

Calgary Cambridge- Global Consultation Scale (CC-GCS)

	Good (2)	Adequate (1)	Not done/poor (0)	Not applicab
Initiating the session				
Greets patient				
Introduces self and nature of interview				
Demonstrates interest and respect , attends to patient's physical comfort				
Uses appropriate opening question				
Overall Score for Initiating the Session				
Gathering Information				
Listens attentively, minimising interruption and leaving space for patient				
Encourages patient to tell the story of the problem(s) from when first started to the present				
Checks and screens for further problems and negotiates agenda				
Overall Score for Problem Identification				
Uses open and closed questions , appropriately moving from open to closed				
Facilitates patient's responses verbally and non-verbally e.g. silence, repetition, paraphrasing				
Picks up and responds to verbal and non-verbal cues (body language, speech, facial expression)				
Clarifies statements which are vague or need amplification				
Periodically summarises & invites patient to correct interpretation or provide further information.				
Uses clear, easily understood language, avoids jargon				
Overall Score for Problem Exploration				
Actively determines patient's perspective (ideas, concerns, expectations, feelings, effects on life)				
Appropriately and sensitively responds to and further explores patient's perspective				
Overall Score for Patient's Perspective				
Building the relationship				
Demonstrates appropriate non-verbal behaviour e.g. eye contact, posture, position, movement, facial				
Overall Score for Non-verbal Communication				
Acknowledges patient's views and feelings; is not judgmental				
Uses empathy to communicate appreciation of the patient's feelings or predicament				
Provides support : expresses concern, understanding, willingness to help				
Overall Score for Developing Rapport				
Providing Structure				
Progresses from one section to another using signposting ; includes rationale for next section				
Structures interview in logical sequence , attends to timing , keeps interview on task				
Overall Score for Providing Structure				
Providing the correct amount/type of info for the individual patient				
Chunks and checks , using patient's response to guide next steps				
Assesses the patient's starting point (<i>good if carefully tailors explanation</i>)				
Discovers what other information would help patient, seeks and addresses patient's info needs				
Overall Score for providing correct amount and type of information				
Aiding accurate recall and understanding				
Organises explanation (<i>good if uses signposting/summarising</i>)				
Checks patient's understanding (<i>good if asks patient to restate information given</i>)				
Uses clear language , avoids jargon and confusing language				
Overall Score for aiding accurate recall and understanding				
Achieving a shared understanding: incorporating the patient's perspective				
Relates explanations to patient's illness framework				
Encourages patient to contribute reactions, feelings and own ideas (<i>good if responds well</i>)				
Picks up and responds to patient's non-verbal and covert verbal cues				
Overall Score for incorporating the patient's perspective				
Planning: shared decision making				
Explores management options with patient				
Involves patient in decision making (<i>good if establishes level of involvement patient wishes</i>)				
Appropriately negotiates mutually acceptable action plan				
Overall Score for planning and shared decision-making				
Closure				
Contracts with patient re next steps				
Safety nets				
Summarises session briefly and clarifies plan of care				
Final check that patient agrees and is comfortable with plan				
Overall Score for closure				