

## Consulting Under Pressure

More and more expected of you? Less and less time to do it? The GP consultation is under greater pressure than ever before. In the first part of this seminar, Roger Neighbour presents a simplified approach to the consultation suitable for today's realities while preserving the essentials of good consulting. The second part will be a kind of 'consultation clinic' – participants will be invited to submit in advance their suggestions for problems and topics to be addressed during the session.

### All delegates will receive

- A set of lecture notes available for download for delegates' personal use
- A certificate for your appraisal portfolio
- Increased confidence and skill in consultations

**Course Accredited for  
3 hours CPD**

## Saturday 30th March 2019

**Cardiff School of Management  
 Llandaff Campus, Cardiff Metropolitan University,  
 Western Avenue, Cardiff CF5 2YB**

Introducing your speaker

**Dr Roger Neighbour**

Meet a National and International Authority on Consultation Skills. Roger is former President of the Royal College of General Practitioners and author of the classic text books "The Inner Consultation", "The Inner Apprentice" and most recently "The Inner Physician."

## Meet the Speaker ...

**Dr Roger Neighbour** OBE MA DSc FRCGP FRCP FRACGP

Roger Neighbour qualified from King's College, Cambridge and St Thomas' Hospital. After vocational training in Watford he became a GP in Abbots Langley, Hertfordshire from 1974 to 2003.

He was a trainer and course organiser with the Watford Vocational Training Scheme for many years, an MRCGP examiner for 20 years, and Convenor of the RCGP's Panel of Examiners from 1997 to 2002. In 2003 he was elected President of the Royal College of General Practitioners for a three year term.

An interest in the psychology of the doctor-patient relationship and of the teacher-learner relationship in vocational training led Roger to write 'The Inner Consultation' (1987, 2nd ed. 2005) and 'The Inner Apprentice' (1992, 2nd ed. 2005). His latest book 'The Inner Physician' (2016) explores the contribution of a doctor's non-professional self to the clinical process.

Now retired from clinical practice, Roger continues to write, teach and lecture in the UK and worldwide on consulting skills and general practice. In 2011 he was awarded an OBE for services to medical education. He enjoys playing the violin to semi-professional standard and spending time at his second home in Normandy. He also plays golf badly, but not quite badly enough to give up.



## Your Learning Agenda ...

### 'Consulting Under Pressure' - a message from the speaker, Dr Roger Neighbour

Hello, and thank you for booking to attend my Mediconf session on 'Consulting under pressure'.

I hope I'll be able to offer some suggestions and techniques for dealing with some of the stresses that are making the general practice consultation increasingly difficult, such as:

- shortage of time
- rising patient demand and expectation
- conflict between your and the patient's agendas
- telephone, video or email consultations

But I want to make the session as relevant as possible to the individual concerns of the people attending. So I plan to devote part of the time to a kind of 'consultation clinic', where we can deal with topics suggested by the audience. And I'd like to ask you for your help in making it a success, please.

If there is any particular subject you'd like to be covered in the session, please email me in advance with your suggestion, preferably no later than a week beforehand. That way, I can prepare some thoughts and material. Also, if there is an issue or problem which you think we might all learn from, and which you'd be willing to discuss during the session, please email me. (I promise – no embarrassment, and no role-play!)

My email address is: [rogerneighbour@gmail.com](mailto:rogerneighbour@gmail.com)

I look forward to meeting you in due course.

Thank you, and best wishes,

**Roger Neighbour**

## Programme ...

09.00 - 09.30am	Registration, Coffee and Exhibition
09.30 - 11.00am	"Consulting under Pressure" - Part 1
11.00 - 11.30am	Coffee, Biscuits and Exhibition
11.30 - 1.00pm	"Consulting under Pressure" - Part 2
1.00pm	Conference Closes

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