

Let's play...



# CONSULTATION!

The fun way to teach and learn  
general practice consultation skills.




## Acknowledgement of Country

We acknowledge the Traditional Owners of the land in which this meeting is taking place, and pay respects to their Elders past, present and their families.



# The pre-game game...



- Create a team name
  - Nominate a scribe
  - There will be a prize...
- 

1. In which country did Snakes and Ladders originate?

2. What is the total number of tiles supplied in a standard English game of Scrabble?

3. On the classic London Monopoly board, what colour is Piccadilly?



4. In Cluedo, which room connects to the study via a secret passage?

5. In International Chess,  
on what coloured square  
does the Black king  
start?

6. In standard Pictionary, how much time do players have to complete each drawing?

7. Name all the train stations on the Classic London Monopoly board.

8. In which decade was Cluedo first released?

9. In standard English Scrabble, how many points is the letter J worth?

10. What was the name of the first computer to beat the reigning World Champion at Chess?

11. In what year did that happen?



12. Name the six question categories in classic Trivial Pursuit.

BONUS → name the colour associated with each category!

# Consultation skills

- Like learning to drive
- Core component of GP training
- Basic skills → more advanced
- Who does it – supervisors, ECT Visitors, MEs

# What are consultation skills?



# Key consultation tasks

- Building the doctor-patient relationship
- Opening the discussion
- Gathering information
- Understanding the patient's perspective
- Sharing information
- Reaching agreement
- Providing closure

Kalamazoo Consensus Statement



A new  
teaching  
practice  
to re-  
super

**Box 1. Teaching the art of general practice consultation framework**

1. Be prepared
2. Ice breaker
3. Rehearsed opener
4. Any other issues?
5. Reflection
6. Gathering facts
7. Examination
8. The wrap
9. Acceptance set
10. Safety net



Itation to

Roth R, W  
registrars and supervised doctors. Aust J Gen Pract. 2022 May;51(5):510-515.

# Teaching consultation skills

Tell us how you teach consultation skills?



# Teaching consultation skills

The game as a new method...

Talking about a board game, but we want to demonstrate to you some of what can occur during gameplay, and how this may differ from standard consultation skill teaching methods.

# Table groups

## Three tasks

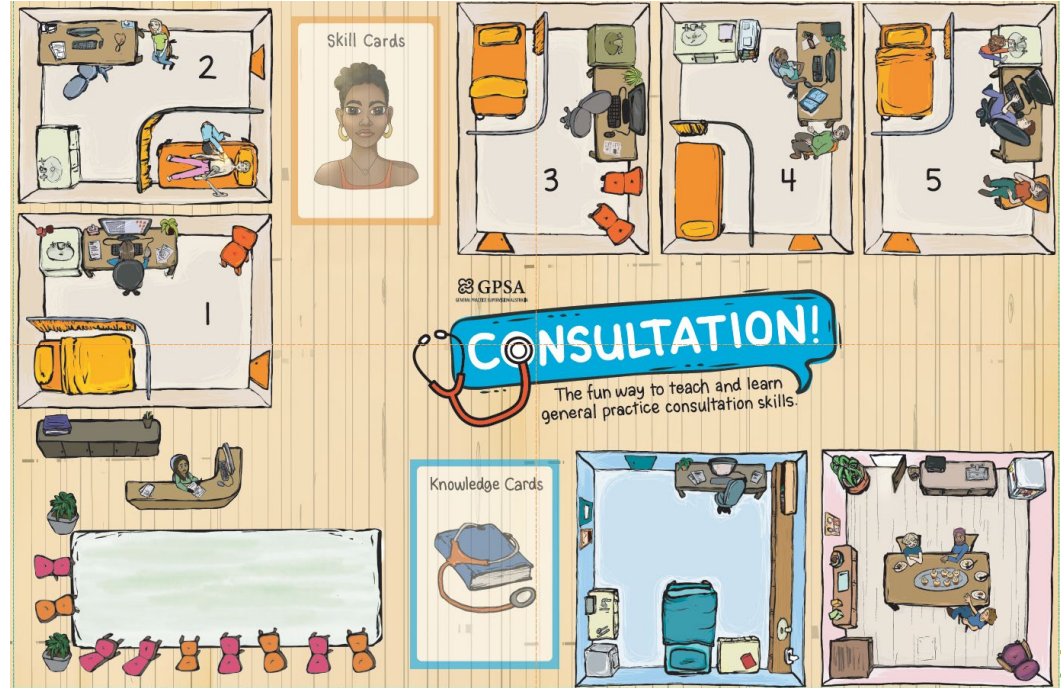
- Play the game
- Reflect and discuss within your groups on your experience of playing  
– thinking, feeling, engagement
- Have fun 😊

