

# 7th INTERNATIONAL MEETING

on Conversation Analysis and Clinical Encounters (#CACE2019)

Monday 8 - Wednesday 10 July 2019 --- The Engineer's House, Bristol

## Final Programme

Sunday 7 <sup>th</sup> July 2019			
17.30 – 19.30	Registration open		
18.00 – 19.30	Evening reception, The Engineer's House		
Monday 8 <sup>th</sup> July 2019			
08.00 – 09.15	Registration open		
09.15 – 09.30	Meeting Opening & Welcome (Board Room)		
9.30 – 10.30	PLENARY 1 (Board Room)  <b>Geraldine Leydon-Hudson (Professor of Medical Sociology &amp; Healthcare Interaction, University of Southampton, UK)</b> “Policy and practice in UK Antibiotic Prescribing: Mind the Gap” Chair: Paul Drew		
10.30 – 11.00	Refreshments		
11.00 – 12.30	Parallel session 1	1.1 SUPPORTED COMMUNICATION (Bow Room)	1.2 PRESCRIBING & REFERRALS (Board Room)
		1.1a How do companions help a person with an intellectual disability communicate with a doctor in the UK? <b>Charles Antaki &amp; Deborah Chinn</b>	1.1b Prescribing antibiotics in Swedish primary care consultations <b>Anna Lindström</b>
		1.1b Controlling, comforting and motivating the patient: The use of professional touch in aphasia speech and language therapy in a French hospital <b>Sara Merlino</b>	1.2b The negotiation of opioid prescribing during US primary care visits <b>Anne E.C. White, Stephen Henry &amp; Richard Kravitz</b>

		1.1c The avoidance of overt repair: managing hard to interpret talk in UK acute dementia care. <b>Rebecca O'Brien, Alison Pilnick, Ruth Parry, Sarah Goldberg, Rowan Harwood, Kate Sartain &amp; Suzanne Beeke</b>	1.2c How the presentation of UK GP weight management referrals as good news or bad news impacts on patient action <b>Charlotte Albury, Helena Webb, Sue Ziebland, Elizabeth Stokoe &amp; Paul Aveyard</b>		
12.30 – 13.30	Lunch				
13.30 – 15.00	Data Session 1	DS1a Board Room <b>Ruth Parry &amp; Marco Pino</b> In the UK hospice context, when it is unclear whether a patient wants to address a delicate topic – what makes this unclear, and what happens next	DS1b Bow Room <b>Joseph Webb &amp; Catherine Woods</b> Managing common infections in a UK out-of-hours treatment centre	DS1c Green Room <b>Shoba Poduval &amp; Fiona Stevenson</b> Discussions of self-management and self-management education during GP consultations with patients with type 2 diabetes in the UK	D12d Blue Room <b>Katie Mills &amp; Charlotte Albury</b> The communication of cardiovascular disease and cancer risk in primary care in the UK
15.00 – 15.30	Refreshments				
15.30 – 17.00	Parallel session 2	2.1 COMPASSION / EMPATHY (Board Room)	2.2 SPOTLIGHT ON THE PATIENT (Bow Room)		
		2.1a How is the Therapeutic Relationship Constructed in Consultations with Patients with Emotional Problems in UK Primary Care? <b>Daisy Parker, Rose McCabe &amp; Richard Byng</b>	2.2a Managing talk about patients' medical problem in Swedish assistant nurse–patient interaction <b>Klara Bertils</b>		
		2.1b Compassion in practice: the enactment of compassion in UK in-patient nurse-patient interaction <b>Rachael Drewery, Alison Edgley, Alison Pilnick, Ruth Parry &amp; Joanne Cooper</b>	2.2b Problem presentation in GPs' consultations with students with hidden disabilities: a study from Chile <b>Agnieszka Sowinska &amp; Rosa Pezoa</b>		
		2.1c REAL TALK: an illustration of how original CA findings on palliative pain can be translated into communication training <b>Laura Jenkins, Ruth Parry, Marco Pino, Becky Whittaker &amp; Christina Faull</b>	2.2c Patients' complex multimodal Gestalts as upgraded claims of epistemic access in surgical consultations in New Zealand <b>Isobel Ross &amp; Maria Stubbe</b>		

**Tuesday 9<sup>th</sup> July 2019**

9.30 – 10.30

PLENARY 2 (Board Room)

**Fiona Stevenson (Reader in Medical Sociology, University College London, UK)**

“Self-conscious presentation of a medical misdeed: disclosure of the use of the internet in UK primary care consultations”

Chair: Alison Pilnick

10.30 – 11.00

Refreshments

11.00 – 12.30

Parallel session 3

3.1 MULTIDISCIPLINARY TEAMS (Bow Room)

3.2 INDIVIDUAL PAPERS (Board Room)

3.1a Doing autism diagnosis: resolving uncertainty and contradiction in specialist autism assessment teams in the UK

**Jennie Hayes**

3.2a Acknowledging the online visit: Patients’ invocations of health-related internet searches in UK GP-patient consultations

**Marc Alexander & Fiona Stevenson**

3.1b Laughter in UK learning disability services multidisciplinary team meetings: a collaborative role?

