**Questions for discussion**

**Communication & Consultation**

1. What are the essential techniques to improve your listening skills?
2. Ask open questions
3. Paraphrasing
4. Summarize.
5. What are the differences between consultation in PHC & Hospital?

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| PHC | Hospital |
| Patient-centred & problem oriented | Doctor centred and disease oriented |
| Treatment by reassurance | A diagnosis must be arrived at "objectively" before treatment. |
| Appropriate use of time & resources | Takes long time |
| Holistic approach | No consideration of the psychosocial dimensions  |
| Prevention & Health education | No consideration for explanation, health education, health promotion. |

1. Define ‘Modification of Help Seeking Behavior’-Give example.
2. What is Opportunistic Health Promotion – Give example.
3. What are the Patient’s ICE? – When to use in the consultation?
4. Define (Safetynetting)? – Give examples
5. Define (Housekeeping)? – Give example
6. How to Enhance Concordance**?**
7. Differences between Doctor-centred / Patient-centred?

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| **Patient-centred** | **Doctor-centred** |
| Much less controlling style | Doctor is the expert and the Pt. just to cooperate. |
| Encourage and facilitate pt. participation | Focus only on the physical aspects  |
| Fostering a relationship of ‘mutuality’.Greater use of ‘open’ questions | Tightly controlled the interview Qs. are mainly of ‘closed’ type |
| * More time to active listening
 | Biomedical disease framework |
| * Responding to Pt. cues
* Considered Pt. ICE
 | Lack for patients to express their ICE. |

1. Mention The **Core values of Family Physicians?**
* Generalist
* Patient-oriented
* Gate-Keeper
* Patient Advocator &

Continuity of care.

1. What are The patient signals or cues? How to respond to patient’s cues?
2. What is The **Dysfunctional consultation?**
3. What are the reasons for Dysfunctional consultation?
4. What are the **signs** for the Dysfunctional consultation?
* Poor reputation among patients
* Upset patients or doctors
* Increasing complaints
* Increasing critical events
* Reduced job satisfaction.
1. What is The best skill for information gathering (History taking)?