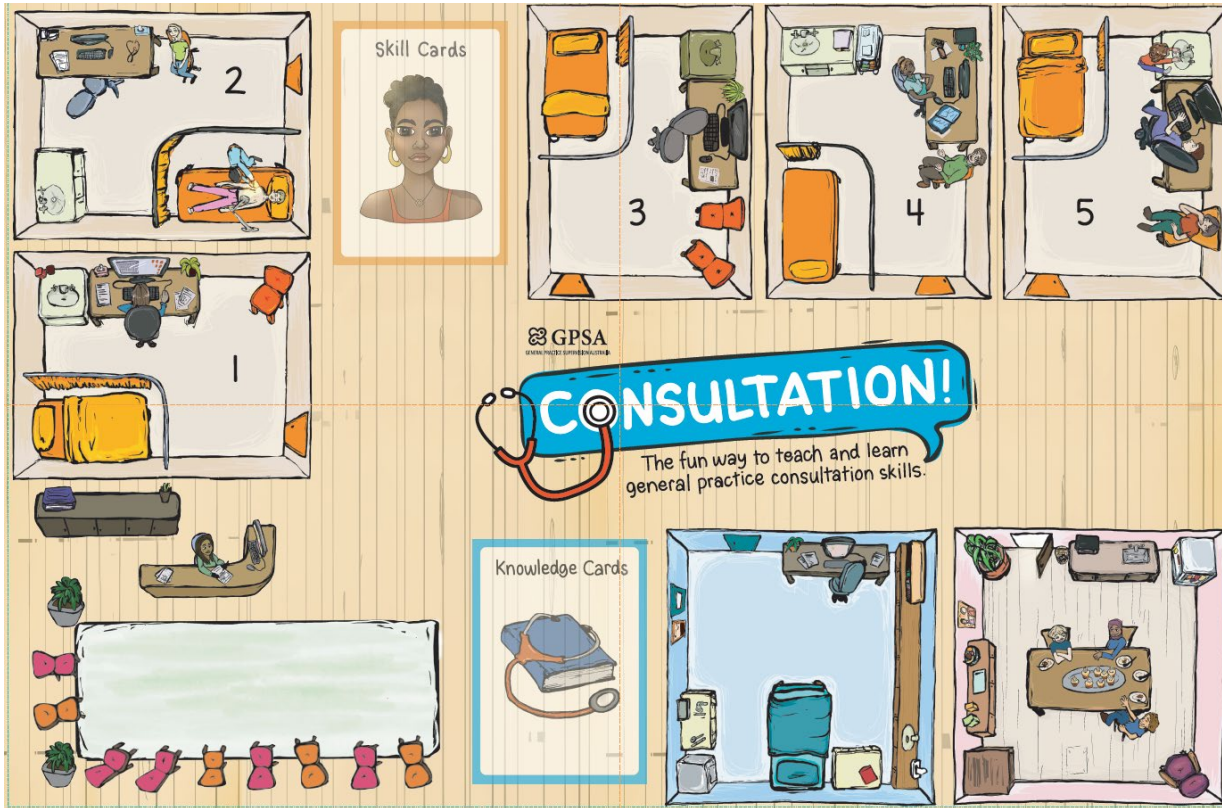


# Consultation! instructions

## Aim

- Be the first to the lunchroom to eat a cupcake





**Skill Cards**

**1**

**2**

**3**

**4**

**5**

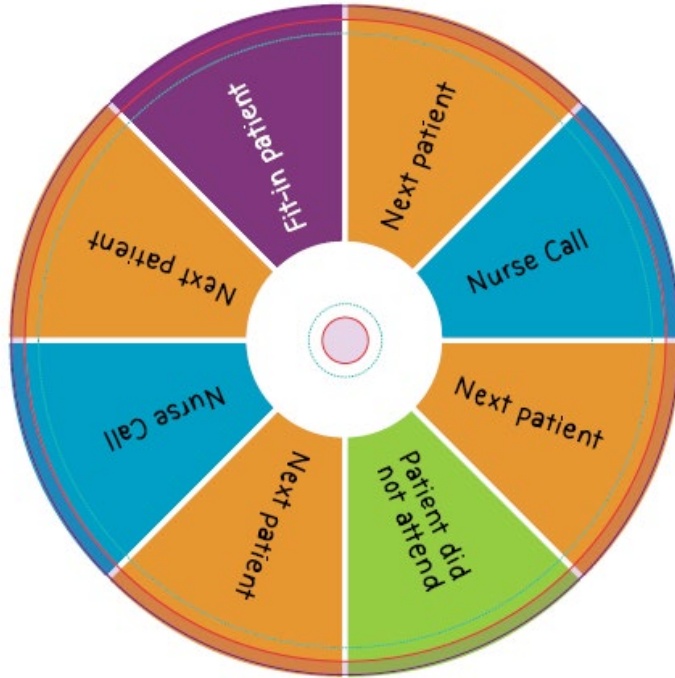
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The fun way to teach and learn  
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**Knowledge Cards**

