

Interviewing & Communication Skills

Taking the history

Use of non-verbal and verbal communication.

Open-ended or closed questioning.

Body Language

Story-telling

Steer the patient or carers so you get the salient points

Subjectivity & Objectivity





Our mantra

**Listen to the patient and/or carers
The answer is in the history.**

– A & L Healthcare

How to document history



Profomas

Opportunities to develop your own profoma to meet your needs i.e. Hospitals, care centres.

Templates

Electronic templates such as the ones used in GP Practice e.g. EMIS Web. Predictive text will help to speed up your history taking and examination.

Examination findings

Much easier to document if they are already on the form. Reminds you to do things

The Classic History Questions

Tailor to your patient group

Observation & Questioning

Name, age & ethnicity

History of presenting complaint

Past Medical & Surgical History

Drug history/illicit use/herbal remedies

Allergies

Social & Lifestyle

Social history, occupation

Smoking & Alcohol

Sexual History (if appropriate)

Foreign Travel

Family history