

# Tool 20 – Determine your consulting style

## Why you should use this tool

When you are looking to assess your consultation skills to determine your consulting style and the extent to which you have a health professional- or patient-centred approach.

## When to use this tool

As a health professional who is reviewing the extent to which their normal approach is to be patient centred and enable patients to receive the care that they seek.

### What to do

Rate where you think you usually are on the scale overleaf. You can increase the objectivity of this exercise by asking others to complete it about you. You could ask colleagues to complete the scale based on their experience of sharing patients with you.



**Time:** the minimum time this exercise should take is 50 minutes, allowing a little time for reflection and the involvement of 10 patients who are happy to give you feedback.

## How it works

Doing this exercise should help you to consider the extent to which you have a health professional- or patient-centred approach. It should also help to keep your determination to support self care in balance with the reasons that the patient is consulting with you.

## What to do next

Sell the importance of supporting self care among patients as an integral part of a patient-centred consultation.

For more information on this tool, please click on [Tool 20](#).



Working in Partnership  
Programme

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*self care* • •  
...because health matters •

## Consultation style questionnaire

What sort of consulter are you? Do you have a health professional- or patient-centred approach?

I do most of the talking	-5	-4	-3	-2	-1	0	1	2	3	4	5	The patient does most of the talking
I ask mostly closed questions	-5	-4	-3	-2	-1	0	1	2	3	4	5	I ask mostly open questions
I am mainly interested in problems	-5	-4	-3	-2	-1	0	1	2	3	4	5	I am mainly interested in people
It is my medical agenda that is most important	-5	-4	-3	-2	-1	0	1	2	3	4	5	It is the patient's agenda that is most important
I feel responsible for my patient's problems	-5	-4	-3	-2	-1	0	1	2	3	4	5	The patient is responsible for their own problems
I usually try to maintain control and guide the consultation	-5	-4	-3	-2	-1	0	1	2	3	4	5	I usually let my patient control and guide the consultation
I usually choose management options and plans	-5	-4	-3	-2	-1	0	1	2	3	4	5	The patient usually chooses management options and plans
I believe in explaining	-5	-4	-3	-2	-1	0	1	2	3	4	5	I believe in reaching a shared understanding

In relation to the above criteria, where are you usually on the scale below?

A health professional-centred consulter	-5	-4	-3	-2	-1	0	1	2	3	4	5	A patient-centred consulter
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