Variable components

- Consultation skills
- Continuity of care
- Doctor-patient relationship

Constant components

- Principle of PDM*
- Practice of IM*

Delivering care for...

- Undifferentiated problems
- First contact care
- Complex problems
- Widest range of problems

Protocol dictated care: a ‘technical bypass’?b

*PDM = Person-centred Decision Making; *IM = Interpretive Medicine