

**Starter:**

1. Why is it important to facilitate the patient’s narrative during your OET roleplay?
2. What are the three types of question you can ask when gathering information?

**Key things to consider?**

E. Indicators for <b>information giving</b>	
E1	<u>establishing initially</u> what the patient <u>already knows</u>
E2	<u>pausing periodically</u> when giving information, using the response to guide next steps
E3	<u>encouraging</u> the patient to contribute <u>reactions/feelings</u>
E4	<u>checking</u> whether the patient has <u>understood</u> information
E5	discovering what <u>further information</u> the patient needs

CRITERIA	HOW CAN WE MEET IT?
<b>E1 – establishing initially what the patient already knows</b>	<p><b>We want to know what the patient already knows...</b></p> <ul style="list-style-type: none"> <li>• “Have you heard of... before?”</li> <li>• “What do you know about...?”</li> <li>• “Do you have any idea about...?”</li> <li>• “How much do you know about...? – if you think the patient knows about this already – common knowledge</li> <li>• “Are you aware of...?”</li> </ul>
<b>E2 – pausing periodically when giving information, using the response to guide next steps</b>	<p><b>We can use chunking and checking...</b></p> <ul style="list-style-type: none"> <li>• Break information into smaller pieces</li> <li>• After each/some chunk(s), we check how the patient feels or if they have understood the information</li> <li>• Use of silence is important here – use pauses effectively to let patient digest information and give them the opportunity to ask questions if they need to</li> </ul>
<b>E3 – encouraging the patient to contribute reactions/feelings</b>	<p><b>We want to know what the patient feels/thinks about the information we give them...</b></p> <ul style="list-style-type: none"> <li>• “How do you feel about...?”</li> <li>• “Do you think you can manage that?”</li> <li>• “What do you think about...?”</li> <li>• “How does that sound?”</li> <li>• “Is that ok?”</li> <li>• “Is that manageable for you?”</li> <li>• “I understand that this must be difficult news but if you want to talk about it, I am here” – giving bad news/negative information</li> </ul>
<b>E4 – checking whether the patient has understood information</b>	<p><b>We want to know if the patient has understood what we told them...</b></p> <ul style="list-style-type: none"> <li>• “Does that make sense?”</li> <li>• “Do you have any questions (about...)?”</li> <li>• “Would you like me to go through that again?”</li> <li>• “Am I (being) clear (so far)?”</li> <li>• “I hope that is/was clear”</li> <li>• “Is there anything you would like me explain (again)?”</li> <li>• “Can you please summarise what we have discussed so far?” – choose your patient carefully!</li> <li>• Targeted questioning – with some patients this can be really effective if we want to know what <u>details</u> they can recall</li> </ul>
<b>E5 – discovering what further information the patient needs</b>	<p><b>We want to know if the patient has received all the information they need/want...</b></p> <ul style="list-style-type: none"> <li>• “Do you have any further questions?”</li> <li>• “Would you like me to go through anything again?”</li> <li>• “Is there anything else I can help you with?”</li> <li>• “Do you need any more details about anything?”</li> <li>• “Would you like to ask me anything else?”</li> <li>• “Do you have any final questions?”</li> </ul>