

OET Speaking

Providing Structure

We provide structure in order to make this new information easy for the patient to follow and to reassure the patient that you understand the situation well and what the outcomes are.

<p>Sequencing the interview purposefully and logically</p>	<p>Provide a clear outline of what is coming</p> <p>Use sequencing language:</p> <ul style="list-style-type: none">• firstly• and then• after that• finally• next• before <p>The 'menu' technique:</p> <ul style="list-style-type: none">- gives the patient a sense of control / direction• First, let's discuss X and then we can have a chat about Y.• My plan is to discuss X first. After that we can talk about Y.• Let's go through X and then we can talk about Y.• First I'd like to talk about X. After that we can discuss Y.• Before we discuss X, I'd like to go through Y.• Initially, why don't we discuss X, before moving onto Y?
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Signposting changes in topic	<p>Make it clear that you are going to talk about something different:</p> <ul style="list-style-type: none"> • Now, regarding..... • Now I'd like to discuss..... • In terms of..... • Let's move on to.....
Using organising techniques in speaking	<p>menu technique: see above</p> <p>categorisation: see above</p> <p>labelling: emphasising what is important:</p> <ul style="list-style-type: none"> • It's vital to remember.... • It's crucial.... • I strongly recommend.... • Now, don't forget.... • Please make sure that you

How to use these techniques

- 1) Practice some phrases - Don't be endlessly inventive - get into a routine
- 2) Use your 3 minutes wisely and choose good places for your structure interventions. Here are some suggestions:

SETTING	General Practice
DOCTOR	A patient with symptoms suggesting gastro-oesophageal reflux disease (GERD) comes to your surgery. S/he is worried that s/he might have heart problems (family history).
TASK	<ul style="list-style-type: none"> • Greet the patient and find out about the pain, (onset, severity, how it's affecting his/her ADLs). • Find out about any medication the patient has taken and if this has been effective. • Find out what's worrying the patient. • Be reassuring. Explain that the patient's symptoms suggest gastro-oesophageal reflux disease (GERD), not heart problems. Explain that GERD is a common condition. Describe what happens (the discomfort results from excess gastric juices in the oesophagus). • Explain the steps to follow next: (Upper gastrointestinal endoscopy, ambulatory 24-hour pH monitoring to confirm diagnosis and severity). Emphasise the importance of the endoscopy to rule out cancer. Explain that it can be done under conscious sedation

First I'd like to....
 In terms of a diagnosis,
 It's vital to...

SETTING	Hospital
NURSE	A patient's suffered anaphylactic shock following a bee-sting. The doctor's asked you to talk to the patient about self-help, including administration of drugs if another episode should occur.
TASK	<ul style="list-style-type: none"> • Greet the patient and ask how s/he feels. • Reassure the patient that the treatment has been effective. Find out what s/he knows about anaphylaxis. • Explain that the patient should avoid places with bees and wasps and use the epinephrine pen injector promptly if stung. • Give advice on the use of the injector remove safety cap, inject into thigh - at right angles). Point out that family members should also know the technique (instructions are printed on the packet). • Emphasise the need to carry two pens at all times. Stress that the pen contains an effective drug. If symptoms persist (breathing difficulties, fast heartbeat) after injection, a second dose may be needed. • Stress that pens must always be at hand and replaced immediately once used.

First I'd like to....

Let's move on to.....

Now remember that it is very important to.....