

<b>Global Consultation Rating Scale (GCRS)</b>	<i>Good (2)</i>	<i>Adequate (1)</i>	<i>Not done/poor (0)</i>	<i>Not applicable</i>
<b>Initiating the session</b>				
<b>Greets</b> patient				
<b>Introduces</b> self and nature of interview				
Demonstrates interest and <b>respect</b> , attends to patient's physical comfort				
<b>Uses appropriate</b> opening question				
<i>Overall Score for Initiating the Session</i>				
<b>Gathering Information</b>				
<b>Listens</b> attentively, minimising interruption and leaving space for patient				
Encourages patient to <b>tell the story</b> of the problem(s) from when first started to the present				
Checks and <b>screens</b> for further problems and negotiates agenda				
<i>Overall Score for Problem Identification</i>				
Uses <b>open and closed questions</b> , appropriately moving from open to closed				
<b>Facilitates</b> patient's responses verbally and non-verbally e.g. silence, repetition, paraphrasing				
Picks up and responds to verbal and non-verbal <b>cues</b> (body language, speech, facial expression)				
<b>Clarifies</b> statements which are vague or need amplification				
Periodically <b>summarises</b> & invites patient to correct interpretation or provide further information.				
Uses clear, easily understood language, avoids jargon				
<i>Overall Score for Problem Exploration</i>				
Actively <b>determines patient's perspective</b> (ideas, concerns, expectations, feelings, effects on life)				
Appropriately and sensitively <b>responds to and further explores patient's perspective</b>				
<i>Overall Score for Patient's Perspective</i>				
<b>Building the relationship</b>				
Demonstrates appropriate <b>non-verbal behaviour</b> e.g. eye contact, posture, position, movement, facial				
<i>Overall Score for Non-verbal Communication</i>				
<b>Acknowledges</b> patient's views and feelings; is not judgmental				
Uses <b>empathy</b> to communicate appreciation of the patient's feelings or predicament				
Provides <b>support</b> : expresses concern, understanding, willingness to help				
<i>Overall Score for Developing Rapport</i>				
<b>Providing Structure</b>				
Progresses from one section to another using <b>signposting</b> ; includes rationale for next section				
Structures interview in logical <b>sequence</b> , attends to <b>timing</b> , keeps interview on task				
<i>Overall Score for Providing Structure</i>				
<b>Providing the correct amount/type of info for the individual patient</b>				
<b>Chunks and checks</b> , using patient's response to guide next steps				
Assesses the <b>patient's starting point</b> ( <i>good if carefully tailors explanation</i> )				
Discovers what <b>other information</b> would help patient, seeks and addresses patient's info needs				
<i>Overall Score for providing correct amount and type of information</i>				
<b>Aiding accurate recall and understanding</b>				
<b>Organises explanation</b> ( <i>good if uses signposting/summarising</i> )				
<b>Checks patient's understanding</b> ( <i>good if asks patient to restate information given</i> )				
Uses <b>clear language</b> , avoids jargon and confusing language				
<i>Overall Score for aiding accurate recall and understanding</i>				
<b>Achieving a shared understanding: incorporating the patient's perspective</b>				
Relates explanations to patient's <b>illness framework</b>				
<b>Encourages</b> patient to contribute reactions, feelings and own ideas ( <i>good if responds well</i> )				
Picks up and responds to <b>patient's non-verbal and covert verbal cues</b>				
<i>Overall Score for incorporating the patient's perspective</i>				
<b>Planning: shared decision making</b>				
Explores management <b>options</b> with patient				
<b>Involves</b> patient in decision making ( <i>good if establishes level of involvement patient wishes</i> )				
Appropriately <b>negotiates</b> mutually acceptable action plan				
<i>Overall Score for planning and shared decision-making</i>				
<b>Closure</b>				
<b>Contracts</b> with patient re next steps				
<b>Safety nets</b>				
<b>Summarises</b> session briefly and clarifies plan of care				
<b>Final check</b> that patient agrees and is comfortable with plan				
<i>Overall Score for closure</i>				

PLEASE COMPLETE THIS SECTION FOR THE CONSULTATION AS A WHOLE

Excellent    Good    Acceptable    Borderline    Unacceptable

