

TODAY:

- 1 **Game...**
- 2 **Groups**
- 3 **Diagram**

Find the error...

1. Empathy
2. Not listening
3. **Closed questions too soon** – need more “Could you tell me a nit more...”

Clinic

You are speaking to a patient who has been having severe headaches...

- Find out about new symptoms

Nurse: Alain

Patient: Lucida

Today...

I am going to put you in groups and you will answers questions about Information Gathering....

Questions

1. What is Information Gathering in OET?

Collecting details from patients/carer

2. What is 'active listening'?

Like 'uh', 'right', 'I see'

3. What is an Open question?

Question (often at the start) that is not a Yes/No.

Ex: Could you tell me more about that?

4. What is a Closed question?

Yes or no. A limited choice of answers.

5. Which type of question should you ask first in OET?

Open so the patient can give more information / **freedom** / story

6. What is a compound question? (Discuss examples)

2 or more question at the same time.

7. What is a leading question? (Discuss examples)

I line of questioning where you give the answer

'You are ready for discharge aren't you'

8. How can I make clear what patients say?

"Okay just to double check – you are saying _____, ____ and ____"

"Just to confirm _____. Is that right?"

9. How can I summarise what patients say?

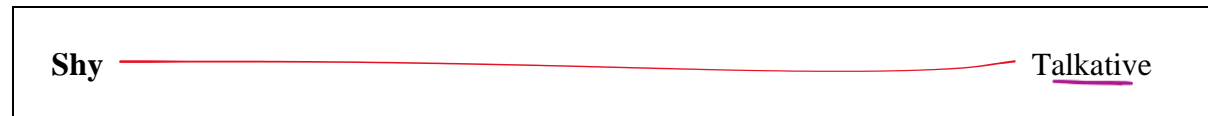
"Let me summarise what we have discussed today.... We have discussed ____ and we have talked about _____"

10. How can I encourage patients to give more information?

D. Indicators for information gathering	
D1	facilitating the patient's narrative with active listening techniques, minimising interruption
D2	using initially open questions, appropriately moving to closed questions
D3	NOT using compound questions/leading questions
D4	clarifying statements which are vague or need amplification
D5	summarising information to encourage correction/invite further information

D. Information Gathering		
D1	<u>Active listening</u>	Uh hu, I see, mmmm
D2	<u>Open to closed questions</u>	...
D3	<u>No 2 question as same time /</u> <u>No leading questions</u>	Are you sleeping well and are taking medication?
D4	<u>Clarify what patients say</u>	I'm sorry what do you mean by _____ When you said _____ - can you just explain what you mean?
D5	<u>Summarising & Encourage more</u>	Let me summarise what we have discussed today.... We have discussed____ and we have talked about _____ - do you have any more questions"

D2 – key point:



Example: I

Hello there my name is doctor William thanks for coming in today can I just confirm your name please

OK thank you may I may I call you Steve

fantastic Steve so I'm aware that you've been having a lot of problems recently with your headaches so how you feeling at the moment

I'm sorry to hear that could you tell me a bit more about those symptoms?

OK and why do you think that these are happening now?

could you tell me a bit more about that?

OK and are you sleeping well at the moment

are you taking any medication

OPEN

