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
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.

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

‘The patient is considered holistically, socially, physically, psychologically and behaviourally, in a discussion where power and decision-making is shared.’
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’
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”
“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?”
“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?
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?
New six-step model developed
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
Contact
Sue Carter Regional Tutor Hampshire and IOW
susan.carter@cppe.ac.uk