# Board

# Spinner



1. **Next patient** – move forward one room

2. **Patient did not attend** – move forward two rooms

3. **Fit-in patient** – stay in the same room

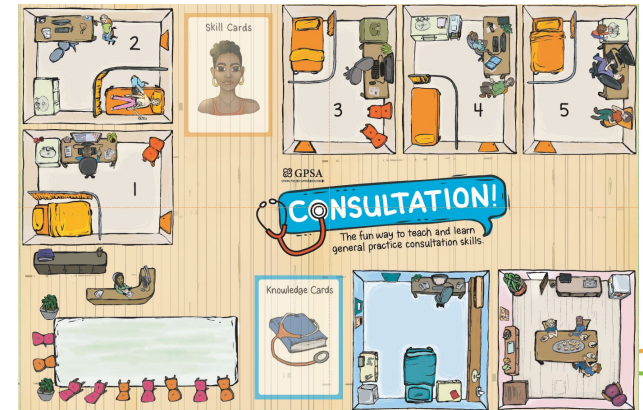
4. **Nurse call** – go to the treatment room

# Cards



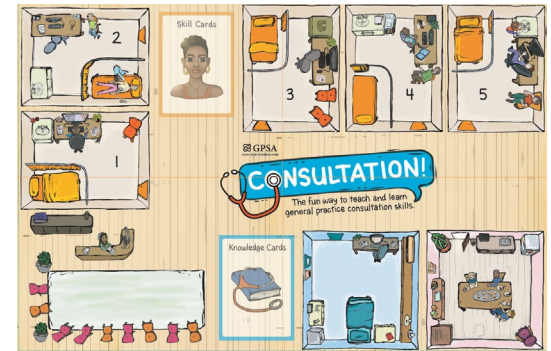
# Consultation room

- Pick up a skill card and read the scenario to the group.
- Undertake a brief role-play. The player to your left acts as your patient.
- Conduct a mini feedback session.
- Your turn ends.



# Treatment room

- The player to your left picks up a knowledge card and reads the question to you.
- If you answer correctly, return to whichever room you were in prior to being called to the treatment room. Your turn ends.
- If you answer incorrectly, stay in the treatment room. Your turn ends. On your next turn, do not spin the spinner but instead attempt another knowledge card.

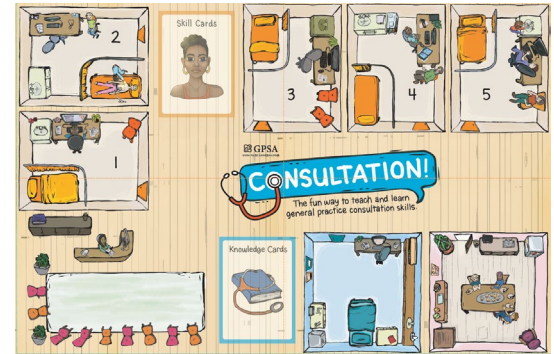


# Waiting room

- If you spin “fit-in patient” while in the waiting room, stay in the waiting room and do not pick up a card. Your turn ends.

# Lunchroom

- When you reach the lunchroom, answer a knowledge card question correctly to win the game!
- If you answer incorrectly, stay in the lunchroom and attempt another knowledge card on your next turn.



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**Skill Cards**

1

2

3

4

5

**Knowledge Cards**

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# Teaching consultation skills

After playing game:

This also lends itself to the peer-to-peer learning environment

The nature of playing a game encourages lightheartedness which can allow for mistakes to be made with less perceived negative attitude.



# “Chunking” skill development



# Resources



## Consultation Skills Toolbox

The GPSA consultation skills toolbox is a repository of useful references and resources for the development of consultation skills.

It has been developed for use by:

- GP supervisors, as part of [teaching and learning](#)
- External clinical teaching visitors, as part of [ECTVs](#)
- Medical educators, as part of [teaching and learning](#)
- GP registrars, as part of education and [exam preparation](#).

The toolbox is divided into four sections:

- The consultation
- Consultation models
- Consultation skills
- Challenging consultations

The primary resources in this toolbox are the GPSA consultation skills teaching plans.

References and other resources referred to in the teaching plans are not duplicated in the toolbox.

For a broad overview of the teaching consultations skills, have a look at this webinar recording (right).

Another practical resource we recommend is the 2014 AFP article [Consultation skill tips for new GP registrars](#).

It is recognised that International Medical Graduates (IMGs) may have specific learning needs in consultation skill development. For specific consultation skill tools and resources for IMGs, [download the IMG guide](#) or view the GPSA online resource 'Supervising International Medical Graduates (IMGs)'.

