

Planning treatment

Colin Shaw, 45, has come to see his GP. He's concerned about the shortness of breath he has been experiencing. The doctor has listened to his heart and has just finished taking his blood pressure.

Pre-watching

- 1 Based on what you studied in Unit 7, what elements would you expect the doctor to include in planning treatment?

Global observations

- 2 Watch the whole clip. Does the doctor cover all of the stages for negotiating treatment listed below?
 - 1 Discuss options
 - 2 Give information on treatment
 - 3 Obtain patient's view for action
 - 4 Elicit concerns
 - 5 Consider patient's lifestyle
 - 6 Encourage patient involvement in plan
 - 7 Ask about support systems
- 3 Watch the clip again with the volume turned down and note down examples of the doctor's non-verbal communication. Evaluate these in line with models of good communication.

Watching for detail

Part 1: from Start to *Yeah, there's always a few like that, isn't there?* (00:00>01:32)

- 4 Watch Part 1 of the clip and answer these questions.
 - 1 How does the patient respond to the good news that there is no problem with his heart or blood pressure?
 - 2 How does the doctor react to the patient's response?
 - 3 What two possible reasons does the doctor give for the breathlessness?
 - 4 What arguments does the patient put forward for not giving up smoking?
 - 5 How does the doctor react while the patient is giving his reasons for not giving up?

Part 2: from *Yeah, there's always a few like that, isn't there?* to ... *as opposed to using just willpower on its own.* (01:32>03:30)

- 5 Watch Part 2 of the clip and answer these questions.
 - 1 Towards the beginning of the clip the doctor crosses her legs. Do you think this has any significance?
 - 2 How does the patient respond to the doctor when she tells him that it would benefit him to give up smoking? Is this significant for the doctor?
 - 3 What options to help give up smoking does the doctor mention?
 - 4 How does the doctor demonstrate that she is listening when the patient expresses his concerns about possible side effects?

Part 3: from ... *as opposed to using just willpower on its own* to *Shall I give you a leaflet just to help?* (03:30>05:09)

- 6 Watch Part 3 of the clip and focus on the doctor's body language as she explains how the nasal spray will work. Identify two examples where her body language reinforces the verbal language, for example where she says *squirt it into your nose* while miming the action with her hands.

Part 4: from *Shall I give you a leaflet just to help?* to End. (05:09>06:57)

- 7a Watch Part 4 of the clip and focus on the doctor's body language again. Identify at least two examples of when she uses her body language to reinforce what she is saying to the patient.
- 7b In pairs, discuss how effective her use of body language is in helping to reinforce the message for the patient.

- 7c** As we saw in Unit 7, the following four stages are recommended when closing the interview:
- 1 Summarises
 - 2 Agrees contract with patient
 - 3 Safety netting
 - 4 Final checking
- Watch the final 15 seconds of the clip again and circle the stages the doctor includes.
- 7d** Suggest what the doctor could have said for the stages not covered.
- 8a** Look at these excerpts from the clip and underline language of suggestion or negotiation.
- 1 Well, I would suggest you give it another try and maybe something like using the nasal spray.
 - 2 And then gradually, over the course of weeks, we'll cut down on how much you're using and get to the point where you hardly need it and then you can just stop.
 - 3 Well, shall we set a date to stop now then?
 - 4 How about I give you a prescription, you can get the stuff and ...
- 8b** How does using indirect language help the interview?

Post-watching

- 9** In pairs, discuss these questions.
- 1 What were the doctor's and patient's objectives?
 - 2 Do you think these objectives were achieved by the end of the interview?
 - 3 Do you think the outcome could be best described as compliance or concordance?
 - 4 How would you describe the doctor's tone of voice? Does it contribute to the outcome?

Over to you

The patient in this scenario is very cooperative and responds well to the doctor's suggestions. Imagine you are in a consultation with a patient who needs to urgently give up smoking but is showing considerable resistance.

Work in threes, taking it in turns to play the role of the doctor, patient and observer.

Doctor: you should be more assertive in the role, as the patient is showing considerable resistance to the idea of giving up smoking.

Patient: you are worried that you'll pile on weight if you give up smoking and believe that being overweight will be equally bad as smoking.

Observer: make a note of the stages that the doctor covers from the recommended model. Observe how well the doctor uses his/her body language and voice to convince the patient. Observe how the patient responds to the doctor's suggestions.