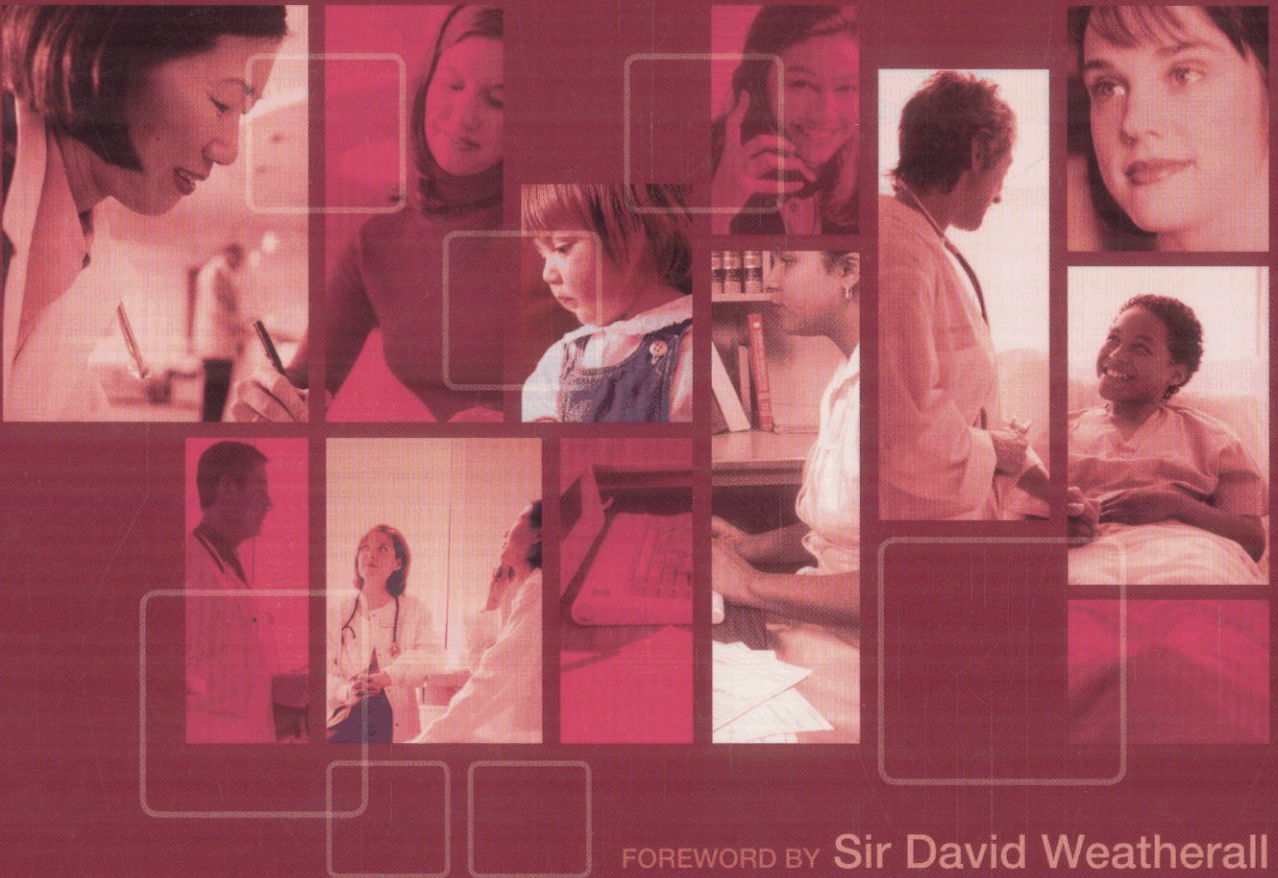


THIRD EDITION

COMMUNICATION SKILLS FOR MEDICINE

MARGARET LLOYD • ROBERT BOR



FOREWORD BY Sir David Weatherall

CHURCHILL
LIVINGSTONE
ELSEVIER

Contents

1. Introduction	1
2. Basic communication skills	9
3. The medical interview	28
4. Giving information	49
5. Breaking bad news	60
6. Taking a sexual history	77
7. Communicating with patients from different cultural backgrounds	89
8. Guidelines on communicating with children and young people	111
9. Communication with a patient's family	126
10. Mistakes, complaints and litigation	139
11. Challenging consultations: special problems in doctor-patient communication	147
12. Communicating with patients and colleagues: learning more about how personal issues affect professional relationships	170
Exercises 187	
Appendix A: Guidelines for using role-plays	195
Appendix B: Guidelines for giving feedback	197
Appendix C: Assessment of communication skills	198
Appendix D: Presentation: hints and assessment	203
Further reading	205
Subject Index	207