

Hello,

Thank you for your application to this Mentor RCA Zoom preparation session for the new RCA assessment for the MRCGP.

Firstly – a big thank you for all you are doing under these very challenging and unprecedented times.

The aim of the course is to support you through this new assessment and ultimately to attain your CCT.

The course has been prepared to optimise exposure to real life consultations by using your recorded consultations and mapping these to the CSA marking criteria, using my experience as a previous RCGP Examiner for both the MRCGP video assessments and the CSA.

We will also use simulated role play with an accredited RCGP CSA role player and each of you will have the chance to consult under simulation to hone your consultation technique in order to attain the necessary marks.

There will be a maximum of 6 delegates in total to allow for lots of personal feedback with regards your recorded consultations and the necessary simulation.

The new format will move to recorded consultations – both audio / video akin to the old style MRCGP, which I used to teach and examine for between 2003-2007 for the RCGP.

When I undertook the old MRCGP in 2002, we had to demonstrate behavioural competences in separate consultations with children/anxious parents / mental health / negotiation skills / ethical dilemmas / elderly care / acute care / sexual health.

I attained a Distinction in the old MRCGP overall with a Merit in the Video Component through understanding what EXACTLY was being looked for.

It took me about 6 weeks to get the right consultations together for submission.

As a previous RCGP Examiner, we used to specifically run Video Submission Courses for calibration at the college.

The RCGP have already released guidance with regards the RCA.
Please familiarise yourself with this.

The best way to prepare for this part of the exam is through reflection of your own real life practice – your consultation skills, your practical skills and your clinical management skills.

However SELF AWARENESS is KEY! Therefore it is important that any rigid habits are identified and disposed of quickly.

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Dr Nigel Giam

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Format of the Mentor CSA Zoom Course

Zoom Link with password will be emailed to all delegates 72 hours in advance

9.25am	Zoom registration
9.30am	The New Assessment – Competences and Pitfalls The CSA Marking Criteria – Top Tips What the Examiners are Looking For and How to Demonstrate It Pilot Calibration and Marking of a Video Consultation Group Discussion
11.00am to 11.10am	Break
11.15am	Video submissions Each GPST needs to be able to share a video /audio consultation for discussion and marking Group feedback Targeted Simulation to focus on on areas of deficiency
12.45pm to 1.30pm	Lunch Break
1.30pm	Video submissions Group feedback Targeted Simulation to focus on on areas of deficiency
3pm to 3.15pm	Break
3.15pm	Video submissions Group feedback Targeted Simulation to focus on on areas of deficiency
5.15pm to 5.30pm	Plenary / Q+A

T+Cs

1. Each GPST needs to share at least 2 recorded consultation submissions to share. Consultations must be of different presentations to show case RCA competences. No longer than 10 minutes after consent is taken. The RCGP have stipulated 10 min consultations.
2. Each GPST needs to ensure that their consultation can be shared and will playback via Zoom – this will need to be on a laptop ideally.
3. Recording of my feedback and your individual role play can be recorded.
4. Recording of group discussion can be recorded.
5. No recording is allowed of other people's consultations to maintain patient/ delegate confidentiality.
6. Cancellation fee :
up to 2 weeks – non refundable
2 to 4 weeks – 50% refund less admin charge £30
before 4 weeks – full refund less admin charge £30
Admin cancellation fee of £30 applies in all cases
7. Transfers are not permissible once course is booked
8. Application/admin charge fee includes access to Mentor CSA Consults for 45 days and Mentor RCA Marking Webinar for 7 days - code will be activated within 24 hours of course attendance, unless requested earlier by delegates. A certificate of attendance will be provided after the course.

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Your e-receipt and certificate of attendance will be emailed out to you after the course along with the code to the online Mentor RCA marking Webinar.

I do hope you will find the course useful, relevant and fun!

If you have any queries please feel free to contact me by email: mrcgpcourses@yahoo.com or phone 07967813837

See you soon!

