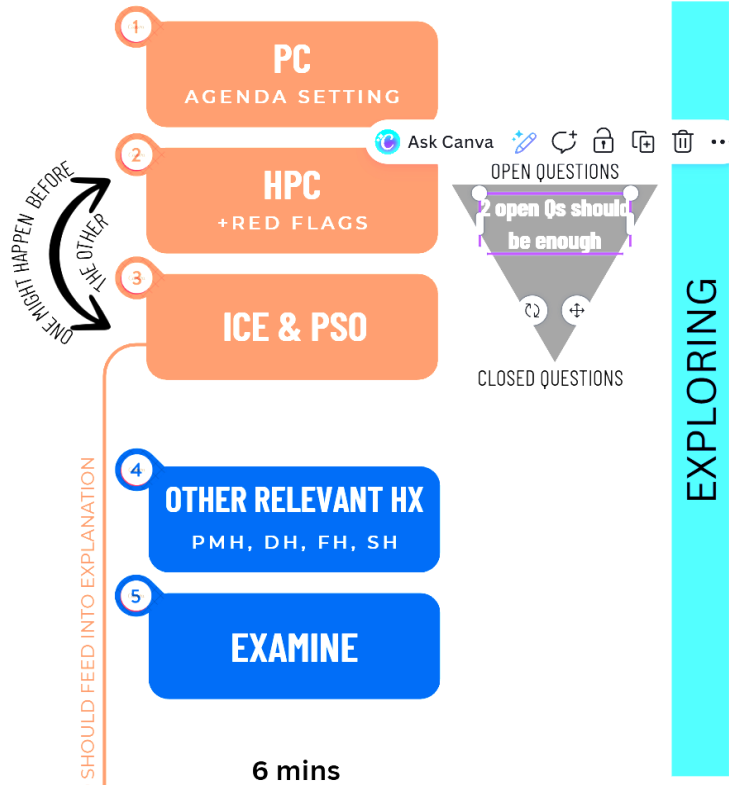


# THE GATHER-GUIDE-HELICAL MODEL OF THE CONSULTATION

## GATHER INFORMATION THEN GUIDE MANAGEMENT

### 1 GATHER INFO (5 parts)

Conversation needs to be  
  
 Helical\* (Conversational)



### 2 GUIDE MX (5 parts)

By GUIDE we mean share decision-making with the patient as far as possible (i.e. facilitate)

Conversation needs to be  
  
 Helical\* (Conversational)

3



### 5 HOUSEKEEPING MAKE SURE YOU ARE OK TO SEE THE NEXT PATIENT

\*A helical conversation means the doctor and patient keep shaping what happens next based on what each other says – the doctor's next question depends on the patient's answer, and the patient's next response depends on the doctor's comment. It flows naturally, and **deepens understanding**, like a real chat with a friend or family member, instead of feeling like a list of questions in an interview.