

**Starter:**

1. What do you think should be included in your introduction to the roleplay?
2. How does the fact that the patient is known or unknown change this?

**Key things to consider?**

A. Indicators of <b>relationship building</b>	
A1	initiating the interaction appropriately (greeting, introductions, nature of interview)
A2	demonstrating an <b>attentive</b> and <b>respectful attitude</b>
A3	adopting a <b>non-judgemental approach</b>
A4	showing <b>empathy</b> for feelings/predicament/emotional state

CRITERIA	HOW CAN WE MEET IT?
<p><b>A2 – Demonstrating a respectful and attentive attitude</b></p>	<p><b>Respectful = polite / attentive = paying attention or listening</b> Using polite language and ask for consent</p> <ul style="list-style-type: none"> <li>• “How do you prefer to be addressed?”</li> <li>• “May I ask....?”</li> <li>• “...if that’s ok?”</li> <li>• “Is that alright?”</li> </ul> <p>Show interest in what the patient says:</p> <ul style="list-style-type: none"> <li>• Asking questions to get details from patient – “Could you tell me more about...?”</li> </ul> <p>Active listening:</p> <ul style="list-style-type: none"> <li>• Body language – nodding head, eye contact, tilt head</li> <li>• Non-verbal sounds – “Hmmm”, “Ohhh”</li> <li>• Use phrases – “I see”, “Right”, “I understand”</li> <li>• Repeating words the patient says - ‘echoing’ – “a week”, “a headache”</li> </ul>
<p><b>A3 – Adopting a non-judgmental approach</b></p>	<p><b>Non-judgemental = not using our own beliefs to affect the way we speak to or treat a patient</b></p> <ul style="list-style-type: none"> <li>• Use facts rather than adjectives – “You smoke 30 cigarettes a day” instead of “You are a heavy smoker” Ask for facts using quantitative questions - “How many cigarettes do you smoke?”</li> <li>• Use labelling and/or second conditional – “It would be beneficial for your health if you tried to lose some weight”</li> <li>• Distancing and generalising - “People who have similar symptoms really benefit from losing weight”</li> <li>• Try to avoid using modals like “must”, “have to”, “should”</li> </ul>
<p><b>A4 – Showing empathy for feelings/predicament/emotional state</b></p>	<p><b>Empathy = we show the patient that we understand their feelings and want to help</b></p> <p>“I am (so/really) sorry to hear that” “Oh dear. That sounds difficult” “It must be difficult/stressful/annoying/frustrating for you” “I can understand that you feel stressed/annoyed/frustrated” “I can imagine that it must be hard for you” “I cannot imagine how difficult it must be” – very serious “I can only imagine what you must be going through” – very serious</p>