

3. Skills in Managing 1-1 Consultations

Skills in managing 1:1 consultations, eliciting information and forming judgements are vital skills for General Practice Nursing Associates (GPNAs).

Therefore, the below table outlines the communication skills we feel the trainee GPNA needs to be exposed to, and have highlighted to them whilst shadowing clinics, alongside formal training, to ensure they are able to build and develop this skill set.

These are broad underpinning skills which will be developed over time.

Consultation Skills²

The Supervisor or Assessor should be able to highlight and support the development of the following consultation skills, ensuring access to training where available:

- How to initiate a consultation.
- How to establish a rapport.
- How to use open and closed questions.
- Use summary to assist clarification.
- How to avoid jargon.
- How to respond to patients' own communication style and needs.
- How to provide structure to a consultation.
- How to read non-verbal cues.
- How to progress from one section of the consultation to the next.
- How to manage time keeping within a consultation.
- How to use non-verbal behavior to support rapport in a consultation – eye contact, posture, position, movements and vocal tone.
- How to work with interpreters.
- How to carry out telephone and other forms of remote consultation.
- How to use sensitivity when dealing with embarrassing or disturbing topics.
- How to explain rationale for care provided/recommended.
- How to use motivational interviewing techniques.
- How to use coaching techniques.
- How to reinforce information.
- How to check a patient's understanding.
- How to make suggestions rather than give directions.
- How to provide clear safety netting advice.
- How and when to use written resources to support discussions.
- How to close the session.
- Ensure that the record of the consultation reflects the clinical reasoning within the consultation.

² <https://www.gp-training.net/wp-content/uploads/2020/08/calgary-5.pdf>