

OET Speaking Meeting the assessment criteria: *Information Giving*



- ✓ Don't rush and forget to include the patient
- ✓ Find the opportunities during your preparation time
- ✓ Check the patient has really understood

What do the descriptors mean?

E. Indicators for information giving	
E1	establishing initially what the patient already knows
E2	pausing periodically when giving information, using the response to guide next steps
E3	encouraging the patient to contribute reactions/feelings
E4	checking whether the patient has understood information
E5	discovering what further information the patient needs

C. Providing structure	
3	Adept use
2	Competent use
1	Partially effective use
0	Ineffective use

- ✓ Find out about the patient's existing knowledge.
- ✓ Use pauses appropriately and inviting the patient to contribute to the interaction.
- ✓ Check understanding
- ✓ Discover what information the patient needs.

How to improve in this area

Finding out what the patient knows

Before proceeding with explanations, it is important to find out what the patient knows already.

Can you tell me what you know about cholesterol?

Would you mind telling me what you know about tetanus?

The patient's response will give you the opportunity to respond in a variety of ways.



Using pauses



I'm going to explain and show you how to use an inhaler, but first I'd like to talk about what causes asthma. Is that alright?

[pause]

So, asthma is caused by an inflammation of the airways and it can be triggered by many things. One common trigger is allergies, or perhaps environmental factors such as smoke, pollution or cold air. Another trigger could be exercise or asthma might also be set off by colds or flu, ok?

[pause]

So this means it is important to identify and then avoid your asthma triggers to keep the condition under control, alright? Do you have any questions about that?

[pause]

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Encouraging reactions and feelings

I do understand how difficult it is to make these changes, but it is important that we lower your cholesterol. Would you be willing to try walking for 5 - 10 minutes during your lunch break?

Having a fear of needles is really very common and I often see how distressing it can be. However, tetanus can be a life threatening condition and it really is vital to have a booster after being bitten by a dog. How do you feel about trying?



Checking understanding



Discovering patient information needs



Study Tips

- Preparation time
- Allow for the patient to contribute and react to the conversation.
- Check understanding at various points.
- Practice pausing
- Find out patient information needs explicitly.