With Best Wishes



Dr Nigel Giam
Course Director
GP Training Programme Director - St Marys VTS

MBBS(Hons) MRCP MRCGP(Hons) DRCOG DCH DFFP BSc PGCertMedEd

Recommended Resources:

PLEASE READ BEFORE ATTENDING THE COURSE:

Dr Nigel Giam – Top Tips To Passing The CSA
All articles can be downloaded from the website
www.passmrcgp.com under resources

Podcasts on YouTube [MentorMRCGPCSA](#)

***Example Mentor CSA Video Consults
including Remote Consultations***

Join the Facebook Support Group

www.docgiam.com

Facebook Support Group : <https://www.facebook.com/groups/mentormrcgpsupportgroup/>

email : mrcgpcourses@yahoo.com / mobile 07967813837

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How to Pass The CSA – Mentor Top Tips

- Open question firstly – ‘What can I do for you?’
- ‘Could you tell me HOW / WHEN EXACTLY it all started?’
- Acknowledge the presenting complaint – show self awareness! Imagine you are talking to a friend or relative. Show sincerity and sensitivity.
- **POINT A : IDENTIFY TIMELINE - STORY - OPEN UP CUES**
- DEFINE FIRST EPISODE - **SYMPTOM**
- FOCUSED AND SPECIFIC QUESTIONS – SCREEN FOR RED FLAGS - **SYSTEM**
- SIGNPOSTING OF QUESTIONS AS APPROPRIATE
- RELEVANT PSYCHOSOCIAL HISTORY
 - : How is this affecting the patient? At work / home?
- Smoking / Alcohol only in context : DO NOT PROMOTE HEALTH IN THE 1ST HALF

Eliciting and Acknowledging health beliefs

- Acknowledge and Follow up cues : verbal / non-verbal
- Ask sensitively
- ‘Had you any idea /thoughts yourself as to why this might have happened?’
- Use health belief to refine history and acknowledgement
- Do not push expectation questions out of context or look for hidden agendas!

Summarise

- Before you examine : consider if you have covered
- RED FLAGS / RELEVANT PSYCHOSOCIAL HISTORY
ELICITED AND ACKNOWLEDGED HEALTH BELIEF
- **Identify Theme / Priority Of The Case**

Appropriate Use of Medical Instruments and Examination techniques

- Verbalise what you would like to do – FOCUSED EXAMINATION
- Consider you how examine remotely
- If face to face, then off screen

In the remaining 4 minutes:

Informed Decision Making

- **Readdress health beliefs / health anxiety** and reassure when appropriate
- **Share your findings** : examination – normal/not normal
- **COMMIT : consider is this serious / is this not serious?**
- Propose a working diagnosis in user friendly language
- Work on the probability of what is likely to be happening
- Consider how the problem might develop
- Address concerns sensitively and sensibly

Clinical Rx

- Share sensible patient centred (in the best interests of the patient) management options : consider both sides of any option
- **VERBALISE DILEMMAS: BENEFECIENCE vs NON-MALIFICENCE**
- Justify Rx Plans – evidence base, act appropriately when presented with red flags
- KEEP IT SIMPLE AND SUPPORTIVE!
- Health promotion when appropriate e.g. the smoker with a chronic cough – but do not make it a tutorial
- Manage uncertainty with confidence – Follow up and Safety net!
- Be supportive – display POSITIVE ENERGY! – **POINT B**

ADVICE ON PREPARING:

1. **You will need at least a month** after the course to select the right patients and consultations for submission – ALWAYS have the 16 marking criteria to hand.
2. You need to start recording all your consultations wherever possible – you will never know when the ‘right’ patient will walk in through the door. If you know a consultation is not going well, then stop the recording and move onto the next.
3. Ensure that receptionists are pro-active in helping you consent patients for recording: attached the RCGP Consent form. For verbal consent ensure this is documented in the notes before you start your consultation, with patient identifier (NAME and DOB)
4. Ensure you cover a range of different presentations – you will need to demonstrate this with your submissions.
 - consider the following as good cases for submission Paediatric Consultations / Elderly Care / Rashes / Infections and Antibiotic Negotiations / Telephone Triage / Mental Health / Sexual Health – Contraception, Termination of Pregnancy / MSK / Acutely unwell / Chronic Disease – e.g. new diagnosis hypertension, diabetes / Face to Face
 - previous college guidance advised that consultations should be new presentations as opposed to follow ups and ideally consultations that had a working diagnosis and as much as possible a definitive management plan with a foreseeable end point, as opposed to for example, ‘I don’t know what is going on, let’s do some blood tests and see you in 2 weeks’: in other words you can’t sit on the fence!
 - Timing : aim ideally for 10 min consultations – triage clinics are really good for recordings, as one problem and time limited
5. In preparation for the Mentor CSA Zoom course, you will need to be able to share up to 2 consultations (please bring 3 ideally) via Zoom for calibration, feedback and marking by me.
6. Ensure that your recordings can be played via the share option in Zoom – you should attend the course using a laptop / desktop rather than smart phone or handheld

