

OET Speaking Meeting the assessment criteria: *Information Gathering*



- ✓ Use the preparation time
- ✓ Watch and learn from good examples
- ✓ Don't be afraid to ask for clarification

What do the descriptors mean?

D. Indicators for information gathering	
D1	facilitating the patient's narrative with active listening techniques, minimising interruption
D2	using initially open questions, appropriately moving to closed questions
D3	NOT using compound questions/leading questions
D4	clarifying statements which are vague or need amplification
D5	summarising information to encourage correction/invite further information

<table style="width: 100%;"> <thead> <tr> <th style="background-color: #e0e0e0;">C. Providing structure</th> </tr> </thead> <tbody> <tr> <td>3 – Adept use</td> </tr> <tr> <td>2 – Competent use</td> </tr> <tr> <td>1 – Partially effective use</td> </tr> <tr> <td>0 – Ineffective use</td> </tr> </tbody> </table>	C. Providing structure	3 – Adept use	2 – Competent use	1 – Partially effective use	0 – Ineffective use	<ul style="list-style-type: none"> ✓ Use active listening techniques without any unnecessary interruptions ✓ Use appropriate questions ✓ Clarify vague information or discover more details ✓ Summarise the patient's response to check and encourage further information
C. Providing structure						
3 – Adept use						
2 – Competent use						
1 – Partially effective use						
0 – Ineffective use						

How to improve in this area

Active Listening

Uh - huh

I see

Ok

Patient: Well it all just happened so quickly really. The dog came out of nowhere and just attacked me. So, I didn't really know what to do.

Nurse: It must have been quite a shock.

Patient: Yes, it was. I was close to my friend's house and I went there and tried to stop the bleeding.

Nurse: **I see**

Patient: But, it won't stop so I'm guessing it's going to need stitches..

Nurse: **Ok.** So let's just have a look...



Open questions → closed questions

Use open questions initially and to discover information from the patient's perspective and experience.

<i>Can you tell me a little bit about how it happened?</i>	<i>Did it happen this afternoon?</i>
<i>Could you tell me about your diet?</i>	<i>Do you eat a balanced diet?</i>
<i>Would you mind telling me more about your pain?</i>	<i>When did the pain start?</i>

Use after finding out about the patient's experience to find out more specific information

- Can you rate your pain from 0-10?*
- Does anything relieve the pain?*
- Have you taken any medication for it?*
- Have you noticed anything which triggers your asthma?*

Avoid compound & leading questions

How much exercise do you do and can you tell me about your diet?

Can you tell me how you manage your son's eczema and what your GP prescribed for him?

<i>So would you say you don't do much exercise?</i>	→	<i>Can you tell me about how much exercise you do?</i>
<i>Would you say it's getting worse?</i>	→	<i>Have you noticed any other changes in your symptoms?</i>
<i>Is it a throbbing pain?</i>	→	<i>How would you describe the pain?</i>



Clarify vague or unclear information



Summarise to check



Study Tips

- Observe how active listening is used in effective interviews or role plays.
- Practice your questioning technique.
- Functional language for interrupting politely and asking for clarification.

