

Diabetes explanation

INTRODUCTION		
1	Introduces themselves	
2	Confirms patient details	
3	Checks patient's understanding of diabetes	
4	Asks if the patient has any particular concerns	
EXPLANATION		
5	Explains normal physiology of glucose control	
6	Explains what diabetes is	
7	Explains the causes of diabetes	
8	Explains the complications of diabetes	
9	Explains the management of diabetes	
CLOSING THE CONSULTATION		
10	Summarises key points	
11	Provides an opportunity for the patient to ask questions	
12	Responses appropriately to patient concerns	
13	Provides information leaflet	
14	Arranges follow up	
15	Thanks patient	
KEY COMMUNICATION SKILLS		
16	Active listening	
17	Summarising	
18	Signposting	

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