**Patient-centred consultations**
- Undertake the consultation in a supportive environment
- Use patient records where available as part of the consultation
- Hear and acknowledge the patient’s agenda without interrupting
- Deal sensitively with the patient’s emotions and concerns

**Context-specific skills**
- Make timely and appropriate referrals using relevant information
- Display the skills to offer patients health choices based on evidence
- Recognise that building good relationships can be used to enhance adherence
- Acknowledge that patients do not always provide a full picture of their health issues

**A comprehensive approach**
- Use the consultation to educate patients about self management of their conditions
- Demonstrate a commitment to promoting health and wellbeing within the consultation
- Use up-to-date sources of information to signpost patients to other healthcare professionals and support groups

**Community orientation**
- Manage the potential conflicts between individual health priorities, evidence-based practice and public health responsibilities
- Understand the correlation between socio-economic deprivation and ill health
- Have an appreciation of how the values and beliefs prevalent in the local culture can impact on patient care

**You as a pharmacy professional**
- Understanding interprofessional boundaries with regard to clinical responsibility and confidentiality
- Recognising, monitoring and managing personal emotions arising from consultations with patients
- Demonstrating clinical, pharmacological and pharmaceutical knowledge

**Organisational and management skills**
- Key consultation skills and behaviours

**Contextual features**
- Attitudes and values
- Pharmaceutical and pharmacological features