

## Louise Corah

### Email:

[louise.corah@nottingham.ac.uk](mailto:louise.corah@nottingham.ac.uk)

### Room:

A11b, Clinical Building

### Biography:

I am a vet and I qualified from the University of Nottingham in 2012. I worked in small animal practice for two years before heading to the RVC to complete a small animal rotating internship. After my internship I worked for a busy charity clinic in central London before returning to Nottingham in April 2016 to do my PhD. My PhD looked at small animal consultations and what 'good' looks like from the perspective of both vets and clients. I now work as Teaching Associate at the School of Veterinary Medicine and Science and I am mainly responsible for developing and delivering teaching in non-technical skills such as communication and professionalism, whilst continuing to do a little bit of research on the side.

### Degree registration:

PhD, graduated December 2019

### Research topic:

"Defining the 'good' consultation: what is it and how could we measure it?"

### Summary of research:

My PhD used a mixed methods approach to collect data from small animal vets and companion animal owners in the United Kingdom. The first study was a systematic review which looked at ways in which success in small animal consultations could be measured. We found only four papers which measured consultation success in one of three ways: satisfaction of the client, satisfaction of the veterinary surgeon and medication adherence. The second study used focus groups to find out what key consultation stakeholders thought contributed to successful consultations. The final study used the findings from the first two studies to measure some of the key findings in real consultations and create recommendations for monitoring and improving small animal consultations.

### Research supervisors:

Professor Liz Mossop, Dr Kate Cobb, Dr Rachel Dean, Dr Malcolm Cobb, Dr Tracey Coffey

### Primary funding source:

A charitable donation made by Onswitch Ltd, match funded by the School of Veterinary Medicine and Science, University of Nottingham.

### Publications:

*Peer reviewed research papers*

- [Corah, L., Mossop, L. Dean, R., Cobb, K. \(2020\) Measuring satisfaction in the small animal consultation and its relationship to consult length. \*Veterinary Record\*. Published Online First: 06 August 2020. doi: 10.1136/vr.105910](#)

- Corah, L., Lambert, A., Cobb, K., Mossop, L. (2019) Appointment scheduling and cost in first opinion small animal practice. *Heliyon* 5, e02567 <http://doi.org/10.1016/j.heliyon.2019.e02567>
- Corah, L., Mossop, L., Cobb, K., Dean, R. (2018) Measuring the success of specific health problem consultations in cats and dogs: a systematic review. *Veterinary Record* 183, 22. <http://dx.doi.org/10.1136/vr.104759>

*Conference papers (blind reviewed)*

- Corah, L., Mossop, L., Dean R.S. and Cobb K. (2019) Why didn't my client give the medication? A descriptive study of the communication surrounding medicine administration. Paper presented at British Small Animal Veterinary Association Congress 2019. ICC, Birmingham, United Kingdom, 4th - 7th April 2019
- Corah, L., Mossop, L., Dean R.S. and Cobb, K. (2019) "Trust me I'm a vet..." Vet-client trust in small animal consultations: a mixed methods approach. Paper presented at British Small Animal Veterinary Association Congress 2019. ICC, Birmingham, United Kingdom, 4th - 7th April 2019
- Corah, L., Mossop, L., Dean, R.S. and Cobb, K. (2018) Consultation context: it's not just about communication. Paper presented at International Conference on Communication in Veterinary Medicine. Hockley Valley Resort, Ontario, Canada, 22nd – 25th March 2018
- Corah, L., Cobb, K., Mossop, L. and Dean, R.S. (2018) Vet and client attitudes to decision making in small animal consults in the United Kingdom. Paper presented at International Conference on Communication in Veterinary Medicine. Hockley Valley Resort, Ontario, Canada, 22nd – 25th March 2018
- Corah, L., Cobb, K., Dean, R.S. and Mossop, L. (2018) Experiences and attitudes to small animal euthanasia consultations. Paper presented at British Small Animal Veterinary Association Congress 2018. ICC, Birmingham, United Kingdom, 5th - 8th April 2018
- Corah, L., Dean, R.S., Cobb, K., Mossop, L. and Coe, J.B. (2018) Measuring success in the small animal consultation [poster]. Exhibited at International Conference on Communication in Veterinary Medicine. Hockley Valley Resort, Ontario, Canada, 22nd – 25th March 2018
- Corah, L., Mossop, L., Cobb, K. and Dean, R.S. (2017) Defining the good consultation: A Scoping review [poster] Exhibited at Veterinary Education Symposium 2017. University of Liverpool, 6th – 7th July 2017