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| **CONTEXT** | **GUIDANCE** | **PATIENT RESPONSE** |
| Introduction | Introduce yourself and explain your roleConfirm name and DOB of the person you are speaking to. Is it the patient?Confirm patient consent and and remind patient consultation is confidential |  |
| Gathering information | Establish reason for patient contactListen and note any auditory or visual cues eg anger, anxietyLet patient talk uninterrupted initiallyAsk open questions Explore patients ideas, concerns and expectationsAsk about PMH, medication,etc |  |
| Ascertaining the clinical problem | Focus questions to get more info on presenting problemAsk closed questions |  |
| Clinical Examination (video) | If appropriate, ask patient to show site of the problem eg rash, lump  |  |
| Clinical examination (phone) | If patient has BP monitor or pulse oximeter or peak flow meter, ask them to provide measurements |  |
| Consider management plan | Consider differential diagnosis and explain to patient that you will discuss with GP and arrange follow up callDoes patient need face to face appointment eg for physical examination or investigations? |  |
| Closing the consultation | Summarise the information with the patient and ensure that it is correctEnsure patient is aware that they will receive a follow up call to further discuss the problemEnsure patient aware they can ring the surgery if problems worsens (safety net)Document consultation in patient notes |  |
| Issues to discuss with GP tutor | Consider differential diagnoses and management optionsConsider how remote consultation was different to seeing patient in practice |  |