|  |  |  |
| --- | --- | --- |
| **CONTEXT** | **GUIDANCE** | **PATIENT RESPONSE** |
| Introduction | Introduce yourself and explain your role  Confirm 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 contact  Listen and note any auditory or visual cues eg anger, anxiety  Let patient talk uninterrupted initially  Ask open questions  Explore patients ideas, concerns and expectations  Ask about PMH, medication,etc |  |
| Ascertaining the clinical problem | Focus questions to get more info on presenting problem  Ask 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 call  Does 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 correct  Ensure patient is aware that they will receive a follow up call to further discuss the problem  Ensure 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 options  Consider how remote consultation was different to seeing patient in practice |  |