

The specialist GP as a communicator

This role includes how a specialist general practitioner communicates with patients, families, carers, other health professionals and within the practice. It includes verbal, non-verbal, written and digital communication.

Milestone competencies					
Capability	Theme	Entry	Foundation	Consolidation	Fellowship
Communicate effectively with patients and families	Patient-centred communication	Communicate effectively in routine consultations	Adapt communication to patient needs, health literacy and context	Consistently communicate effectively, respectfully and empathically with patients, families and carers	Communicate effectively, respectfully and empathically with patients, families and carers with proactive use of appropriate resources
	Communication where there are language barriers	Tailor communication style to effectively interact with patients where there are language barriers including children and people with disability	Tailor communication style to effectively interact with patients where there are language barriers in the general practice context	Adapt style and utilise resources to effectively communicate with patients where there are language barriers	Communicate effectively, respectfully and empathically with patients where there are language barriers, with proactive use of appropriate resources
	Navigating challenging conversations	Communicate effectively and with empathy in challenging situations to provide factual information	Communicate effectively with patients and carers in challenging situations, assessing understanding and enabling patients to make informed decisions about next steps	Effectively and clearly communicate in challenging situations, including where there is uncertainty	Communicate effectively in a sensitive, compassionate manner in challenging conversations
	Shared decision-making	Provide information on options to patients in a way they understand	Acknowledge and explain to patients when there are options, so they understand there is choice and the benefits and harms	Counsel patients on the benefits and harms of diagnostic and management options to support shared decision-making	Facilitate shared decision-making to align patient values, goals and preferences to develop a personalised plan

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(second edition)

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	Therapeutic relationship	Demonstrate empathy and compassion, using language, non-verbal behaviour and active listening to establish rapport	Establish therapeutic relationships in the general practice context	Establish and maintain therapeutic relationships that can navigate differences of opinion	Establish and maintain therapeutic relationships, using contextual awareness in encounters that are challenging including when there are different frames of reference
	Navigating transference and countertransference	Knowing about transference and countertransference	Being aware of the impact of transference and countertransference on the consultation	Identify and manage transference and countertransference	Utilise transference and countertransference to achieve therapeutic benefit while managing boundaries
Practice culturally respectful, responsive and safe communication	Communicating with Aboriginal and Torres Strait Islander Peoples	Demonstrate cultural awareness of appropriate communication and rapport building skills with respect to Aboriginal and Torres Strait Islander Peoples	Demonstrate cultural sensitivity by using culturally appropriate communication and rapport building skills with Aboriginal and Torres Strait Islander Peoples	Demonstrate culture responsiveness by appropriate communication, interaction and rapport building with Aboriginal and Torres Strait Islander Peoples, including when diverse perspectives, contexts and historical events may have an impact	Demonstrate cultural safety through self-reflection and integration of cultural perspectives, beliefs and the impact of historical events to enhance communication with Aboriginal and Torres Strait Islander Peoples
	Communicating with culturally and linguistically diverse peoples	Demonstrate respectful interest and compassion in consultation with patients from culturally and linguistically diverse backgrounds	Demonstrate culturally safe communication in consultations with patients of culturally and linguistically diverse backgrounds, including ensuring understanding and the use of interpreters when needed	Integrate the cultural experience of the patient to demonstrate culturally safe and effective communication with patients and families	Integrate cultural perspectives, beliefs and effects of events to provide culturally safe and effective communication

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Communicate relevant information efficiently to others involved in a patients care	Team communication and handover	Effectively communicate with others in the care team, including verbal and written communication	Effectively communicate with the care team including highlighting important information for patient care	Effectively and efficiently communicate with the care team in a manner that helps others frame their care of the patient	Effectively and efficiently communicate with the care team in a manner that allows all to understand their roles in assisting the patient
	Communication with others in the practice	Effectively and respectfully communicate with clinical and non-clinical staff	Demonstrate through their communication, respect for others who work in the practice and their roles within the practice	Effectively and constructively communicate with others in the practice to achieve optimal outcomes	Effectively and constructively communicate with others in the practice to support optimal performance of each person and the practice