

1.1 EVIDENCE: BEST PRACTICE FOR ANY CONSULTATION

Reference: Psychosocial Clinical Practice Guidelines (1999), pp.9-12.

EVIDENCE

- The provision of appropriate information promotes understanding & increases the psychological well being of women with breast disease (Level I).
- Women's recall of information increases when they are provided with individualised information (Level II).
- The following techniques increase women's understanding, recall &/or satisfaction with her communication during consultations:
 - taping consultation;
 - presence of a Breast Care Nurse, and
 - a summary letter as a follow-up to consultation (Level II).
- Communication techniques, such as empathy & listening, improve psychological adjustment in women with breast cancer (Level III).
- Women would like clinicians to enquire about any concerns they may have & offer appropriate support (Level IVa).