

Module Title	Communication and Consultation Skills				
Module Code	FMED-511				
Module Type	Required				
Level	2 nd Cycle				
Year / Semester	1 / 1				
Teacher's Name	Lead: Prof. Alexia Papageorgiou Co-lead: Ms Maria Perdikogianni				
ECTS Credits	7.5	Lectures	9	Interactive learning activities	23
Module Purpose and Objectives	<p>The main objectives of the module are to:</p> <ul style="list-style-type: none"> • Enable students to become familiar with basic models of clinical communication used in primary care. • Enable students to become familiar with most up to date evidence underlying the use of models in current practice. • Enable students to understand and employ a tool kit (Calgary/Cambridge) of effective consultation skills. • Empower students to video record a real life consultation with a focus on gathering information and giving information. • Enable students to understand their own consultation style and the effect this may have in their interactions with their patients and their carers. • Enable students to analyse and reflect on their own consultations using the Consultation Observation Tool (COT). • Familiarise students with the Calgary/Cambridge guide on age related issues and sharing bad news. • Identify most up to date evidence underlying the use of skills and attitudes when consulting with the elderly. • Identify current practices when consulting with the elderly and sharing bad news. • Familiarise students with anger as a primary and secondary emotion. • Familiarise students with prevalence of violence in USA and UK health care systems. • Identify official guidelines on how to deal with violence in USA and UK health care Systems. • Identify the skills for dealing with conflict. • Identify the skills for dealing with ambivalence. • Identify the basic Motivational Interviewing skills for behaviour modifications. • Familiarise students with the basic models of clinical communication used in primary care when consulting with patients and colleagues on the phone. • Familiarise students with the most up to date evidence underlying the use of models, skills, attitudes when consulting with patients and colleagues on the phone. • Familiarise students with the current practices when consulting with patients and colleagues on the phone. • Familiarise students with the basic models of clinical communication used in primary care when consulting with children, adolescents and their 				

	<p>carers.</p> <ul style="list-style-type: none"> • Familiarise students with the current practices when consulting with children, adolescents and their carers. • Familiarise students with the most up to date theories and evidence when available.
Learning Outcomes	<p>After completion of the module students are expected to be able to:</p> <ul style="list-style-type: none"> • Demonstrate knowledge of the basic models of clinical communication used in primary care and in particular the Calgary/Cambridge guide to medical consultations. • Demonstrate knowledge of the most up to date evidence underlying the use of models in current general practice. • Watch pre-recorded consultations and analyse them. • Video record a real life consultation with a focus on gathering information and giving information. • To analyse and reflect on their own consultations using the Consultation Observation Tool (COT). • Demonstrate through role-playing the appropriate skills for structuring the consultation, building rapport, information gathering and information giving when consulting with an elderly patient and/or their carer. • Demonstrate through role playing the appropriate skills to achieve shared understanding and shared decision making when consulting with an elderly patient and/or their carer. • Demonstrate through role playing the appropriate skills when sharing bad news. • Demonstrate knowledge of their own consultation style and the effect this may have in their interactions with their patients and their carers. • Demonstrate through role-playing the appropriate skills for structuring the consultation, building rapport, information gathering and information giving when consulting with a patient and/or their carer who might be ambivalent, angry, frustrated or agitated. • Demonstrate through role playing the appropriate skills to achieve shared understanding and shared decision making when consulting with a patient and/or their carer who might be ambivalent, angry, frustrated or agitated. • Demonstrate through role-playing the appropriate skills for structuring the consultation, building rapport, information gathering and information giving when consulting with a patient and/or their carer over the phone. • Demonstrate through role playing the appropriate skills to achieve shared understanding and shared decision making when consulting with a child and/or their carer over the phone. • Demonstrate knowledge of their own consultation style and the effect this may have on their interactions when they consult with a patient and/or their carer over the phone. • To analyse and reflect on their own consultations using the Calgary/Cambridge Guide and the RICE Rating List. • Demonstrate through role-playing the appropriate skills for structuring the consultation, building rapport, information gathering and information giving when consulting with a child and/or adolescent patient and their carer.

