

JAFM Consultations Skills: Teaching-Appetiser Workshop Tokyo, August 2007

Instructions for groupwork watching the DVD clips

Background to the consultations

These consultations are examples of consultations made for teaching purposes. The patients are played by role-players (actors). The doctors are real, and are playing their true selves.

Consultation 1

A 15 year old girl has come to the doctor to ask for the contraceptive pill for the first time. She has come on her own, and does not want her parents to know. This is her first visit to the doctor, and she is quite anxious.

Consultation 2

A retired man has come to the doctor expecting antibiotics. He has a chronic cough which has lasted for months. He is not very happy because he has been told that he has to see the doctor to discuss this – he just wanted to get a prescription over the telephone.

Instructions

In groups, watch the 2- minute clips. These are only the first part of the consultation.

Do not worry about understanding the actual words, but listen to the tone of voice.

- Think about attitudes and non-verbal communication.
- Did the doctor allow the patient to talk?
- Did the doctor show interest in the patient's story and problem? If so, how?

Decide how you would give feedback to the learner – good points and not so good points.

What else would you have wanted to see or hear to make a judgement?

Is this a teaching method that would work for you?

Make notes of your findings.

Elect a spokesperson to feed back to the whole group at the end of this time.