**PCSP consultation skills**

**(Self-assessment tool)**

The tool below has been developed to help you to structure your reflections following a consultation. This can be completed after any consultation but was specifically developed for personalised care and support planning consultations.

In an ideal world you could have someone sit in on your consultations and give you feedback or you could audio or videotape your consultation and use this tool whilst listening or watching it back. Alternatively, you could reflect on these questions yourself shortly after a consultation.

Please consider the statements below and circle how much you agree with each (0 - not at all; 5 - very much so). It would probably be best to use a separate sheet for each consultation and collate the results to inform the next step in the exercise.

|  |  |  |
| --- | --- | --- |
|  | **Statement** | **Agree (please circle)** |
| 1. | The person with the long-term condition talked more than I did | 0 | 1 | 2 | 3 | 4 | 5 |
| 2. | We developed a good working alliance/rapport | 0 | 1 | 2 | 3 | 4 | 5 |
| 3. | We developed a collaborative agreed agenda/focus for the consultation | 0 | 1 | 2 | 3 | 4 | 5 |
| 4. | The person was exploring things for themselves, possibly thinking about some things for the first time or in a different way | 0 | 1 | 2 | 3 | 4 | 5 |
| 5. | The person was taking the lead, making suggestions and asking me for information | 0 | 1 | 2 | 3 | 4 | 5 |
| 6. | We explored and discussed their results and health issues  | 0 | 1 | 2 | 3 | 4 | 5 |
| 7. | I asked the person for their permission before I raised my concerns/views/worries | 0 | 1 | 2 | 3 | 4 | 5 |
| 8. | We identified a goal that was important to the patient and progressed through action planning | 0 | 1 | 2 | 3 | 4 | 5 |
| 9. | The person had an opportunity to raise their concerns, worries and views | 0 | 1 | 2 | 3 | 4 | 5 |
| 10. | When I asked, the person reported having more confidence in managing their condition by the end of the consultation | 0 | 1 | 2 | 3 | 4 | 5 |

When you have completed the above several times it may be that you begin to notice a pattern emerging of the areas that you feel are stronger and weaker in your consultations with people. These might help you identify areas for development.

**Identifying my skills and areas for development**

**(Reflective exercise)**

After reviewing and reflecting upon your consultations please identify on a scale of 0 - 5 how you rate your confidence on the following statements (a score of 0 indicating ‘not confident at all’ and 5 indicating ‘very confident’)

|  |  |  |
| --- | --- | --- |
|  | **Statement** | **Confidence rating (please circle appropriate number)** |
| 1. | I can elicit the person’s views and feelings about their condition | 0 | 1 | 2 | 3 | 4 | 5 |
| 2. | I can elicit the person’s knowledge and beliefs about their condition | 0 | 1 | 2 | 3 | 4 | 5 |
| 3. | I can develop a collaborative and agreed agenda with a patient | 0 | 1 | 2 | 3 | 4 | 5 |
| 4. | I can provide emotional support to a person with a long term condition | 0 | 1 | 2 | 3 | 4 | 5 |
| 5. | I can elicit the person’s own personal goals for self-management | 0 | 1 | 2 | 3 | 4 | 5 |
| 6. | I know the steps in helping support someone to identify personally important goals and to develop an action plan, and I can manage it in practice  | 0 | 1 | 2 | 3 | 4 | 5 |
| 7. | I can assess through discussion the person’s emotional and psychological needs in relation to their condition | 0 | 1 | 2 | 3 | 4 | 5 |
| 8. | I can tell when I am starting to try to persuade the person to do what I think is right for them.  | 0 | 1 | 2 | 3 | 4 | 5 |
| 9. | I can check with the person how they feel our conversation is going | 0 | 1 | 2 | 3 | 4 | 5 |
| 10. | I am comfortable with the person taking the lead in the consultation and managing an equal power dynamic | 0 | 1 | 2 | 3 | 4 | 5 |
| 11. | I know when I have developed a good rapport with someone and we working well together | 0 | 1 | 2 | 3 | 4 | 5 |
| 12. | I am able to express my concerns and challenge people in a manner that preserves our rapport and is not lecturing or telling | 0 | 1 | 2 | 3 | 4 | 5 |
| 13. | I can elicit the person beliefs, values and goals in life i.e. what is important to them  | 0 | 1 | 2 | 3 | 4 | 5 |