

Module Title	Communication and Consultation Skills in Primary Care				
Module Code	FMED-511				
Module Type	Required				
Level	2 <sup>nd</sup> Cycle				
Year / Semester	1 / 1				
Teacher's Name	Prof. Alexia Papageorgiou Dr Maria Perdikogianni				
ECTS Credits	7.5	Lectures	9	Interactive learning activities	28
Module Purpose and Objectives	<p>The main objectives of the module are to:</p> <ul style="list-style-type: none"> <li>• Enable students to become familiar with basic models of clinical communication used in primary care.</li> <li>• Enable students to become familiar with most up to date evidence underlying the use of models in current practice.</li> <li>• Enable students to understand and employ a tool kit (Calgary/Cambridge) of effective consultation skills.</li> <li>• Empower students to video record a real life consultation with a focus on gathering information and giving information.</li> <li>• Enable students to understand their own consultation style and the effect this may have in their interactions with their patients and their carers.</li> <li>• Enable students to analyse and reflect on their own consultations using the Consultation Observation Tool (COT).</li> <li>• Familiarise students with the Calgary/Cambridge guide on age related issues and sharing bad news.</li> <li>• Identify most up to date evidence underlying the use of skills and attitudes when consulting with the elderly.</li> <li>• Identify current practices when consulting with the elderly and sharing bad news.</li> <li>• Familiarise students with anger as a primary and secondary emotion.</li> <li>• Familiarise students with prevalence of violence in USA and UK health care systems.</li> <li>• Identify official guidelines on how to deal with violence in USA and UK health care Systems.</li> <li>• Identify the skills for dealing with conflict.</li> <li>• Identify the skills for dealing with ambivalence.</li> <li>• Identify the basic Motivational Interviewing skills for behaviour modifications.</li> <li>• Familiarise students with the basic models of clinical communication used in primary care when consulting with patients and colleagues on the phone.</li> <li>• 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.</li> <li>• Familiarise students with the current practices when consulting with patients and colleagues on the phone.</li> <li>• Familiarise students with the basic models of clinical communication used in primary care when consulting with children, adolescents and their</li> </ul>				

	<p>carers.</p> <ul style="list-style-type: none"> <li>• Familiarise students with the current practices when consulting with children, adolescents and their carers.</li> <li>• Familiarise students with the most up to date theories and evidence when available.</li> </ul>
<p>Learning Outcomes</p>	<p>After completion of the module students are expected to be able to:</p> <ul style="list-style-type: none"> <li>• Familiarise students with the basic models of clinical communication used in primary care and in particular the Calgary/Cambridge guide to medical consultations.</li> <li>• Familiarise students with the most up to date evidence underlying the use of models in current general practice.</li> <li>• Watch pre-recorded consultations and analyse them.</li> <li>• Video record a real life consultation with a focus on gathering information and giving information.</li> <li>• Enable students to analyse and reflect on their own consultations using the Consultation Observation Tool (COT).</li> <li>• 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.</li> <li>• 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.</li> <li>• Demonstrate through role playing the appropriate skills when sharing bad news.</li> <li>• Enable students to understand their own consultation style and the effect this may have in their interactions with their patients and their carers.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• Enable students to understand 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.</li> <li>• Enable students to analyse and reflect on their own consultations using the RICE Rating List.</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Enable students to understand their own consultation style and the effect this may have on their interactions when they consult with children, adolescents and their carers.</li> </ul>																																
Prerequisites	None	Required	None																														
Module Content	<ul style="list-style-type: none"> <li>• Introduction to Communication and Consultation Skills</li> <li>• Communicating with elderly patients and their carers and sharing bad news</li> <li>• Dealing with Conflict</li> <li>• Telephone Consultations</li> <li>• Consulting with Children and Adolescents</li> </ul>																																
Teaching Methodology	This programme is delivered via distance learning (online) and includes recorded lectures, interactive online tutorials (Webinars) and discussion forums, as well as online exercises and other activities.																																
Bibliography	<p><b>Required Textbooks / Reading:</b></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><b>Recommended Textbooks / Reading:</b></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 &amp; 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"> <li>• WPBA Components <ul style="list-style-type: none"> <li>- Formative COTs (COT 1, COT 2)</li> <li>- Summative COT (COT 3)</li> </ul> </li> <li>• Exams <ul style="list-style-type: none"> <li>- Formative AKT Exam</li> <li>- Summative AKT Exam</li> </ul> </li> </ul>				
Language	English				