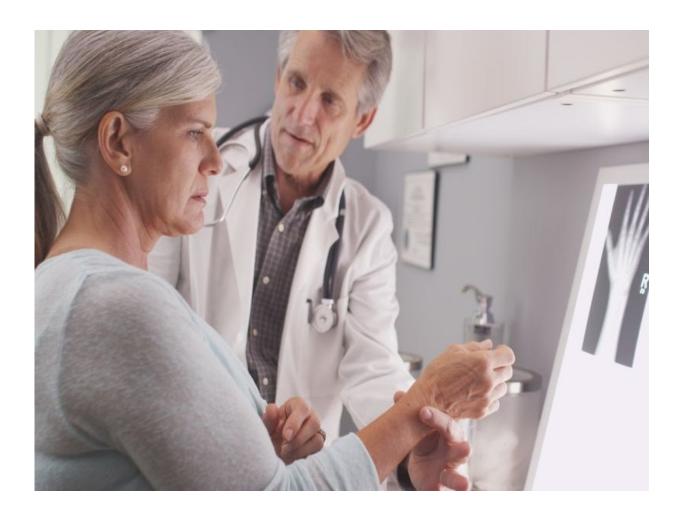


Physicians rate communication during visit lower than patients

August 21 2018



(HealthDay)—There is a lack of correlation between physician scores



and those of others for physician-patient communication, according to a study published in the July/August issue of the *Annals of Family Medicine*.

Jenni Burt, Ph.D., from the University of Cambridge in the United Kingdom, and colleagues analyzed survey data from patients attending face-to-face appointments with 45 family physicians at 13 practices. Patients and physicians independently completed a questionnaire including seven items assessing communication quality immediately post-appointment. Using the same seven communication items, a sample of videotaped appointments was assessed by trained clinical raters. Data were included for 503 physician-patient pairs; 55 appointments were assessed by trained clinician raters.

The researchers found that physicians scored themselves lower than patients on average (mean physician score, 74.5; mean patient score, 94.4); 63.4 percent of patient-reported scores were 100. From 55 appointments, the mean of rater scores was 57.3. A near-zero correlation coefficient was seen between physician- and patient-reported communication scores (0.009; P = 0.854) and between physician- and trained rater-reported communication scores (-0.006; P = 0.69). A moderate and statistically significant correlation was seen between patient and trained-rater scores (0.35; P = 0.042).

"Physicians may not be aware of how patients experience their communication practices; peer assessment of communication skills is an important approach in identifying areas for improvement," the authors write.

Two authors disclosed financial ties to Ipsos MORI; several authors were involved in developing the English GP Patient Survey.

More information: Abstract/Full Text



Copyright © 2018 HealthDay. All rights reserved.

Citation: Physicians rate communication during visit lower than patients (2018, August 21) retrieved 5 May 2024 from https://medicalxpress.com/news/2018-08-physicians-patients.html

This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is provided for information purposes only.