

**Starter:**

1. Why is it important to understand and incorporate the patient's perspective in your OET Speaking roleplay?
2. What phrase(s) can you use to relate explanations to ideas/concerns that patients have mentioned before?

**Key things to consider?**

Organisation



C. Indicators of <b>providing structure</b>	
C1	<b>sequencing</b> the interview <b>purposefully</b> and <b>logically</b>
C2	<b>signposting</b> changes in topic
C3	using <b>organising techniques</b> in explanations

CRITERIA	HOW CAN WE MEET IT?
<b>C1 – Sequencing the interview purposefully and logically</b>	<ul style="list-style-type: none"> <li>• We can use sequencing in explanations or summarising: “Firstly”, “Secondly”, “Lastly”, “Finally”</li> <li>• We follow the task card – don’t change the order of the bullet points</li> </ul>
<b>C2 – Signposting changes in topic</b>	<p><b>We use phrases to indicate to the patient that we are going to change topic in the conversation:</b></p> <ul style="list-style-type: none"> <li>• “Now, I would (us) to talk about your treatment. Is that ok?”</li> <li>• “Now, let’s discuss your management plan”</li> <li>• “Ok, after discussing your medication, let me show you how it works”</li> <li>• “Can/Could we discuss your medication?”</li> <li>• “I would like to explain more about your treatment”</li> <li>• “Shall we move on and talk about your symptoms?”</li> <li>• “Now that we have discussed your symptoms, can we move (on) to the examination findings?”</li> </ul>
<b>C3 – Using organising techniques in explanations</b>	<p><b>Categorisation (menu technique)</b></p> <ul style="list-style-type: none"> <li>• “First, we discuss your symptoms and then we will talk about your diagnosis”</li> <li>• “Before we discuss your test results, I would like to ask you some questions about your symptoms. Is that alright?”</li> </ul> <p><b>Summarising</b> We choose two or three important things that we want the patient to remember after the conversation and summarise the information</p> <ul style="list-style-type: none"> <li>• “To sum up...”</li> <li>• “Today, we have discussed...”</li> </ul> <p><b>Chunking</b> We take a large piece of information and we break it into smaller manageable pieces with pauses and checking questions between each chunk</p> <p><b>Labelling</b> We put emphasis on something that we think is very important for the patient</p> <ul style="list-style-type: none"> <li>• “It is vital/crucial/imperative/important/essential for you to avoid drinking alcohol”</li> <li>• “It would be beneficial for you to make some changes to your diet”</li> </ul>