

Consultation Skills

New medicine service (NMS)

Sue Carter Regional Tutor Hampshire and IOW

Why do consultation skills matter?

- Patients don't always take their medicines as intended
- Primary versus secondary
- Unintentional non-adherence versus intentional non-adherence
More than 200 causes listed
- In chronic illness; up to 50 percent of medicines not taken as intended



Perceptions of practice

As you watch the video make a note of the following;
What went well in the consultation? What could be improved?

Key points to consider...

- the introduction: introducing yourself is integral to rapport building – how well was this done?
- sometimes patients tell you something you don't agree with; does the pharmacist demonstrate a non-judgemental approach?
- is a shared agenda achieved?

Shifting the mean - Product to patient-centred

Many pharmacists traditionally favour a product centric approach?

They offer facts and advice about medicines without finding out what and how much the patient would like to know.

A shift to patient-centred practice uses consultation skills, models, styles and extended skills, like health coaching.

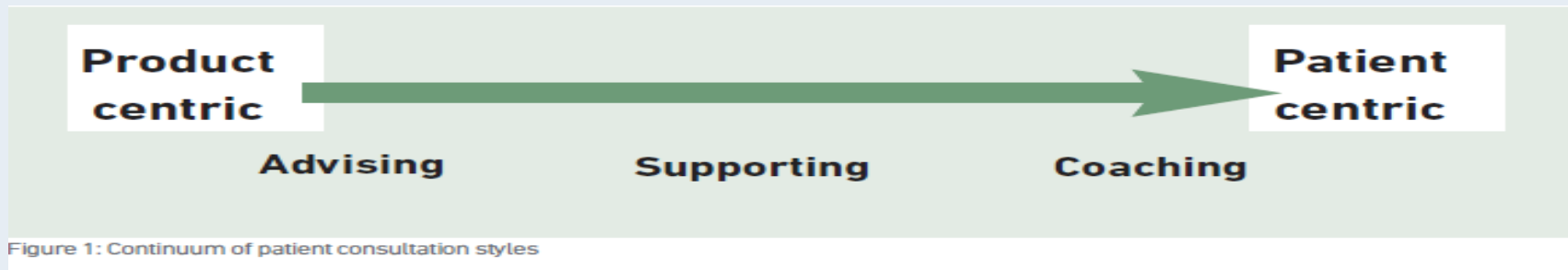


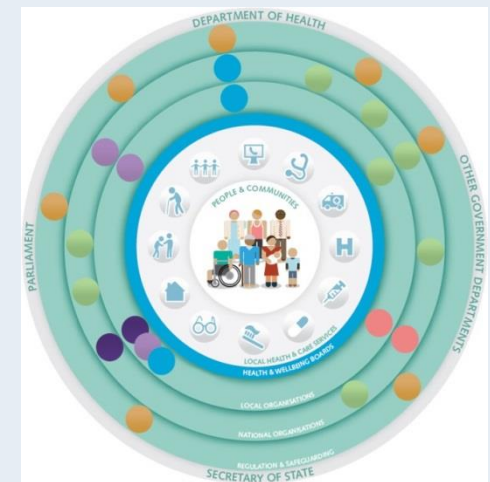
Figure 1: Continuum of patient consultation styles

Barnett, N. Varia, S. and Jubraj, B. **Medicines adherence: Are you asking the right questions and taking the best approach?** The Pharmaceutical Journal, 2013; 291:153-156

Putting the patient at the centre of the consultation

‘The patient is considered holistically, socially, physically, psychologically and behaviourally, in a discussion where power and decision-making is shared.’

Putting the patient at the centre of all decisions about their healthcare.



How do we achieve patient-centred care ?

- Equal partner; share the agenda, discussion and decision making
- Give options (rather than recommendations) and support options with risks versus benefits
- Listening (rather than telling)
- Respect and value their knowledge, beliefs and concerns

ICE

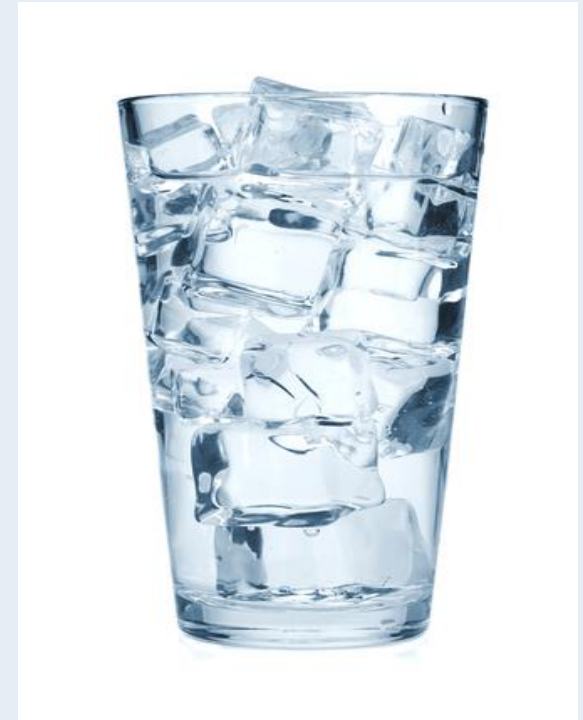
Establish the patient's concerns early
in the consultation:

I Ideas

C Concerns

E Expectations

*“Do you have any concerns about
starting the warfarin?”*



Opening the consultation

- Establish reason for consultation – shared agenda!
“ I’d like a quick chat to see how you are getting along with your new medicine. What would you like to get from our discussion in the time we have?...OK so, we’ll talk about your issue first.”

Probing questions

T 'Tell'

E 'Explain'

D 'Describe'



Gathering information: listening

Reflect and respond to the patient. This will make them feel heard and understood.

“I see...so am I right in thinking that you started this new medicine two weeks ago and you’ve felt sick a few times since ... I can understand that may be a little worrying for you”



Providing information and shared decision making

“What would you like to do about this problem with your medicine; do you have any thoughts on this?”

“There are a couple of options we could discuss if you’d like some help”

“One option you could try is.....”

“Tell me what you understand about (stroke).....would it help if I told you a bit more about it?”

“What else do you want to know at this point?”

Closing the consultation

- Summarise
- What are the three most important things you want the patient to remember?
- Allow the patient to tell you what they plan to do once they have left the consultation

“We’ve covered quite a lot, so just to make sure we both agree could you tell me what your plan is when you get home?”

Closing the consultation

“ Do you have any last questions before we finish?

- Safety net – what if things don't go to plan?

“If at any point you need to chat or you feel like things aren't going right with the plan then please just give me a call, you'll find the number on your medicines label, just ask for me.”

NMS Questions

Have you had the chance to start taking your medicine yet?

How much of your new medicine have you felt able to take so far, if any?

How are you getting on with it?

Are you having any problems with your new medicine, or concerns about taking it?

What concerns have you had about your new medicine, if any?

Do you think it is working?

How well do you think the medicine is working?

NMS Questions

Do you think you are getting any side-effects or unexpected effects?

What unexpected effects have you had since starting your medicine?

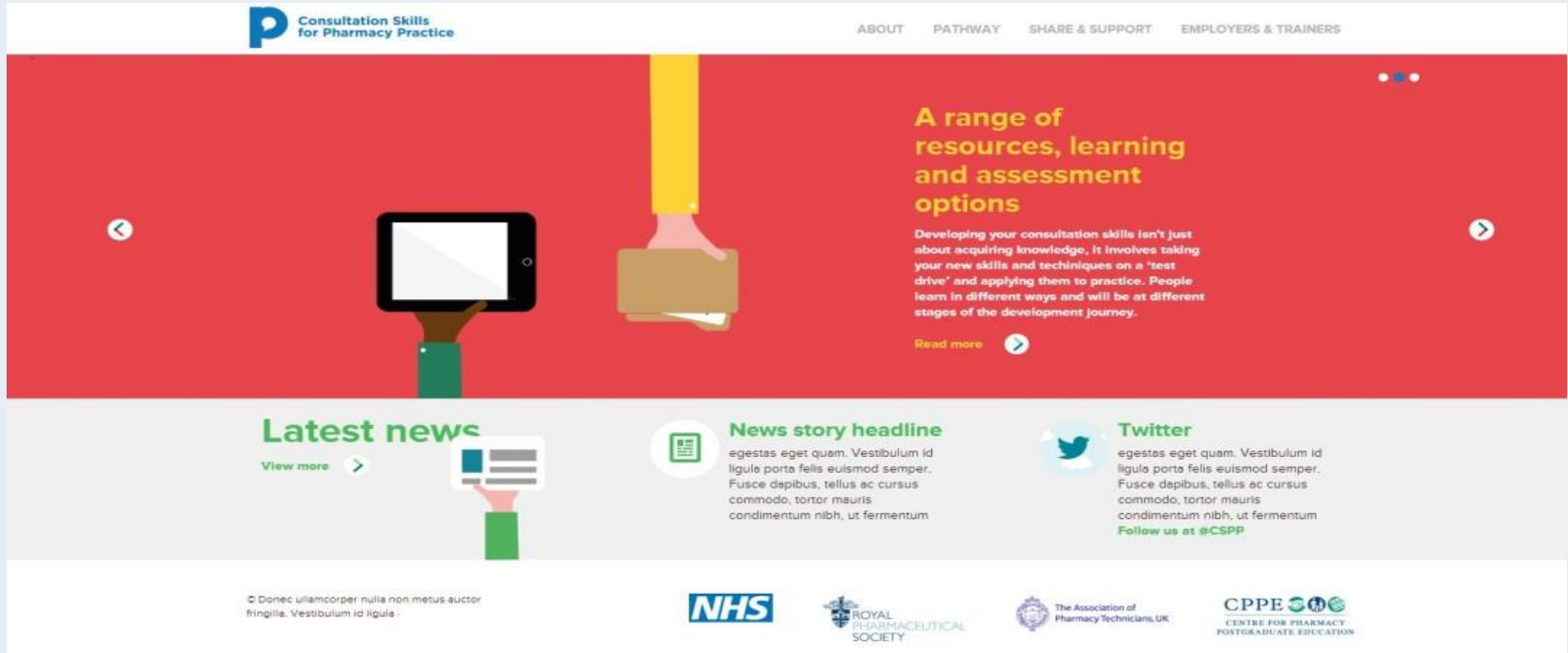
People often miss taking doses of their medicines, for a wide range of reasons. Have you missed any doses of your new medicine?