	<ul style="list-style-type: none"> • Demonstrate through role playing the appropriate skills to achieve shared understanding and shared decision making when consulting with a child and/or adolescent patient and their carer. • Demonstrate knowledge of their own consultation style and the effect this may have on their interactions when they consult with children, adolescents and their carers. 																																	
Prerequisites	None	Required	None																															
Module Content	<ul style="list-style-type: none"> • Introduction to Communication and Consultation Skills • Communicating with elderly patients and their carers and sharing bad news • Dealing with Conflict • Telephone Consultations • Consulting with Children and Adolescents 																																	
Teaching Methodology	This module is delivered via distance learning (online). It includes recorded lectures, interactive presentations, online tutorials (Webinars), quizzes, optional assignments and discussion forums.																																	
Bibliography	<p>Required Textbooks / Reading:</p> <table border="1"> <thead> <tr> <th>Title</th> <th>Author(s)</th> <th>Publisher</th> <th>Year</th> <th>ISBN</th> </tr> </thead> <tbody> <tr> <td>Skills for Communicating with Patients <i>Available as ebook via UNic Library Search</i></td> <td>Jonathan Silverman, Suzanne Kurtz, Juliet Draper</td> <td>CRC Press; 3 edition</td> <td>2013</td> <td>978-1846193651</td> </tr> <tr> <td>Clinical Communication in Medicine <i>Available as ebook via UNic Library Search</i></td> <td>Jo Brown, Lorraine M. Noble, Alexia Papageorgiou, Jane Kidd</td> <td>Wiley-Blackwell; 1 edition</td> <td>2016</td> <td>978-1118728246</td> </tr> </tbody> </table> <p>Recommended Textbooks / Reading:</p> <table border="1"> <thead> <tr> <th>Title</th> <th>Author(s)</th> <th>Publisher</th> <th>Year</th> <th>ISBN</th> </tr> </thead> <tbody> <tr> <td>Talking with Patients: A Consultation Handbook</td> <td>Bill Bevington</td> <td>Yorkshire & Humber Deanery</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Communication Skills in</td> <td>Margaret Lloyd, Robert Bor</td> <td>Churchill Livingstone</td> <td>1999</td> <td></td> </tr> </tbody> </table>				Title	Author(s)	Publisher	Year	ISBN	Skills for Communicating with Patients <i>Available as ebook via UNic Library Search</i>	Jonathan Silverman, Suzanne Kurtz, Juliet Draper	CRC Press; 3 edition	2013	978-1846193651	Clinical Communication in Medicine <i>Available as ebook via UNic Library Search</i>	Jo Brown, Lorraine M. Noble, Alexia Papageorgiou, Jane Kidd	Wiley-Blackwell; 1 edition	2016	978-1118728246	Title	Author(s)	Publisher	Year	ISBN	Talking with Patients: A Consultation Handbook	Bill Bevington	Yorkshire & Humber Deanery	N/A	N/A	Communication Skills in	Margaret Lloyd, Robert Bor	Churchill Livingstone	1999	
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	Medicine				
	Communication Skills in Mental Health Care: An Introduction	Xavier Coll, Alexia Papageorgiou, Ann Stanley, Andrew Tarbuck	CRC Press; 1 edition	2012	978-1846195167
	Motivational Interviewing: Helping People Change	William R. Miller, Stephen Rollnick	The Guilford Press; 3rd edition	2012	978-1609182274
	Telephone Consultations in Primary Care. A Practical Guide	Tony Males	Royal College of General Practitioners	2007	978-0850843064
Assessment	<ul style="list-style-type: none"> • WPBA Components <ul style="list-style-type: none"> - Formative COTs (COT 1, COT 2) - Summative COT (COT 3) • Exams <ul style="list-style-type: none"> - Formative AKT Exam - Summative AKT Exam 				
Language	English				