

10<sup>th</sup> June 2024

OET Speaking – Input – Information Gathering

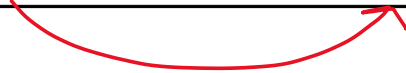
**Starter:**

1. Why is it important to provide structure during your OET roleplay?
2. What are the four types of organising technique you can use when giving explanations?

**Key things to consider?**

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

PE.  
info



CRITERIA	HOW CAN WE MEET IT?
<b>D1 – facilitating the patient’s narrative with active listening techniques, minimising interruption</b>	<ul style="list-style-type: none"> <li>• Active listening – “Ok”, “Right”, “I see”, “Hmmm”</li> <li>• Echoing – Repeat some words of short phrases from patient</li> <li>• Try to use active listening techniques at the end or near the end of a patient’s speaking turn to minimise interruption</li> <li>• Paraphrasing – repeating what the patient said but with different words</li> <li>• Non-verbal communication – nodding your head, eye contact, facial expressions, tilt your head (not on OET recording but useful for facilitating conversation)</li> </ul>
<b>D2 – using initially open questions, appropriately moving to closed questions</b>	<p><b>Start with an open question and see what the patient tells you. If they give you a lot of information – summarise and clarify. If they only give you some information – ask open and quantitative questions to get the details and find out more.</b></p> <p><b>Open questions:</b></p> <ul style="list-style-type: none"> <li>• Can you tell me about...?</li> <li>• Can you describe your...?</li> <li>• What brings you here today?</li> <li>• How are you feeling?</li> </ul> <p><b>Closed questions:</b></p> <ul style="list-style-type: none"> <li>• Do you have a headache?</li> <li>• Would you like to talk about...?</li> <li>• Are you taking any medication at the moment?</li> </ul> <p><b>Quantitative questions:</b></p> <ul style="list-style-type: none"> <li>• How often do you exercise?</li> <li>• How long have you had this pain?</li> <li>• How much pain are you experiencing?</li> <li>• When did it start?</li> </ul>
<b>D3 – NOT using compound questions/leading questions</b>	<p><b>Don’t ask questions like...</b></p> <ul style="list-style-type: none"> <li>• “Have you eaten this morning and what have you eaten?” Compound - Separate into two separate questions</li> <li>• “Is the headache really painful?” Leading - Ask open questions instead: “Can you describe your headache?”</li> </ul>
<b>D4 – clarifying statements which are vague or need amplification</b>	<p><b>The patient tells us something which is unclear or requires more details.</b></p> <ul style="list-style-type: none"> <li>• “Can you tell me what you mean by...?”</li> <li>• “Can you clarify what you mean by...?”</li> <li>• “Can you explain ... in your own words?”</li> <li>• “Just to double check, you mean...”</li> <li>• “You just said ... Can you tell me a bit more about that?”</li> <li>• “Can you tell me exactly what you mean by...?”</li> </ul>
<b>D5 – summarising information to encourage correction/invite further information</b>	<p><b>The patient tells us something and we want to check what they said, so we summarise and invite the patient to correct or give more details.</b></p> <ul style="list-style-type: none"> <li>• “Let me summarise what you said...”</li> <li>• “Regarding your medical history/condition/symptoms, you said... Is that right?”</li> <li>• “You told me that you ... Is that true?”</li> <li>• “You mentioned that... Did I get that correct?”</li> <li>• “Just to double check, you said... Am I right?”</li> </ul>