**Madeleine Tremblett**

3.2b Collaboration in extended requests and their fulfilment in UK speech and language therapy telemedicine consultations

**David Dalley, Rachel Rahman & Antonia Ivaldi**

3.1c Advocacy in UK community intellectual disability teams where service users are absent: A sequence moving from ‘struggle’ statements to preferred agreement for a candidate intervention

**Cordet Smart & Georgia Page**

3.2c A video analysis of clinical handover between paramedics and emergency care staff in the UK

**Ethan Shapiro & Neill Thompson**

12.30 – 13.30

Lunch

13.30 – 15.00

Data session 2

DS2a Blue Room  
**Annelies Colliers & Sibyl Anthierens**  
GP’s antibiotic

DS2b Board Room  
**Jemima Dooley**  
Triadic communication in  
GP home visits to

DS2c Bow Room  
**Galina Bolden & Alexa Hepburn**  
Managing requests for

DS2d Green Room  
**Anca-Cristina Sterie**  
Discussions regarding  
cardio-pulmonary

**Wednesday 10<sup>th</sup> July 2019**

		prescribing behaviour during out-of-hours care in Belgium	patients with dementia	changes in psychiatric medications between psychiatrists and clients in a US community treatment program	resuscitation between physicians and patients during admission at a Swiss geriatric rehabilitation hospital
15.00 – 15.30	Refreshments				
15.30 – 17.00	Parallel session 4	4.1 END-OF-LIFE CARE (Board Room)		4.2 MANAGING TROUBLE (Bow Room)	
		4.1a Disagreement in prognostic talk between UK hospice doctors and families at the end-of-life <b>Rebecca Anderson, Patrick Stone, Joseph Low &amp; Steven Bloch</b>		4.2a Lifestyle Advice in UK Primary Care Consultations <b>Kathrina Connabeer</b>	
		4.1b Patient cues about end-of-life concerns: evidence from UK hospice consultations <b>Marco Pino &amp; Victoria Land</b>		4.2b “They nearly got me battered”: Self-defence accounts for children’s violence in UK Child & Adolescent Mental Health Services <b>Michelle O’Reilly &amp; Nikki Kiyimba</b>	
		4.1c Decisions about end-of-life care in UK neonatal medicine <b>Chloe Shaw, Paul Drew, Kathrina Connabeer, Katie Gallagher, Narendra Aladangady &amp; Neil Marlow</b>		4.2c When patients and companions disagree on a recommendation in UK hospice context: A health practitioner’s dilemma <b>Ann Doehring, Marco Pino &amp; Ruth Parry</b>	
19.15	<p><b>Conference dinner</b> River Cottage Canteen, St John's Court, Whiteladies Road, Clifton, Bristol BS8 2QY</p>				

08.00 – 09.00	Registration – Final day delegates		
09.00 – 10.00	PLENARY 3 (Board Room)  <b>John Heritage (Professor Emeritus, Sociology, University of California, Los Angeles)</b> “Intervening with CA #2” Chair: Anna Lindström		
10.00 – 10.30	Refreshments		
10.30 – 12.00	Parallel session 5	5.1 RAISING & RESOLVING TROUBLES (Bow Room)	5.2 SOCIO-CULTURAL DIFFERENCES (Board Room)
		5.1a Complaining and justifying in doctors’ consultations: Patients’ strategies for discounting previous medical diagnostic judgements in Finland <b>Suvi Kaikkonen</b>	5.2a “I started a new bad habit”: Patient reports of problematic health behaviors in low versus high income communities in US primary care <b>Clara Bergen</b>
		5.1b Asking about urgency: the receptionist's dilemma in NZ primary care <b>Fiona Grattan &amp; Ann Weatherall</b>	5.2b The colour of empathy: physical therapy interviews in Canada <b>Jacqueline Peters</b>
		5.1c Negotiating patient resistance: UK GPs’ offers of support for smoking cessation and their implications for action. <b>Hannah Wheat, Rebecca Barnes, Paul Aveyard, Andy McEwen &amp; Rachna Begh</b>	5.2c Doctor-patient interaction at a Jordanian University hospital <b>Rula Abu Al Rob</b>
12.00 – 13.00	Lunch		
13.00 – 14.00	Session 6 Individual papers Board Room	6.1 Clinician-guided physical examinations in UK video consultations <b>Lucas Seuren &amp; Sara Shaw</b>	
		6.2 On good interactional reasons for ‘bad’ health care practice <b>Alison Pilnick</b>	
14.00 – 15.00	PANEL DISCUSSION (Board Room)		

	<p style="text-align: center;">“Can we train health professionals to change their communication behaviours?” Panellists: John Heritage, Rose McCabe, Merran Toerien, Alison Pilnick, Ruth Parry, Ann Merrit Rikke Nielsen Moderator: Rebecca Barnes</p>
15.00 – 15.20	Refreshments
15.20 – 15.30	<b>Meeting Closing</b> (Board Room)