

You're about to listen to the map of the consultation workshop.
So here are some explanatory notes to help you get the best out of this session:
But before you commit to listening to this session you are likely to want to know: is this workshop for you?

Feedback from participants and reviewers

So I've got a few comments that our participants, and my local trainers group, have made about this session:

They thought it was a relevant practical and excellent session, very learner centred and non-threatening.

The learners felt that we provided a safe environment for them to practice.

The audio material provided for our learners was felt to be superb, excellent and life-like.

The session was full of common scenarios, the sort that you might come across in your consulting room or in the exam.

The learning was very useful to specialist trainees at all levels. The training was very practical, giving useful techniques and it nicely implemented the colour mapping of the consultation.

It was very helpful to listen to, and to read, a real-life consultation, that covered all aspects of a structured consultation and it was very helpful to map that consultation.

Some learners felt that all of their learning needs have been sought and met.

They learnt useful phrases, new styles of consultation and how to organise their consultations.

Whilst the session was excellent and informative, it was felt to be more trainee centred than didactic.

Who is this session aimed at?

This session is aimed at all levels of GP registrar and at any GP who wishes to improve their communication skills and timekeeping.

So what skills will you learn in this session?

You'll learn how to signpost at the start consultation.

You'll learn useful phrases for psychosocial and occupational history taking.

You'll also learn how to check understanding.

There are plenty of good housekeeping tips to be had.

You'll be able to improve your ability to ask about ideas, concerns and expectations and have practice at summarising.

You'll hear examples of the use of the Uber signpost.

There will be an opportunity for you to understand how to control the consultation when faced with a chatty patient. There will be a chance to use the shut up exercise.

So that you can keep your consultation organised you will learn how to signpost results that are coming later.

You will learn also how to negotiate a doable agenda for your consultation, so that it is possible for you to complete your consultations within 10 minutes.

We take you through the spectrum of prompts exercise. The spectrum of prompts exercise will allow you to gather information effectively.

And we ensure that you have a effective structure, a map of the consultation that will allow you to get organised without being rigid.

Our LEJOG map of the consultation is memorable and flexible. We teach you to use the LEJOG map so that you can safely navigate an effective consultation that takes you through all the important landmarks of the consultation.

How to use our LEJOG map of the consultation

Are you sitting comfortably? Now we'll begin.....

Our map of the consultation is a tool to help you to organise your consultation. It is made up of 10 distinct parts that with practice, and time, will flow together and guide you, and your patient through the intricacies of a GP consultation. Most consultations will feature each of the 10 parts, but will differ depending on the problem that your patient presents with, and on what your patient wants to get out of the consultation. This is an interactive

workshop with a focus on recognition of the 10 parts and how they intertwine to give the consultation meaning and direction.

The full workshop will take you four hours. I would suggest you listen to say 30 minutes of the audio recordings at a time, initially in the order they are presented. You can later refer back to the titled segments when you are ready to rehearse specific skills.

In preparation for the workshop:

Firstly: Read through the ten map of the consultation headings, these will be explained in more detail during the workshop. (Detailed below.)

For this workshop to work best you may find it useful to have 10 coloured pencils or crayons to match up with the map of the consultation headings. Ideally:

1. BLUE (Patient contribution)

2. LIGHT GREEN (ICE - ideas concerns expectations)

3. PINK (PSO - psychosocial and occupational history)

4. RED (Red flags)

5. YELLOW (Focused history)

6. GREY (Focused examination)

7. PURPLE (Identify problem and explain diagnosis)

8. ORANGE (Check understanding)

9. BROWN (Develops management plan and shares management plan)

10. DARK GREEN (Safety net and follow up)

So you can fully enter into the spirit of this workshop it would be really helpful if you could print off a black and white copy of the doctor's script from the consultation with Erica. (This is provided to you on this page of the website: appendix B)

Please take a look at the coloured map of the consultation. Lands End to John O'Groats or LEJOG. And please locate each of the landmarks of the consultation on the coloured Lands End to John O'Groats map. (Appendix C)

Put all the materials to one side and sit and listen to the consultation with Erica.

Now you are ready to begin your workshop. Listen to the audio recordings in the listed order. You will need to pause the recording after segment 4 to do the colouring in exercise.

Colouring in exercise

The purpose of this exercise is to introduce you to the LEJOG map of the consultation. The LEJOG map is a visual tool that guides through the important landmarks of the consultation using colours. After you have listened to segment 4, pause the recording to complete this exercise. Colour in the black and white copy of the doctor's script (Appendix B) with the appropriate colours between the square brackets. These bracketed sentences are phrases that have been used to tease out each of the ten vital landmarks of the consultation, that we are trying to cover in our well organised consultations. If you use our map you have a much better chance of reaching your destination and of achieving your 10 goals.

If you're a GP registrar you'll realise that points mean prizes in the Clinical Skills exam. But for the rest of us old hands at general practice: we'll certainly notice a big difference in your patient satisfaction questionnaires if we achieve these goals.

You can refer to the coloured doctor's script from the consultation with Erica after doing the colouring in exercise to check how you did. (Appendix D)

There are 23 audio segments in this workshop:

- 1 Erica stress neck pain
- 2 Introducing the group. How organised are you?
- 3 Making the flexible 10 point map of the consultation automatic
- 4 How to colour in the puzzle
- 5 Lessons from doing the puzzle
- 6 Learners' agendas relating to the Map of the Consultation
- 7 How the session will work - Malcolm
- 8 The Uber signpost - Malcolm
- 9 The best consultation skills book A field guide to the difficult patient interview
- 10 Mereena deploys the Uber signpost
- 11 Signposting the mental state examination - Iram
- 12 Spectrum of prompts exercise. Making it easier for your patient to give information in a more timely way. Malcolm
- 13 Spectrum of prompts - part 2. Includes echos and the Colombo technique. Malcolm
- 14 Silence in the Clinical skills exam. Malcolm
- 15 Shut up exercise. Tiru then Iram
- 16 The fear of missing something. Mapping uncertainty in medicine.
- 17 A time efficient way of covering the psychosocial and occupational history
- 18 The value of summarising and signposting
- 19 Structuring a review for giving results ("They are not completely normal")
- 20 Sharing results 2: The results are almost completely normal
- 21 Sharing results 3. Checking understanding: "Could you tell me what you were able to get out of today's consultation"
- 22 Specific safety netting. patient.info
- 23 Top tips for keeping to time in the consultation

After listening to the workshop, please watch the video of the consultation with Erica, we've synchronised it to the LEJOG map of the consultation journey, through from Lands End to John O'Groats.