

## OET Speaking

### Information Gathering

#### What is the OET Speaking Test?

- 2 x roleplays – 5 minutes each
- Healthcare Professional & patient/carer
- You always play yourself in the role plays
- A full cue card is given for each task: instructions about what to do

#### Typical cue card:

OET SAMPLE TEST	
CANDIDATE CARD NO. 1	NURSING
SETTING	General Practice Clinic
NURSE	Your patient is 39 years old. He/She has come to the clinic with complaints of abdominal discomfort and change in bowel habit over the last couple of weeks.
TASK	<ul style="list-style-type: none"> <li>• Greet patient. Find out what he/she wants to speak to you about.</li> <li>• Empathise with patient and ask how their current bowel movement is. Ask if he/she has made any lifestyle changes recently (work, exercise, dietary, etc).</li> <li>• Say that due to the inactivity and lack of fibre intake, it is most likely that patient is suffering from constipation.</li> <li>• Explain that he/she needs to make an effort to stay active (cycling, running, playing sports etc.) and to eat high-fibre foods (e.g., fruits: avocado, bananas, apples, etc.; vegetables: broccoli, brussels sprouts, artichokes, etc.). Stress importance of increasing fluid intake (minimum 2 litres per day).</li> <li>• Emphasise that if there's no improvement in a few days, he/she should return to see the doctor.</li> </ul>
© Cambridge Boxhill Language Assessment (2022) <span style="float: right;">SAMPLE TEST</span>	

- 3 minutes is given for preparing each task
- The person you are speaking to is not an examiner – they are interlocutors

### How are test takers scored?

Linguistic – 60%	Clinical Communication – 40%
how understandable your English is: <ul style="list-style-type: none"> <li>• pronunciation</li> <li>• rhythm</li> <li>• intonation</li> <li>• choice of vocabulary</li> <li>• grammar</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Relationship Building</i></li> <li>• <i>Understanding &amp; Incorporating Patient Perspective</i></li> <li>• <i>Providing Structure</i></li>   <li>• <i>Information Gathering</i></li> <li>• <i>Information Giving</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>You only have to demonstrate a clinical communication indicator once in your whole test</i></li> </ul>	

### What is the difference between these two criteria?

Information Gathering	Information Giving
Finding out information about the patient's situation. <ul style="list-style-type: none"> <li>- current feelings</li> <li>- discussing pain</li> <li>- symptoms</li> <li>- lifestyle</li> <li>- when things happen</li> <li>- changes</li> </ul>	Giving information to the patient about their situation. <ul style="list-style-type: none"> <li>- advice</li> <li>- suggestions</li> <li>- procedure</li> </ul>
<i>Demonstrate that I understand the information I have gathered.</i>	<i>Demonstrate that the patient understands the information I have given to them.</i>

Criteria Indicators

<p>D1. Facilitate the patient's narrative with <u>active listening techniques</u>, minimising interruption</p>	<p><b>verbal encouragement:</b> mmm mmmm / oh ..... / ah..... / ok... / sympathy</p> <p><b>echoing / repetition:</b> saying the same words back to a speaker to show them you are listening</p> <p><b>Paraphrase:</b> Hear what the patient says and say something that is similar / connected back to the patient</p>
<p>D2. Using initially open questions, moving to closed questions</p>	<p><b>Open Questions</b></p> <p>These types of questions often open new lines of enquiry:</p> <ul style="list-style-type: none"> <li>- Where...</li> <li>- When...</li> <li>- How often...</li> <li>- How much...</li> <li>- Could you tell me more about....</li> </ul> <p><b>Closed questions</b></p> <p>These types of questions are good for getting specific answers, and are answered 'yes' or 'no':</p> <ul style="list-style-type: none"> <li>- Are you feeling better?</li> <li>- Do you have any pain in your elbow?</li> <li>- Have you taken any painkillers?</li> </ul>
<p>D3. NOT using compound/Leading questions</p>	<p><b>Compound Questions</b></p> <p>Avoid asking multiple questions simultaneously:</p> <p><b>Example:</b> Are you sleeping well? Are you working at the moment?</p>

