

# **Biopsy**

**Bio = life**

**Opsy = sight of**

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# What goes wrong

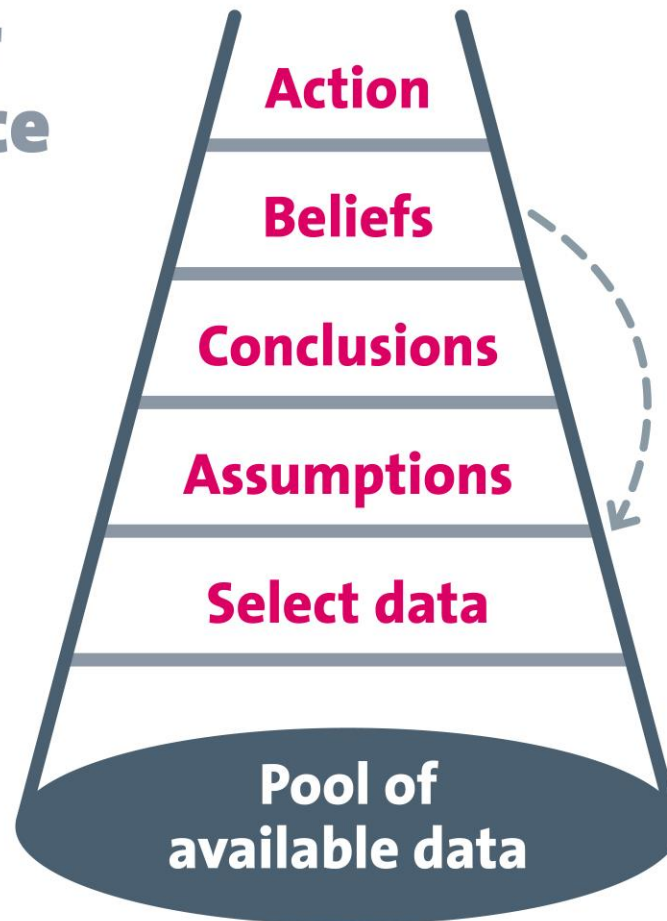
Assumptions

Selective data

Selective hearing

Filling in the gaps

## The ladder of inference



## Reflexive loop

Our beliefs affect  
what data we select  
next time

# The patient/carer led solution

Use of communication skills and coaching techniques

Enables people to recognise and face their challenges

Listen, listen some more... then ask some simple questions.

# Good questions

Right now, at this very moment, how are you?

What do you know about having a biopsy? What do you want to know?

What are you struggling with? What else? What else?

What are you frightened of?

What are the words that keep playing over in your mind?

How much information would you like about the procedure?

Who can help you?