

## Great Queue Management

"Would you mind just staying a moment so that I can ensure that the information that the doctor has for you is correct first time?"

## The Chimp and the Zoo Keeper

### The Chimp:

1. Always alert, listening and watching
2. Likes to be heard - very egocentric
3. Emotional, reactive, judgemental, instinctive, impulsive
4. Strong willed
5. Controls voice tone, facial expression, body language

### The Zoo Keeper

1. Sits in the office, only checks on the chimp when it causes a fuss.
2. Rational, calm, logical, sensible
3. Doesn't like confrontation
4. Can be fearful: sometimes stays in the office until the commotion has died down
5. Will explain to the chimp afterwards about how it could change its behaviour.

## Interrupting Well

"I am sorry to interrupt you (apology), I appreciate that it is rude (empathy).

The reason why I have interrupted is that what you are saying is important and I want to take personal responsibility to ensure that the management understand why you are so angry (justification)

To do this, can I ask if you would just pause for a second so that I can check my understanding, take some notes so that I don't forget anything, and then if it is ok with you, then you can continue. This way I'll be able to get it right for your first time and you won't have to repeat yourself. Would that be ok?" (keeping the person in control)

1. Repeat and clarify (DON'T dilute their anger: use their phrases. Let them edit).
2. Take your notes
3. Ask if they would you like me to read back what you have written, or they can read it themselves if they prefer? (recognise that the chimp is paranoid and also by offering to read it, that the person may have literacy challenges)
4. Ask them to please continue (keep your promises)
5. Go back to 1 until you have finished.

# Psychic or Conditioning?

## Reasonable

1. Lack of appointments
2. Phone always engaged
3. Mistakes (lost script, referrals, not ringing back etc)
4. Bad attitude
5. GP running late without explanation given to patients

## Unreasonable

1. Serial offenders (always late, dna, abusive)
2. Now patients (appointment, script, private letters, referrals)
3. Patient who will only see a certain GP
4. Patient who will only be seen at a certain time
5. Patients complaining at the wait when there has been an emergency

You believe that your thoughts are your own on this but the reality is different. How can it be explained that people working independently of each other, without communicating, and from completely different parts of the country, all generate such similar lists? The answer is that your thoughts on the subject are the result of the conditioning that happens to your views as a result of the environment in which you work: general practice and the NHS. Your thoughts have actually largely been controlled by this conditioning.