

Key things to consider?

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

From the OET Speaking Glossary...

C. Indicators of providing structure		
C1	Sequencing the interview purposefully and logically	It is the responsibility of the health professional to maintain a logical sequence apparent to the patient as the interview unfolds. An ordered approach to organisation helps both professional and patient in efficient and accurate data gathering and information giving. This needs to be balanced with the need to be patient-centred and follow the patient's needs. Flexibility and logical sequencing need to be thoughtfully combined. It is more obvious when sequencing is inadequate: the health professional will meander aimlessly or jump around between segments of the interview making the patient unclear as to the point of specific lines of enquiry.
C2	Signposting changes in topic	Signposting is a key skill in enabling patients to understand the structure of the interview by making the organisation overt: not only the health professional but also the patient needs to understand where the interview is going and why. A signposting statement introduces and draws attention to what we are about to say. For instance, it is helpful to use a signposting statement to introduce a summary. Signposting can also be used to make the progression from one section to another and explain the rationale for the next section.
C3	Using organising techniques in explanations	A variety of skills help to organise explanations in a way that leads particularly to increased patient recall and understanding. Skills include: <u>categorisation</u> in which the health professional informs the patient about which categories of information are to be provided <u>labelling</u> in which important points are explicitly labelled by the health professional; this can be achieved by using emphatic phrases or adverb intensifiers <u>chunking</u> in which information is delivered in chunks with clear gaps in between sections before proceeding <u>repetition and summary</u> of important points.

CRITERIA	HOW CAN WE MEET IT?
<b>C1 – Sequencing the interview purposefully and logically</b>	<p>Follow the order of the roleplay card – the patient and medical professional cards are in the same order</p> <p>Use sequencing language – firstly, secondly, finally, lastly</p> <p>Use organising techniques – menu techniques, chunking, labelling, summarising, signposting</p>
<b>C2 – Signposting changes in topic</b>	<p><b>We indicate to the patient that we are going to change topic in the roleplay</b></p> <p><b>We can use a variety of signposting phrases:</b></p> <ul style="list-style-type: none"> <li>• “I would like to talk about your diet now. Is that ok for you?”</li> <li>• “Let’s move on to your diagnosis. Is that ok?”</li> <li>• “OK, why don’t we discuss your diet now?”</li> <li>• “Shall we talk about your treatment plan?”</li> </ul>
<b>C3 – Using organising techniques in explanations</b>	<p><b>Summarising</b></p> <p>At the end of an explanation or at the end of the roleplay we pick three main points that we want the patient to remember.</p> <ul style="list-style-type: none"> <li>• “Just to summarise...”</li> <li>• “Just to recap...”</li> <li>• “I’d like to summarise...”</li> <li>• “Let’s go through that again...”</li> <li>• “Shall we sum up what we have discussed today...?”</li> </ul> <p><b>Menu technique (categorisation)</b></p> <p>At the beginning of the roleplay, we indicate what is going to happen and in what order</p> <ul style="list-style-type: none"> <li>• “Before we go through the diagnosis, I’d would like to discuss your symptoms. Is that ok?”</li> <li>• “First, I would like to ask you some questions about your condition and then we can discuss the treatment plan. How does that sound?”</li> </ul> <p><b>Labelling</b></p> <p>We indicate to the patient that something is very important for their condition, treatment or health</p> <ul style="list-style-type: none"> <li>• “It is really important to follow a healthy diet”</li> <li>• “It would be really beneficial for your condition if you did more exercise”</li> </ul> <p><b>Chunking</b></p> <p>We take a large piece of information or a long explanation and we break it into smaller ‘chunks’ so that the patient can understand and we can check their understanding and feelings.</p> <p><b>We can discuss this technique more in ‘Information Giving’!</b></p>