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### Overview

This standard is about investigating a recipient's general enquiries about their health that may, on the face of it, appear to relate to a physical concern, but where the practitioner may pick up a hint of a deeper concern or anxiety.

Users of this standard will need to ensure that practice reflects up to date information and policies.

# SFHRenTP17

## Investigate patients' enquiries about their health

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### Performance criteria

*You must be able to:*

- P1 make yourself available for consultation at the patient's initiative (e.g. available phone number, known times of availability)
- P2 provide and brief alternative contacts for when you are not available (e.g. out of hours, holidays)
- P3 take concerns about their health seriously
- P4 identify and suggest a way for the patient to be seen by medical or nursing staff that will give the patient confidence and ensure that the concern is investigated (e.g. hospital or GP)
- P5 make protocols flexible where possible to allow individual patients' circumstances to be accommodated (e.g. enabling patients to be seen within a more flexible time scale)
- P6 consult other members of the multidisciplinary team if necessary and make a referral when the problem is outside your field of expertise

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### Knowledge and understanding

*You need to know and understand:*

- K1 anatomy and physiology of the human body
- K2 anatomy and physiology of the renal system
- K3 the immune system
- K4 psychological care skills
- K5 types and methods of taking different medications
- K6 the effects, side effects and potential interactions of different medications
- K7 the effects, side effects and potential interactions of immunosuppressive therapy on other health conditions, and the effect of other health conditions on immunosuppressive therapy
- K8 the pressures that transplanted patients may come up against
- K9 the rejection process
- K10 immunosuppression therapy
- K11 how to adapt communication styles in ways which are appropriate to different people (e.g. culture, language or special needs)
- K12 the importance of establishing rapport and how to do so
- K13 how to ask questions, listen carefully and summarise back
- K14 the importance of encouraging individuals to ask questions and how to do so
- K15 a basic awareness of the religious beliefs of different cultures
- K16 a basic awareness of the effects of different cultures and religions on care management
- K17 the principle of confidentiality and what information may be given to whom
- K18 the importance of involving individuals in discussions, and how to do so
- K19 how to negotiate effectively with individuals, families and other professionals

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#### Additional Information

##### External links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB2 Assessment and care planning to meet health and wellbeing needs

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<b>Developed by</b>	Skills for Health
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<b>Originating organisation</b>	Skills for Health
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<b>Original URN</b>	RenTP17
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<b>Relevant occupations</b>	Health, Public Services and Care; Health Professionals; Healthcare and Related Personal Services
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<b>Suite</b>	Renal
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<b>Key words</b>	kidney, kidneys, diabetes, renal
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