



From the Authors of
The Complete CSA Casebook
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CompleteCSA

In collaboration with RCA Examiners

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HOW to safely and effectively end your consultation

In this month's bulletin we look at how you wrap up your consultation and the impact that it has had on the patient.

HOW to create a positive impact on the patient, as well as demonstrate interpersonal skills

The patient should leave the consultation feeling

- Understood
- With a diagnosis or discussion of important differentials
- With an understanding of the plan and the specific actions required
- Empowered
- Feeling positive, reassured and safe

HOW do we ensure they leave feeling understood?

Ask open questions to explore and appreciate the details of the problem.

Ask for their thoughts about this problem and what worries them about it.

Explore their life and the impact this problem has had or could have on their psychosocial wellbeing.

What to do with all this information? Proactively reflect back all these challenges to the patient alongside empathy to demonstrate "I hear you" (we prefer this to I understand!)

HOW do we ensure they leave with a diagnosis?

Share your working diagnosis, or explain the potential diagnoses, half way into your consultation. Then pause to give the patient time for the news to sink in and respond.

Always state what the diagnosis is, even if they have mentioned it, for example if they say "I think I might have X". They want to hear confirmation (or not) from you.

If the diagnosis is a mystery, explain why the common scenarios don't fit, but what can you do to achieve a diagnosis?

HOW do we ensure the patient understands the plan and actions required?

Explain what you (the doctor) are going to do.

Talk through the specifics and logistics of what the patient needs to do and in what timeframes.

Discuss what they can expect from other services you may be arranging.

HOW do we ensure the patient feels empowered?

To empower the patient you need to share your knowledge (no jargon) so they leave with a clear understanding. This begins with a clear and concise description of what the diagnosis is, why it may have happened, what the options are, your recommendations, the benefits or side effects of potential medication, what future options may be etc.

Give suggestions of, or even better encourage the patient to suggest, ways in which they may be able to help themselves (e.g. lifestyle changes, exercises, enhance their knowledge)

HOW to ensure they leave feeling positive, reassured and safe?

If not from the diagnosis, then from the comfort of receiving excellent care with a feeling of trust in their doctor.

To do this you must be clear with your thinking, have empowered them, demonstrated care, interest and support that you will be sharing the journey with them or if needs be have set out a path to receive help from different services.

Ensure they leave with a clear safety net so they know what to do if something unexpected happens. "This is what I expect to happen, this is how you [the patient] will know if I'm wrong, and this is what to do then. Remember that safety nets for relatively minor problems should rarely, if ever end, with "Phone 999".

Complete RCA Courses delivered by the Authors, RCA Examiners & Educators

Our Complete RCA Course includes 6.5 hours of teaching over 2 mornings

2.5 hours	Interactive Webinar	Everything you need to know about the RCA & ask an RCA Examiner
2 hour	Case session	Small groups of 4. Simulated cases (RCA Examiner approved) designed for the RCA. The focus of the session is how to demonstrate skills (within the RCA marking scheme) in your future cases.
1 hour	Case discussion	Case selection & how to demonstrate consultation complexity skills.
1 hour	Ask the RCA Examiner	

Next course April 10th (webinar) and April 11th (cases day) Book at Completeca.co.uk