

## **Keeping organised/ to time in the consultation. Top tips:**

1. Look after yourself.
2. Get to work in time for a coffee before surgery. Make sure that the computer is alive.
3. Start on time
4. Catch up slots (use for phone consultations if you are ahead)
5. A clock that the patient can see. If the patient comes in on time they are far more likely to leave on time. Malcolm's mechanical chairs (please listen to the Calgary Cambridge skills workshop).
6. Read the patient's notes before the consultation
  - active problems
  - last consultation
  - consider reading the last letter
  - look at recent investigation results
  - are there any QOF alerts worth addressing or signposting?
7. Is there some other issue that you were planning to raise today?
8. Set the agenda.
9. Flexible structure. We recommend that you use our LEJOG map of the consultation:
  - 1. Patient contribution
  - 2. ICE (ideas concerns expectations)
  - 3. PSO (psychosocial and occupational history)
  - 4. Red flags
  - 5. Focused history
  - 6. Focused examination
  - 7. Identify problem and explain diagnosis
  - 8. Check understanding
  - 9. Develops management plan/ shares management plan
  - 10. Safety net and follow up
10. Signpost when and how to tackle unmet agenda items.
11. Use the structure