**ACTIVITIES WHICH 2 STUDENTS CAN UNDERTAKE INDEPENDENTLY**

1. Role play telephone consultations whilst seated back to back, or with one student in another room. Some patient scenario ideas to try:-

* Breast lump
* Earache
* Chest pain
* Concern that wife may be depressed
* Indigestion
* Itchy rash
* Frequency and dysuria
* Tired all the time
* New headache

1. Watch and discuss some remote consultations telephone consultations via the Bradford VTS website ([telephone consultation skills - Bradford VTS](https://www.bradfordvts.co.uk/teaching-learning/workshopsbyram/telephone-consultation-skills/)
2. Practice doing video calls using accuRx with each other e.g. in different rooms

**ACTIVITIES WITH STUDENT OBSERVING GP**

1. Student observes GP using speakerphone or dual headset
2. Focus on preparation and planning prior to call. Talk through your normal routine
3. Gain patient consent to have student listening and then let them join call and introduce

themselves

1. During the call, student can use an observation tool\* or you can give them a specific task e.g. to write in notes, to listen for para-verbal cues or to consider outcome options
2. If patient consents and has time, you could involve the student and consider discussing parts of the consultation during the call eg. Are there any more questions you would like to ask?
3. After the call, debrief with the student

* What did you think was going on?
* What do we need to do next?
* What safety netting information is important?
* Reflect if this was the most appropriate format for the consultation
* What worked well and less well?
* Did the patient seem satisfied?
* What could you do differently in future?
* Would a face-to-face review have added much?

**ACTIVITIES WITH STUDENT CONSULTING AND GP OBSERVING**

1. Start with simple calls first e.g. phoning to discuss lab results that GP has already discussed with student
2. Focus on preparation and planning prior to call
3. Explain to the patient and that you will be listening in/contribute as necessary and they will have an opportunity to ask you any further questions at the end
4. Gain patient consent for the student to conduct the consultation then let student take the lead
5. The student could carry out a specific part of the call e.g. opening or information gathering then GP completes the remainder of the consultation whilst the student observes
6. Have a “time out” sign – student will then say they just need to discuss with their supervisor and can mute call if necessary. Have a pen and paper to write questions or thoughts
7. At the end of the consultation, if appropriate, ask that the patient gives feedback to the student on the remote consultation process and the student’s questioning etc
8. Student to complete the medical notes including that it was a student led consult with Dr X

supervising

1. After the call, debrief with the student

* What did you think was going on?
* What do we need to do next?
* What safety netting information is important?
* Reflect if this was the most appropriate format for the consultation
* What worked well and less well?
* Did the patient seem satisfied?
* What could you do differently in future?
* Would a face-to-face review have added much?

**ACTIVITIES WITH STUDENT CONSULTING INDEPENDENTLY**

1. GP teacher likely able to continue with own calls/paperwork whilst student consults but must be available as needed
2. Consider this when you have observed your student consulting and you feel they are competent and ready
3. GP check that the patient and their presentation is appropriate and ideally have a quick chat with them yourself beforehand (or another team member/admin can do)
4. Focus on preparation and planning prior to call
5. Student will need to gain consent from the patient and advise that they will be discussing case with their supervisor after the call and then the patient will receive a call back
6. Get the student to summarise the case and then discuss plan. Ask questions to challenge and ensure you have enough information to make a diagnosis and safe management plan.
7. GP to phone patient and complete consultation and student observes

Alternatively, GP observe the student completing the consultation and join the discussion then with the patient still present

1. Student to complete the medical notes including that it was a student led consult with Dr X

Supervising

1. After the call, debrief with the student

* What did you think was going on?
* What do we need to do next?
* What safety netting information is important?
* Reflect if this was the most appropriate format for the consultation
* What worked well and less well?
* Did the patient seem satisfied?
* What could you do differently in future?
* Would a face-to-face review have added much?