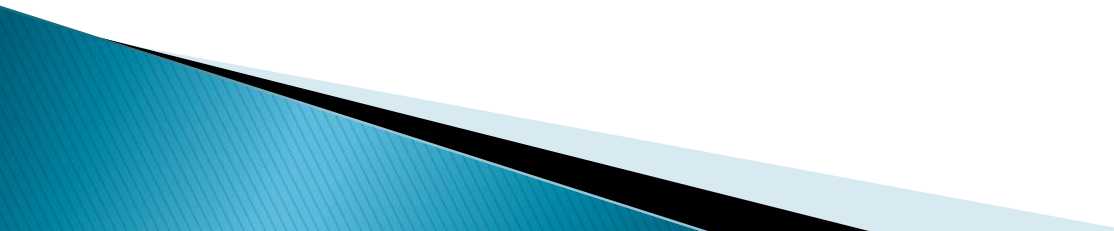
- ▶ To:
  - Patients
  - Relatives and Carers
  - Other members of the practice team
  - Other members of the primary healthcare team
  - Other health professionals
  - Other agencies

# Information Giving

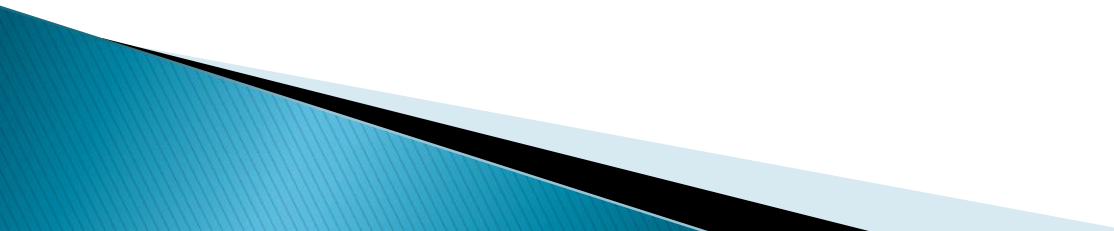
- ▶ **By:**
  - Verbal Communication
    - Face to face
    - Telephone
  - Non-verbal Communication
  - Writing
  - Leaflet
  - Referrals and Reports



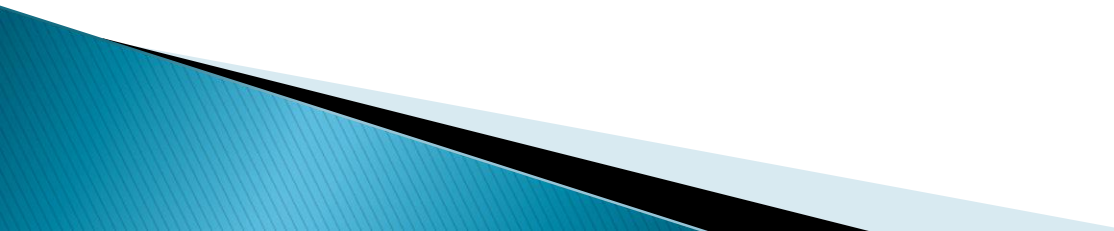
# 3 aspects of information giving

- ▶ Providing the right amount and type of information
  - ▶ Aiding accurate recall and understanding
  - ▶ Achieving a shared understanding and incorporating the patient's perspective
- 

# Providing the right amount and type of information:

- ▶ Assess each individual patient's information needs
  - ▶ Give comprehensive and appropriate information
  - ▶ Neither restrict nor overload
- 

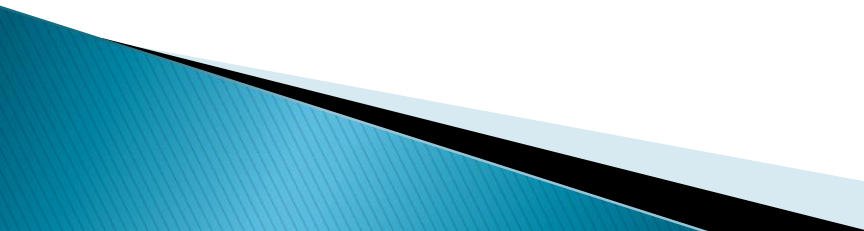
# Providing the right amount and type of information: Skills

- ▶ Assess patient's starting point
  - ▶ Chunk and check
  - ▶ Give explanation at appropriate times
  - ▶ Ask patient what other information would be helpful
- 

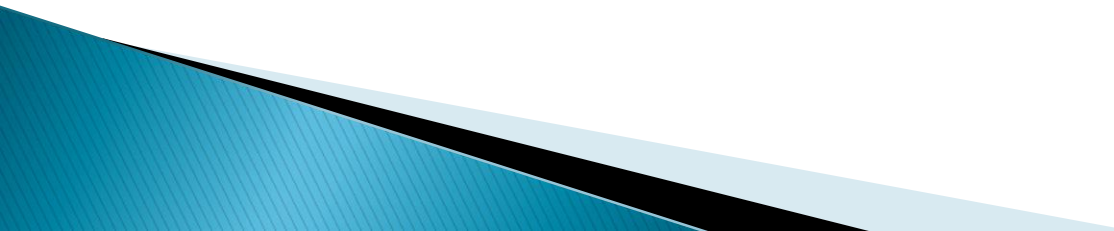
# Aiding accurate recall and understanding:

- ▶ To make information easier for patient to remember and understand

# Aiding accurate recall and understanding: Skills

- ▶ Organise explanation logically
  - ▶ Language
  - ▶ Use explicit categorisation or signposting
  - ▶ Use visual methods to convey information
  - ▶ Use repetition and summarising
  - ▶ Check patient's understanding
- 

# Achieving shared understanding incorporating patient's perspective:

- ▶ Provide explanations that relate to patient's view of problem
  - ▶ Discover patient's thoughts and feelings about information given
  - ▶ Encourage interaction rather than one way transmission
- 

# Achieving shared understanding incorporating patient's perspective: Skills

- ▶ Relate explanation to patient's view of the problem
  - ▶ Provide opportunity and encouragement for patient to contribute
  - ▶ Pick up verbal and non verbal cues
  - ▶ Elicit patient's beliefs, reactions and feelings
- 