

SYSTEMIC THINKING AND PRACTICE SERIES  
Edited by David Campbell and Ros Draper

# Internal Consultation in Health Care Settings

ROBERT BOR  
RIVA MILLER



INTERNAL  
CONSULTATION  
IN HEALTH CARE  
SETTINGS



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# INTERNAL CONSULTATION IN HEALTH CARE SETTINGS

*Robert Bor  
Riva Miller*

Foreword by  
*David Campbell & Ros Draper*

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## Authors

**Robert Bor:** C. Psychol; AFBPsS; Churchill Fellow. Principal Clinical Psychologist, District AIDS counsellor and Family Therapist, Royal Free Hospital and Hampstead Health District. Honorary Lecturer in the Academic Departments of Medicine and Psychiatry, Royal Free Hospital School of Medicine, London. Member of the Institute of Family Therapy, London.

**Riva Miller:** BA; SocSci; MSW; Senior Medical Social Worker and Family Therapist, Haemophilia Centre and Haemostasis Unit, and AIDS Counselling Co-ordinator, Royal Free Hospital and Hampstead Health District London. Honorary Senior Lecturer in the Academic Department of Haematology, Royal Free Hospital School of Medicine, London. Consultant, North London Blood Transfusion Centre. Member of the Institute of Family Therapy, London



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### **Note**

Professionals and patients are usually referred to as 'he' in this book. This does not reflect any bias on the part of the authors but is merely a convenient pronoun.



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## Editors' Foreword

**A**s the world and large organisations, become more interconnected, more complex; it becomes impossible to provide a service without considering the way that the service is affected by impinging ideas, activities and relationships. It is becoming more important for any service or project within any large organisation, such as a hospital, to have the benefit of some understanding of the way the service, as one part, fits into the larger whole; as a result professionals who used to simply service providers are now increasingly being asked to be consultants. That is to offer a bird's eye view of what's going on within the complex organisation. This demand has created a new role for professionals in organisations: Internal consultation.

This book by Robert Bor and Riva Miller is very topical. We find there is an increasing demand for consultants skills without the commensurate body of knowledge or training courses to prepare professionals properly for their new role. We are very pleased to be able to publish this book at this time because it will make an important contribution to a growing field.

One of the book's most exciting contributions is the way in which it describes specific problems of hospital service (and in this