Abstract:

This thesis focuses on issues of communication between doctor and patient. After a brief introduction of communication in general, the theoretical part focuses on the specifics of doctor-patient communication. It then deals with different factors that influence communication and selected topics connected to communication. The last chapter summarizes several studies focusing on communication training of doctors and its effect.

In the empirical part, the semi-structured interviews were used to explore opinions, attitudes and experiences of doctors concerning their communication with patients. The results suggest, that doctors perceive communication with patients as an important part of their work (even though they differ in the amount of importance they attribute to communication). In accordance with this finding is the fact, that the description of a „good doctor“ and „good communication“ were quite similar. Almost all respondents considered the undergraduate training in communication as useless, suggesting that the main reason may be the perceived unimportance of this subject at medical school. Some of the communication barriers generally seen by the patients were also seen as important by the doctors (such as time pressure or lack of privacy while consulting with patients), important communication barrier for doctors were also their own limits. All doctors were well aware of the influence of their communication on patients, they perceived as the most important the way of giving information, they did not mention the role of asking questions.

Keywords:

Communication, doctor-patient relationship, medical practice, training in communication, attitudes