How many doses of your medicine have you missed in the last week?

Do you have anything else you would like to know about your new medicine or is there anything you would like me to go over again?


What else would you like to discuss or revisit?

www.consultationskillsforpharmacy.com




New six-step model developed

Resources www.cppe.ac.uk

CPPE  CENTRE FOR PHARMACY
POSTGRADUATE EDUCATION

Consultation skills for pharmacy practice: taking a patient-centred approach

A CPPE distance learning programme for pharmacy professionals



PLP 172
15/04/2016

Health Education England

CPPE  CENTRE FOR PHARMACY
POSTGRADUATE EDUCATION

Consultation skills: what good practice looks like

A CPPE e-learning programme for all pharmacy professionals in a patient-facing role



March 2016

Health Education England  


theLearningpharmacy.com[™]

Consultation skills

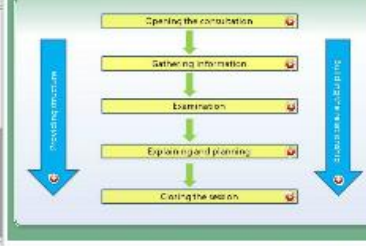


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CPPE   

CPPE  CONSULTATION SKILLS

2.3 Consultation



Flowchart stages:

- Opening the consultation
- Gathering information
- Examination
- Exploring and planning
- Closing the session

Vertical arrows on the sides indicate 'Providing structure' (downward) and 'Structure to be followed' (upward).

CPPE  CENTRE FOR PHARMACY
POSTGRADUATE EDUCATION

Consultation skills for pharmacy support staff

A CPPE learning resource



February 2015
02/11/2015

Health Education England  

Anticoagulation – what a good consultation looks like

New CPPE e learning March 2017

Section 1 – The anticoagulant consultation: Why is this important?
(includes a focus on AF)

Section 2 – Consulting with patients prescribed warfarin – knowledge and video demonstration of a first consultation and a follow-up consultation



Section 3 – Consulting with a patient on NOACs
- knowledge and video demonstration



Section 4 – Your role in consulting with patients prescribed an anticoagulant medicine






Gateway pages




Anticoagulation



Introduction  **Test yourself** 



Introduction to anticoagulation  Anticoagulation quiz 


Core and foundation learning


  


Cardiovascular disease: anticoagulation  New medicine service: anticoagulants and antiplatelets  Anticoagulation: what a good consultation looks like 


Tools  

CHADS2VASc app  HAS-BLED app 


Assessment 

Anticoagulation: assessing specialist practice (2017) 



Further reading 



British Society for Haematology 

Please help us improve our website by letting us know what you like and reporting anything isn't quite right.




 Let us know your thoughts




Atrial fibrillation and arrhythmias

Introduction  **Test yourself** 



Introduction to atrial fibrillation  Atrial fibrillation quiz 



Core and foundation learning



  



Video - clinical features and classification of atrial fibrillation  NICE Atrial fibrillation overview  New medicine service: anticoagulants and antiplatelets 



Core and foundation learning



 




Patient experience: living with atrial fibrillation  Anticoagulation: what a good consultation looks like 




Assessment  

Anticoagulation: assessing specialist practice (2017)  Anticoagulants: supporting patients and ensuring safety (2017) 

Tools  

CHADS2VASc app  HAS-BLED app 

Further reading   

Pharmaceutical Journal article - Clinical features and classification of atrial fibrillation  Atrial Fibrillation Association - resources to support your practice  European Society of Cardiology - clinical practice guidelines 





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