

ADVANCED COMMUNICATION SKILLS - BIBLIOGRAPHY

Below is our list of the most important books in the literature of the consultation. It is a very personal list and you will not need to have read a single word of any of these to gain value from the course.

Balint, E. and Norell, J. S. "Six Minutes for the Patient" Tavistock Publications (1973)

Balint, M. "The Doctor, His Patient and The Illness" Churchill Livingstone (3rd Edn 1986)

(The work of Michael and Enid Balint and collaborators laid the foundation in the UK for the study of the consultation)

Berne, E. "Games People Play" Penguin (1973)

(Enjoyable read and has explanations for a range of patient behaviours)

Byrne, P.S. and Long, E.L. "Doctors talking to Patients" HMSO (1976)

(Early landmark study)

Kurtz, S., Silverman, J. and Draper, J. "Teaching and Learning Communication Skills in Medicine" Radcliffe Medical Press (2nd edition 2005)

(One of the 2 volumes that constitute the "manual" for the Calgary Cambridge method – only crucial for use in teaching, when it becomes very valuable)

Maguire, P., Pitceathly, C, Key communication skills and how to acquire them. BMJ 2002; 325: 697-700.

(Concise and complete recent review)

Moulton, L. "The Naked Consultation". Radcliffe Medical Press (2007)

(A very practical book, aimed especially at GPs. Congruent with the Calgary Cambridge method).

Neighbour, R. "The Inner Consultation" Petroc Press (1987)

(Rightly one of the most popular books on the consultation, and written in an engaging and novel style)

Pendleton, D., Schofield, T., Tate, P. and Havelock, P. "The Consultation" Oxford University Press (1984)

(A seminal work which shaped consultation skills teaching)

Platt FW, Gordon G. "Field Guide to the Difficult Patient Interview". Lippincott, Williams & Wilkins. Philadelphia (2nd edition 2004)

(concise genius – the best "How to do it" manual in the field, bar none)

Silverman, J., Kurtz, S. and Draper, J. "Skills for Communicating With Patients" Radcliffe Medical Press (2nd edition 2005)

(The "skills" part of the manual for the Calgary Cambridge method – not a light read, but comprehensive and logical with explicit links to the evidence).

Simpson, M., Buckman, R., Stewart, M. et al. "Doctor-patient communication: the Toronto consensus statement" BMJ, 303, 1385-7 (1991)

(Why communication skills training is now on the agenda for all doctors)

Tannen, D. "That's Not What I Meant!" Virago (1992)

(A superb book, very readable, dealing with communication with people who are not like you [different sex, culture, class or age]).

Tuckett, D, (1985), *Meetings Between Experts - An Approach to Sharing Ideas in Medical Consultations*. London: Tavistock Publications.

(A fascinating read – brilliant thoughtful original research on the consultation)

Waitzkin, H., Doctor-patient communication: clinical implications of social scientific research. *Journal of the American Medical Association*, 1984, 252: 2441-2446.

(An excellent research review. One of the core pieces of evidence for the Calgary Cambridge framework)

Washer, P. "Clinical Communication Skills". Oxford University Press (2009).

(Despite being targeted at medical students, in fact this a well-written and practical manual for more experienced doctors, nurses etc. It takes a behavioural approach that is completely consistent with Calgary Cambridge).