CLEAR Model Questionnaire

This questionnaire has 20 written answer questions about the CLEAR model video.

1. What did Dr Graham discuss in the first 45 seconds of the consultation?

2. And the next 60 seconds?

3. Who spoke most in the first two minutes?

4. What are the potential effects of allocating time in this way?
For the doctor?

5. For the patient?

6. For the relationship?

7. Do you think Mrs. Santini would have felt that Dr Graham understood her problem?

8. If yes, what did you observe him do that conveys that understanding?

9. At 4 minutes, Mrs. Santini said "yes, exactly!" How do you think she felt at this time?

10. What had Dr Graham done to contribute to her feeling this way?

11. How did Dr Graham help Mrs. Santini understand what would take place throughout the consultation?

12. How did Dr Graham find out about what Mrs. Santini knew already and what she was concerned about? Give examples of the words he used.

13. Do you think Dr Graham could be confident that Mrs. Santini had understood what he had said?

14. What did he do to confirm patient understanding? Give two examples.

15. At 11 minutes, near the end of the consultation, Mrs. Santini said "I feel better about it all already." What do you think might have helped her feel "better already"?

16. In your opinion, how likely is she to comply with Dr Graham's instructions?

17. Give reasons for your answer.

18. What particular communication behaviours did you observe that you thought were effective?

19. What was the effect of these behaviours?

20. In your practice, what are the barriers to effective doctor-patient communication?