

TABLE 2. PATIENT RATING OF YOUR LISTENING SKILLS

How was the nurse at:	Rating (poor, fair, good, very good, excellent, n/a)
1. Making you feel at ease Being friendly and warm towards you, treating you with respect; not cold or abrupt	
2. Letting you tell your 'story' Giving you time to fully describe your illness in your own words; not interrupting or diverting you	
3. Really listening Paying close attention to what you were saying; not looking at your notes or the computer as you were talking	
4. Being interested in you as a whole person Asking/knowing relevant details about your life, your situation; not treating you as 'just a number'	
5. Fully understanding your concerns Communicating that he/she had accurately understood your concerns; not overlooking or dismissing anything	
6. Showing care and compassion Seeming genuinely concerned, connecting with you on a human level; not being indifferent or 'detached'	
7. Being positive Having a positive approach and a positive attitude; being honest but not negative about your problems	
8. Explaining things clearly Fully answering your questions, explaining clearly, giving you adequate information; not being vague	
9. Helping you to take control Exploring with you what you can do to improve your health yourself; encouraging rather than 'lecturing' you	
10. Making a plan of action with you Discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views	

Source: Adapted from Bikker et al (2015) and Mercer et al (2005, 2004). Reproduced with permission of Professor Stewart Mercer, chair in primary care research, University of Glasgow