



AFP in Practice questions are designed to get you started in a small group learning (SGL) activity in your practice or with colleagues. Requirements to earn 40 Category 1 CPD points for a SGL activity are: minimum of four and a maximum of 10 people, minimum of 8 hours of discussion in a year, and at least two GPs. Groups may include anyone else who has an interest (ie. practice nurses, community health workers, allied health professionals). A kit with all the instructions and forms you need is available at www.racgp.org.au/afpinpractice. You can also earn Category 2 points based on these questions at AFP practice challenge. Visit www.racgp.org.au/practicechallenge

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Learning objectives

After completion of this activity participants will be able to:

- discuss the issues in communication and consultation skills with parents in common paediatric ENT consultations
- integrate clinical or investigation information into the management of patients reporting hearing impairment
- identify the potential avenues for a patient to gain assistance with audiology or hearing aids
- construct a talk or handout for patients on common ENT self management advice
- devise a method to improve access for hearing impaired patients at your practice.

Category 1 – SGL questions

Domain 1 – Communication skills and the patient-doctor relationship

ICPC codes: H72, R76

There are often mixed views in the community about the need for a particular medical treatment. Common examples include antibiotics for ear infections, tympanostomy tubes for recurrent otitis media, or tonsillectomy for a single episode of tonsillitis.

* Suggested learning activities: consider examples of consultations where you and the patient started with different perspectives around these types of issues, including some that went well and one that you would like to have gone better. Do a 'fish bowl' interview [a 'fish bowl' interview is where one person is the patient and remains in that role constantly, the role of the doctor is rotated between other group members who each jump in and out of the same consultation picking up from where their colleague has left off] of a consultation on one of those issues. Then try a different approach in another consultation. Discuss common features of each type of consultation and how to improve your general approach.

Domain 2 – Applied professional knowledge and skills

ICPC codes: H02, H86

Patients often present with hearing problems. The general practitioner needs to assess these problems clinically in order to decide on an appropriate plan of action.

* Suggested learning activities: Each person in the group develops a history and examination findings for a patient with hearing loss. Then as a group, decide on what further investigations and management are appropriate. As a group consider audiograms, these may be sourced from practice resources or via an internet search. Discuss the type of hearing loss demonstrated and the potential causes.

Domain 3 – Population health and the context of general practice

ICPC codes: H86, Z10

Hearing aids can be very expensive. You are aware that there are many ways in which they can be accessed, depending on the patient's circumstances.

* Suggested learning activity: as a group brainstorm all the ways that you are aware of to assist patients in accessing hearing assessments and aids. This may include for patients who are pensioners, health care card holders, children, Department of Veterans' Affairs gold card holders, patients with private health insurance and those in none of these groups. Develop a list of where to find the information relevant to the patient quickly in a consultation.

Domain 4 – Professional and ethical role

ICPC codes: R09, R77–45

Providing information to patients and the community is an important role of general practice. You have agreed to do a talk to a community group. This could be to teachers about vocal hygiene measures or an asthma support group about self management of chronic rhinosinusitis.

* Suggested learning activity: prepare a one page handout for the talk, which could then be used as a patient handout in your practice.

Domain 5 – Organisational and legal dimensions

ICPC codes: Z10, Z28

Accessibility is relevant to all practices. Often we think about access in purely physical terms, such as patients in wheelchairs or parents with prams. Practice accessibility is also an issue for patients with other disabilities, such as the hearing impaired.

* Suggested learning activity: undertake an audit of your practice accessibility for people with hearing impairment. What are some of the issues? What are possible solutions to some of those problems? What changes can you make in your practice? How might you achieve change?