

ANCHOR STATEMENTS: STATION 1 & 2 - COMMUNICATION SKILLS

	Expected Standard / CLEAR PASS	PASS	BARE FAIL	CLEAR FAIL	UNACCEPTABLE
RAPPORT	<p>Full greeting and introduction.</p> <p>Clarifies role and agrees aims and objectives.</p> <p>Good eye contact and posture. Perceived to be actively listening (nod etc) with verbal and non-verbal cues.</p> <p>Appropriate level of confidence.</p> <p>Empathetic nature. Putting parent/child at ease.</p>	<p>Adequately performed but not fully fluent in conducting interview</p>	<p>Incomplete or hesitant greeting and introduction.</p> <p>Inadequate identification of role, aims and objectives.</p> <p>Poor eye contact and posture. Not perceived to be actively listening (nod etc) with verbal and non-verbal cues.</p> <p>Does not show appropriate level of confidence, empathetic nature or putting parent/child at ease.</p>	<p>Significant components omitted or not achieved</p>	<p>Dismissive of parent/child concerns.</p> <p>Fails to put parent or child at ease. Lack of civility or politeness.</p> <p>Inappropriate manner including flippancy.</p>
INFORMATION GATHERING	<p>Asks clear questions. Patient & examiner can hear & understand fully.</p> <p>Mixture of open & closed style. Avoids jargon.</p> <p>Allows parent/child sufficient time to speak.</p> <p>Picks up verbal & non-verbal cues.</p> <p>Verifies & summarises parent / child history.</p>	<p>Questions reasonable and cover all essential issues but may omit occasional relevant but less important points.</p> <p>Overall approach structured.</p> <p>Appropriate style of questioning responsive to parent/child.</p> <p>Summarises history.</p>	<p>Misses relevant information which if known would make a difference to the management of the problem.</p> <p>Excessive use of closed instead of open questions.</p> <p>Uses medical jargon occasionally.</p> <p>Misses verbal or non-verbal cues.</p> <p>Summary inaccurate / incomplete.</p>	<p>Asks closed questions instead of open questions.</p> <p>Questions poorly comprehended by parent/child.</p> <p>Inappropriate use of medical jargon.</p> <p>Inappropriately interrupts parent/child. Hasty approach. Does not seek views of parent or child.</p> <p>Poorly structured interview.</p>	<p>Shows no regard for parent or child's feelings.</p> <p>Rudeness or arrogance.</p> <p>No verification or summarising.</p>

INFORMATION GIVING	<p>Information given is accurate.</p> <p>Language is understandable to parent/child.</p> <p>Knowledge base for information is appropriate for F2 doctor (or equivalent) with paediatric training</p>	<p>Accurate information except in minor detail.</p> <p>Language is generally appropriate for parent/child's level of understanding.</p> <p>Knowledge base poor in minor areas</p>	<p>Some inaccurate information given.</p> <p>Language difficult for parent/child to understand.</p> <p>Knowledge base poor in major areas</p>	<p>Much information inaccurate but not dangerous.</p> <p>Language inappropriate for parent /child to understand.</p> <p>Knowledge base generally poor</p>	<p>Dangerous or grossly inaccurate information.</p> <p>Language impossible for parent/child to understand.</p> <p>Knowledge base below that expected for any qualified doctor.</p>
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