CSA MARKSHEET: CP = Clear Pass MP= Marginal Pass MF=Marginal Fail CF=Clear Fail

	CP	MP	MF	CF
GLOBAL Reasons for failing:				
1. Disorganised and unstructured consultation				
2. Does not recognise the issues or priorities in the consultation e.g. the patient's problem, the ethical dilemma				
3. Shows poor time management				
DATA GATHERING Reasons for failing:				
4. Does not identify abnormal findings or results or fails to recognise their implications				
Technical Skills Reasons for failing:				
5. Does not undertake physical examination competently, or use instruments proficiently				
CLINICAL MANAGEMENT SKILLS Reasons for failing :				
6. Does not make appropriate working diagnosis or identify range of differential possibilities				
7. Does not develop a management plan (prescribing +/- referral) that is appropriate and in line with current best practice				
8. Does not show appropriate use of resources, including aspects of budgetary governance				
9. Does not make adequate arrangements for follow-up and safety netting				
10. Does not demonstrate an awareness of management of risk or make the patient aware of relative risks of different options				
11. Does not attempt to promote health at opportune times in the consultation				
INTERPERSONAL SKILLS Reasons for failing:				
12. Does not appear to develop rapport or show awareness of patient's agenda, health beliefs and preferences				
13. Poor active listening skills and use of cues, Consulting appears formulaic, slavishly following a model and lacks fluency.				
14. Does not identify or use appropriate psychological or social information to place the problem in context				
15. Does not develop a shared management plan, demonstrating an ability to work in partnership with the patient				
16. Does not use language and/or explanations that are relevant and understandable to the patient				

Serious Concerns Y N

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MENTOR CSA MANTRA

POINT A : CUES -PING-PONG – NEVER PARK A CUE!

STORY



SYMPTOM



SYSTEM : FOCUS – RED FLAGS / SIGNPOSTING

ACKNOWLEDGE THE PATIENT'S PERSPECTIVE / THEIR NARRATIVE / THE PSYCHOSOCIAL IMPACT

: MIRROR – SAY WHAT YOU SEE AND MEAN WHAT YOU SAY

DON'T PUSH 'ICE' – REMEMBER THE 'I & C come before the E'

Use health beliefs / agendas to refocus your history and don't look for hidden agendas

Stay close to the theme / priority / narrative of the case (competency 2) – don't oversummarise

FOCUS EXAMINATION : Explain to the patient exactly what you wish to do and then proceed to it

: signpost sensitive examinations e.g. PR

6 mins to include focussed examination

4 mins

1. READDRESS THE PATIENT'S AGENDA

2. SHARE YOUR THOUGHT PROCESSES AND EXPLAIN YOUR FINDINGS

3. COMMIT TO RISK – UNDERTAKE THIS SENSITIVELY – CONSIDER SERIOUS OR NOT SERIOUS

SWIM SENSITIVELY TOWARDS THE WORKING DIAGNOSIS

ACTIONS WILL HAVE REACTIONS

COUNTER NERVOUS ANXIETY WITH EMPATHY AND ENERGY

CLINICAL MANAGEMENT HAS TO BE REACTIVE TO LEVEL OF CLINICAL SEVERITY

REACTIVE MANAGEMENT NOT DEFENSIVE / MANAGEMENT CENTRED ON THE PATIENT AS OPPOSED TO THE DIAGNOSIS

THINK ABOUT YOUR TONE / TIMING / PACING – TALKING WITH NOT AT THE PATIENT

SELF AWARENESS – SINCERITY – SUPPORT – SAFETY – SMILE!

POINT B

MENTOR CSA MANTRA : FOLLOW UPS

KNOW YOUR TIMELINES AND YOUR PLACE IN THE PATIENT'S NARRATIVE

- 1. WHAT LED TO THE TEST?**
- 2. WHAT WAS DISCUSSED WITH THE LAST GP?**
- 3. DOES THE PATIENT HAVE ANY PARTICULAR THOUGHTS/CONCERNS AS TO WHAT MIGHT BE HAPPENING?**

THEN DELIVER THE RESULT

GO BACK INTO THE STORY AS NECESSARY TO PUT THE RESULTS INTO CONTEXT AND TO MOVE FORWARD IN THE JOURNEY

MENTOR CSA MANTRA : NEGOTIATION

- 1. ACKNOWLEDGE THE PATIENT'S AGENDA**

"I hear you. I see you."

- 2. STAY CLOSE TO THE AGENDA AND ENSURE YOU READDRESS IT**

- 3. VERBALISE AND SHARE DILEMMAS –DEPERSONLISE WHENEVER POSSIBLE**

Risk v.s. Benefit

Budgetary Governance

GMC / DVLA

- 4. If you say 'No' – remain NICE/FIRM/FAIR**

Consider what else can be offered?