

CONSULTATION SKILLS REFRESHER COURSE

This half day interactive course focuses on practical ideas and tips that will help you develop and enhance your consultation skills, with an emphasis on remote consultations. It is particularly aimed at GP trainees who are restarting their training after a break.

The course will include a brief revision of consultation models as well as an opportunity to reflect on how to adapt communication skills to different modes of consulting. There will be a chance to hear about research that has identified the most effective communication techniques when consulting, and also how self-regulation techniques can be used to improve your skills.

Unlike larger webinars this smaller group session will focus on the specific practical needs of participants and include some exercises and interaction in a safe and supportive environment.

Outline Programme (subject to amendment)

- Introductions and ice breaker
- Group discussion: current issues, concerns and challenges about consulting
- Revision of key consultation models
- Comparison of consultation modes
- Introduction to the self-regulation model of developing consultation skills
- Group exercise: Planning a remote consultation
- A linguistic toolkit to enhance consultation skills
- Practical exercise: a simulated consultation
- Debrief and feedback
- Conclusions



Dick Churchill DM FRCGP is an experienced GP, educator and NHS appraiser who has spent many years teaching clinical and communication skills to both medical students and GP trainees. Whilst working as Director of Clinical Skills at the University of Nottingham he collaborated in projects on GP communication and developing effective learning strategies to enhance skills. Since the coronavirus pandemic he has been running individual and small group online training events aimed at enhancing remote consultation skills.



Sarah Atkins PhD is currently a Research Fellow at the University of Aston. She is an applied linguist who conducts research in a range of professional settings, including healthcare. Based on her research into GP consultations she is a co-author of 'The RCGP Insider's Guide to the CSA' and 'Performance features in clinical skills assessment: linguistic and cultural factors in the MRCGP exam'. She has run numerous workshops (both virtual and face to face) for GP trainees to introduce a 'Linguistic Toolkit' that can be of benefit for all modes of consultation.