Contents

Contributors, viii
Foreword, xi

1 Introduction, 1
   Jane Kidd

Part 1: The Doctor-Patient Relationship
Section Lead Editor: Lorraine M. Noble

2 Introduction to the Doctor–Patient Relationship, 5
   Lorraine M. Noble

3 History of the Doctor–Patient Relationship, 6
   Annie Cushing

4 Models of the Doctor–Patient Consultation, 21
   Alexia Papageorgiou

   Gregory Makoul and Sandra van Dulmen

6 Patient-Centredness, 40
   Rosie Illingworth

7 The Impact of Training, 49
   John Skelton

8 The Future of the Doctor–Patient Relationship, 57
   Lorraine M. Noble

Part 2: Components of Communication
Section Lead Editor: Alexia Papageorgiou

Part 2A: Core Tasks in Clinical Communication

9 Overview of Core Tasks in Clinical Communication, 69
   Jonathan Silverman

10 Relationship Building, 72
    Jonathan Silverman

11 Information Gathering and Clinical Reasoning, 76
    Jonathan Silverman

12 Information Sharing and Shared Decision Making, 81
    Jonathan Silverman
Chapter No.: 3 Title Name: Brown

13 Communicating about Risk and Uncertainty, 87
   Katherine Joekes

14 Responding to Emotions, 91
   Theano V. Kalavava

15 Breaking Bad News, 98
   Rob Lane

16 Facilitating Behaviour Change through Motivational Interviewing, 104
   Eva Doherty

17 Responding to Medical Error and Complaints, 108
   Lucy Ambrose and Lindsey Pope

Part 2B: Diversity Issues in Clinical Communication and Cultural Diversity

18 Overview of Diversity Issues in Clinical Communication, 117
   Costas S. Constantinou

19 Diversity Issues in Clinical Communication, 119
   Margot Turner and Nisha Dogra

20 The Family Consultation, 127
   Xavier Coll

21 Consulting with Children and Young People, 131
   Xavier Coll

22 The Older Patient, 138
   Andrew Tarbuck

23 End of Life Issues, 147
   Vinnie Nambisan and Jennifer Balls

24 Mental Health Matters, 151
   Jonathan Wilson

Part 2C: Interprofessional Communication

25 Interprofessional Communication and Its Challenges, 159
   Susanne Lindqvist

Part 3: Learning, Teaching and Assessment

Section Lead Editor: Jo Brown

26 Introduction to Learning, Teaching and Assessment, 171
   Jo Brown

27 The History of Clinical Communication Teaching, 172
   Victoria Bates, Jonathan Reinarz and Connie Wiskin

Part 3A: Models of Learning

28 Behaviourism as a Way of Learning, 181
   Jo Brown
29 Situated and Work-Based Learning, 186  
   Jo Brown

30 Experiential Learning, 193  
   Jan van Dalen

31 Transformative Learning and High-Fidelity Simulation, 200  
   Wesley Scott-Smith

32 Reflective Practice, 206  
   Sally Quilligan

33 Models of Feedback, 211  
   Catherine J. Williamson, Jill Dales and John Spencer

Part 3B: The Assessment of Communication

34 Introduction to Assessment in Communication, 221  
   Jane Kidd

35 Assessing Performance, 233  
   Connie Wiskin and Janet Lefroy

36 Workplace-Based Assessment, 241  
   Jane Kidd and Janet Lefroy

Part 4: Afterword

37 Afterword, 251  
   Jo Brown, Lorraine M. Noble, Alexia Papageorgiou and Jane Kidd

Index, 252