

Communication skills

for **Closing the Consultation**

#1. FORWARD PLAN

Next steps

- Agree next steps for you and for the patient
- Emphasise support

"We are here to support you if you want to talk some more"

i Safety-netting

- Discuss what to do if the plan is not working, when and how to seek help
- Be clear on where the patient can find information
- Offer written summary, instructions or notes

#2. ENSURE APPROPRIATE POINT OF CLOSURE



Summarise

- Briefly summarise what was discussed
"So just to review, we talked about..."
- Clarify plan of care



Final check

- Check that the patient agrees and is comfortable with the plan
- Ask for any additional questions
- Ask the patient to tell you the most important things they will take from the consultation

***Before you leave, let's recap.
What are the main things you
are going to do to manage
your asthma at home?***



Observe the patient's non verbals to judge if the patient appears ready to finish the consultation

Find out more: www.hse.ie/nhcprogramme

