

TODAY:

- 1 Review Criteria
- 2 Example identify
- 3 **How much B1?**

Rules / should do / should not do  
**Scoring**

B. Indicators of understanding & incorporating the patient's perspective	
B1	eliciting and exploring the patient's <u>ideas/concerns/expectations</u>
B2	picking up the patient's <u>cues</u>
B3	relating explanations to <u>elicited</u> ideas/concerns/expectations

**Simple:**

B1 **asking about feelings/opinion** – do this most cue cards

B2 **responding to signs...** - only if they give **SIGNS**

B3 **connecting back to previous idea/feeling [middle / end]** – only when needed...

Example: earlier you mentioned that... / As you JUST mentioned...

↑ moment ago

OK so the first thing you need to do is you need to clean the needle like this and then... *checking okay?* **is that okay?** *polite* I hope you don't mind me saying but you seem a little bit stressed when I mentioned the needles - **is every alright?** *checking okay?* *referring to her feeling*

B1:  
B2: responding to signs  
B3:

Hi there, my name is Alain and I'm one of the nurses in your local GP clinic can I just confirm your name please?

OK great and may I call you \_\_\_\_\_ *Almost always ask this.... personal*

Fantastic, so \_\_\_\_\_ **how are you feeling today?**

**Can you tell me a bit more about that?** *2nd question*

OK why do you think that you are experiencing \_\_\_\_\_? *3rd question*

B1: Asking feelings/opinion  
B2: responding to signs  
B3: connecting to previous

Okay so this is the point where you need to inject yourself. **Now** *correct me if I'm wrong...* you said earlier that you don't like needles so **try not to worry** here - it really isn't needle, more like a pin prick... *reassurance*

*you said before that.. you mentioned before that...*

B1:  
B2:  
B3: Connecting to previous