

# **PATIENT- PRACTITIONER RELATIONSHIP ESSAY PACK**

For CAIE A2 Psychology Paper 3

VISIT [CIEALEVELS.EXCELLINGPSYCHOLOGY.COM](https://ciealevels.excellingpsychology.com) FOR MORE!

1. a) Describe what psychologists have discovered about:

- non-verbal communication with a focus on practitioner clothing, and
- verbal communication with a focus on understanding medical terminology, including a study. [6]

Ans.

Non-verbal communication refers to information conveyed without words and

McKinstry and Wang investigated the effect of

Verbal communication involves spoken language used to gather information and explain diagnosis and treatment. Key aspects include

McKinlay investigated patients' understanding of medical language. Working-class families in

**1. b) Evaluate what psychologists have discovered about:**

- **non-verbal communication with a focus on practitioner clothing, and**
- **verbal communication with a focus on understanding medical terminology, including a study**

**including a discussion about idiographic versus nomothetic approaches**

**Evaluation in your answer can include strengths, weaknesses and a discussion of issues and debates. [10]**

**Ans.**

One relevant issue is idiographic versus nomothetic approaches. Research into both verbal and non-verbal communication uses a largely

[REDACTED]

Another issue is the use of experiments. McKinlay's study had experimental features, as patients

[REDACTED] McKinstry and Wang manipulated only the doctors' [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

A final issue is the use of questionnaires. Questionnaires in McKinstry and Wang's study allowed large-scale data collection

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Patients may say they feel confident in a doctor's ability based on appearance without this translating into trust or adherence in practice. Similarly, McKinlay's categories can oversimplify partial understanding.

[REDACTED]  
[REDACTED]  
[REDACTED]

2 a) Describe what psychologists have discovered about practitioner diagnosis, focusing on

- making a diagnosis and
- presenting a diagnosis. [6]

Ans.

Making a diagnosis depends heavily on the information disclosed by the patient. For a valid diagnosis,

[REDACTED]

Two common diagnostic errors are false positives and false negatives. A false positive

[REDACTED]

Presenting a diagnosis is also psychologically important. Researchers have investigated how practitioner behaviour

[REDACTED]

**2. b) Evaluate what psychologists have discovered about:**

- making a diagnosis and
- presenting a diagnosis

**including a discussion about application to everyday life**

**Evaluation in your answer can include strengths, weaknesses and a discussion of issues and debates. [10]**

**Ans.**

One relevant issue is application to everyday life. Research on making a diagnosis suggests practical steps

[Redacted text block]

Another relevant issue is individual and situational explanations. Difficulties in making a diagnosis are individual to the extent that patients

[Redacted text block]

A final issue is cultural differences. Cultural norms influence how patients describe symptoms,

[Redacted text block]

**3. a) Describe what psychologists have discovered about the effect of practitioner style on patient satisfaction, with reference to Savage and Armstrong (1990). [6]**

**Ans.**

Savage and Armstrong investigated whether patient satisfaction differs depending on the practitioner's consultation style. A sharing style

[redacted]  
[redacted]  
[redacted]

A field experiment was conducted in an inner

[redacted]  
[redacted]  
[redacted]  
[redacted]  
[redacted]  
[redacted]  
[redacted]  
[redacted]

Results showed that patients in the directed condition reported

[redacted]  
[redacted]  
[redacted]  
[redacted]  
[redacted]  
[redacted]

It was concluded that directed consultations result in

[redacted]  
[redacted].

**3. b) Evaluate what psychologists have discovered about the effect of practitioner style on patient satisfaction, with reference to Savage and Armstrong (1990)**

**including a discussion about cultural differences**

**Evaluation in your answer can include strengths, weaknesses and a discussion of issues and debates. [10]**

**Ans.**

One relevant issue is cultural differences. Savage and Armstrong's findings showed that patients were more satisfied with a directed consultation style, [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] However, in cultures that focus on patient autonomy and shared [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED].

Another issue is determinism versus free-will. The study suggests a relatively deterministic explanation of patient satisfaction, [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]. For example, patients who rarely attended the surgery [REDACTED]  
[REDACTED]  
[REDACTED]

A final issue is validity. [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]. However, validity is limited by using self-report questionnaires. [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

4. a) Describe what psychologists have discovered about :

- **delay in seeking treatment:** – reasons for delay, including a study and alternative explanations for delay
- **Munchausen syndrome versus malingering, including a study. [6]**

Ans.

Delay in seeking treatment refers to the time between first noticing a symptom.

In a study by Safer et al., patients attending inner-city clinics in the USA were interviewed about

Munchausen syndrome (factitious disorder) involves the deliberate production or

Aleem and Ajarim described the case of a young woman



**4.b) Evaluate what psychologists have discovered about:**

- **delay in seeking treatment: – reasons for delay, including a study and alternative explanations for delay**
- **Munchausen syndrome versus malingering, including a study**

**including a discussion about reductionism versus holism**

**Evaluation in your answer can include strengths, weaknesses and a discussion of issues and debates. [10]**

**Ans.**

One relevant issue is reductionism versus holism. Explanations for delay in seeking treatment can be reductionist when they focus on individual factors. In Safer et al.'s breakdown of appraisal, illness and utilisation delay,

Similarly, Munchausen syndrome can be seen reductionistically if diagnosis focuses only on deceptive behaviours such as falsifying symptoms. Aleem and Ajarim's case study, however,

Another issue is idiographic versus nomothetic approaches. Research on delay in seeking treatment, such as Safer et al., used a nomothetic approach by

Likewise, Munchausen syndrome is diagnosed using

A final issue is the use of interviews. Safer et al. used structured interviews to measure patients' emotional reactions,

. In Aleem and Ajarim's study, the psychiatric interview was key in raising suspicion

*Lesson prepared by:*

**Jyotika Varmani**

CIE A Levels Psychology School Teacher, Modern College, Mauritius  
CIE A Levels Psychology Subject Expert, Podar International, Mumbai  
AQA GCSE and A Levels Psychology Tutor, Expert Tutors, UAE  
AQA A Levels Psychology Tutor, Higher OTS Academy, UAE  
AQA A Levels Psychology Tutor, Gritty Tech, India  
AQA A Levels Psychology Tutor, Aurora ELearning, UAE  
Edexcel Psychology Tutor, ETutor Home, India

Youtuber with 4k+ Global Psychology Student and Teacher Subscribers  
Psychology Website Author with 10M+ Global Views, visit:

<https://excellingpsychology.com>

9+ Years Experience in International GCSE and A-Levels Psychology Tutoring for CIE,  
AQA, Edexcel and IB DP

M.A. (Psychology Honours), UGC-SET and NET (first attempt, first ranker),  
PGDHE (Post-Graduate Diploma in Higher Education)  
Visit Jyotika Varmani's complete profile at -  
<https://www.teacheron.com/tutor-profile/1KH>

To book your GCSE/IGCSE/A-levels classes with Jyotika Varmani:

WhatsApp: **+919892507784** OR

e-mail: [jyotika@excellingpsychology.com](mailto:jyotika@excellingpsychology.com)

You can also reach out for paper corrections and feedback or assistance with IA/EE or  
other psychology projects over correspondence only