	<p><b>There is a risk:</b> The patient will only answer one question. Then you have to remember to go back and cover the first question</p> <p><b>Leading questions:</b></p> <p>You can give up smoking, <i>can't you?</i></p> <p>Leading questions persuade patients to give answers that you want – not necessarily the truth.</p>
<p>D4. Clarifying statements which are vague</p>	<p>Patients can sometimes be vague – unclear.</p> <ul style="list-style-type: none"> <li>- Can you explain it more?</li> <li>- Can you be more specific?</li> <li>- Can you clarify what you mean by....'weird'?</li> </ul> <p>These kind of questions are likely to lead to vague answers:</p> <ul style="list-style-type: none"> <li>- Can you tell me more about your lifestyle?</li> <li>- How have you been feeling recently?</li> </ul>
<p>D5. Summarising information to encourage correction</p>	<p>When a patient has finished giving information, summarise it:</p> <ul style="list-style-type: none"> <li>- OK to sum up.....</li> <li>- I'd just like to summarise</li> <li>- So, to recap</li> </ul> <p>Don't feel pressured to be correct!</p>

**Important** - Interlocutors are trained to be:

- vague
- annoyed
- impatient
- sad
- worried

Be aware of this when gathering information – they are not being bad interlocutors!

## Questions

The basic grammar of questions relies on 'inversion'

John likes chocolate. (Subject + Infinitive)

Does John like chocolate? (Aux + Subject + Infinitive)

<p><b>Aux</b></p> <p>Closed questions –</p> <p>Yes / No</p> <p>ASI</p>	<ul style="list-style-type: none"> <li>• Does it affect your sleep?</li> </ul> <p><i>A + S + I</i></p> <ul style="list-style-type: none"> <li>- be</li> <li>- do</li> <li>- have</li> </ul> <ul style="list-style-type: none"> <li>• Are you able to rotate his wrist?</li> </ul> <p><i>A + S</i></p> <ul style="list-style-type: none"> <li>• Have you heard of metformin?</li> </ul> <p><i>A + S</i></p>
<p><b>Wh- Open</b></p> <p>QUASI</p>	<ul style="list-style-type: none"> <li>• Why do you miss your appointments?</li> </ul> <p><i>QU + A + S + I</i></p> <ul style="list-style-type: none"> <li>• Where is the pain?</li> </ul> <p><i>QU + A + S</i></p> <ul style="list-style-type: none"> <li>• When did the pain start?</li> </ul> <p><i>QU + A + S + I</i></p>
<p>Wh (Quantitative)</p>	<ul style="list-style-type: none"> <li>• How many / much + noun</li> <li>• Which + noun</li> <li>• What + noun</li> </ul> <ul style="list-style-type: none"> <li>• How many fingers did you break in the accident?</li> <li>• How many fingers were broken in the accident?</li> </ul> <p><i>QU + noun + aux</i></p> <ul style="list-style-type: none"> <li>• Which arm was hurting?</li> </ul> <p><i>QU + noun + aux</i></p>

Indirect	<p style="color: red;"><del>Could you tell me where is the pain?</del></p> <p style="color: red;">A + S + I ————— Qu + A + S</p> <p>Could you tell me where the pain is? A + S + I                      Statement</p> <ul style="list-style-type: none"> <li>- <b>Could you tell me</b> when the pain started?</li> <li>- <b>Would you mind if I asked</b> when the pain started?</li> <li>- <b>Are you willing to tell me</b> when the pain started?</li> <li>- <b>Would you mind telling me</b> when the pain started?</li> </ul>
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Practice

OET SAMPLE TEST	
CANDIDATE CARD NO. 1	MEDICINE
SETTING	Doctor's Clinic
DOCTOR	This 32-year-old patient was diagnosed with adult-onset asthma one year ago. Dust mites were identified as a major trigger. You are seeing the patient for his/her annual asthma review.
TASK	<ul style="list-style-type: none"> <li>Find out about patient's asthma symptoms (e.g., any change, effect on daily activities/sleep, etc.).</li> <li>Review patient's asthma triggers (e.g., exposure to dust mites, any control measures tried, etc.).</li> <li>Explore patient's asthma self-management strategies (e.g., daily use of inhaled corticosteroid preventer, frequency of salbutamol reliever use, etc.).</li> </ul>

OET SAMPLE TEST	
ROLEPLAYER CARD NO. 1	NURSING
SETTING	Community Health Centre
NURSE	You are speaking to a 34-year-old patient who has been referred to you by the doctor for advice on improving his/her wellbeing. He/she has been experiencing problems sleeping and had a panic attack at work.
TASK	<ul style="list-style-type: none"> <li>Find out about patient's job/routine (weekly schedule, stress levels and its impact on life, etc.).</li> <li>Find out about more details about patient (energy levels, physical activity, dietary pattern, etc.).</li> </ul>