

Virtual Consultation

Patients' Top Tips

P A T I E N T S

PERSONAL

Treat me as a person, use my name and be interested in me.

ASK

Ask how I am. What I would like to get from this consultation. Do I have any worries? Is there anything I would like you to know?

TIMINGS

Have you called me too early? Have you kept me waiting? Is this a good time for me to speak at length with you? A one-hour appointment window is reasonable. Remember I have a life too.

IMPORTANT

Find out what's most important to me and what matters to me. NOT "what's the matter with me?".

EMPATHY

Show empathy by giving me time and space to feel, think and speak. I don't need you to fix everything.

NO ACRONYMS

Use clear and straightforward language when talking with me as I may find some medical terminology confusing and it may hinder our building a rapport. However, avoid 'dumbing down' and appearing to patronise me.

TUNE IN

Put down your agenda so you can really listen to me. I want to feel heard and understood.

SUPPORT

Work with me to explore what support I have or need, what I think would help me and how best you can give me support. I may have the best and most suitable solutions.

