

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

CRITERIA	HOW CAN WE MEET IT?
<b>E1 – establishing initially what the patient already knows</b>	<p><b>We ask a question to find out the patient's initial knowledge before an explanation:</b></p> <ul style="list-style-type: none"> <li>• Have you ever heard of...?</li> <li>• Do you know anything about...?</li> <li>• How much do you know about...? – the patient probably knows something, but you want to know how much</li> </ul>
<b>E2 – pausing periodically when giving information, using the response to guide next steps</b>	<p><b>We pause after giving information to give the patient time to understand and digest</b></p> <p><b>We use 'chunk and check' to provide long explanations:</b></p> <ul style="list-style-type: none"> <li>• We give one piece of information</li> <li>• We check understanding or patient's perspective</li> <li>• We give the next piece of information</li> </ul>
<b>E3 – encouraging the patient to contribute reactions/feelings</b>	<p><b>We want to understand the patient's perspective regarding the information we have just provided:</b></p> <ul style="list-style-type: none"> <li>• What do you think about that?</li> <li>• How do you feel about that?</li> <li>• How does that make you feel?</li> <li>• How does that sound?</li> <li>• Is that ok for you?</li> <li>• Do you have any concerns about that?</li> <li>• Is that manageable for you?</li> <li>• Do you think you can do that?</li> </ul>
<b>E4 – checking whether the patient has understood information</b>	<p><b>We want to understand the patient's understanding regarding the information we have just provided:</b></p> <ul style="list-style-type: none"> <li>• Is that clear (so far)?</li> <li>• Does that make sense?</li> <li>• Have I been clear (so far)?</li> <li>• Do you have any questions about that?</li> <li>• Am I being clear?</li> <li>• Would you like me to run through that again?</li> <li>• I hope that's clear</li> </ul> <p><b>Use 'targeted' questions to check understanding to find out if the patient understands specific details about the explanation:</b></p> <ul style="list-style-type: none"> <li>• How long do you need to fast before the operation?</li> <li>• What kind of drinks can you have before the surgery?</li> </ul>
<b>E5 – discovering what further information the patient needs</b>	<p><b>We finish the explanation and we check if the patient needs to know anything more:</b></p> <ul style="list-style-type: none"> <li>• Do you have any (further) questions?</li> <li>• Is there anything else you would like to ask/know?</li> <li>• Do you have any concerns?</li> <li>• Would you like me to repeat anything?</li> <li>• Would you like me to run through anything again?</li> <li>• Would you like to ask me anything (about that)?</li> <li>• Is there anything you would like to ask me?</li> <li>• Is there anything else I can help you with?</li> </ul>