
PATIENT/RELATIVE PROMPTS FOR SCENARIOS

SCENARIO 1

Your elderly father has been admitted into hospital with symptoms of COVID-19. You are very worried about him and decide to call the hospital. You ask to speak to a doctor on the ward about your father. You are concerned about the virus and how it may affect your father as an older man. You can't stop thinking of how poorly he looked when he was in the ambulance.

'I am very worried!'

'I can't sleep.'

'He has a serious lung condition.'

'He's going to die isn't he?'

'I need to see him.'

'Do you think I've got it?'

A very challenging scenario. We are considering empathy and honesty here. We want to be honest with the patient but not cause too much distress. Incorporate some of the phrases suggested - or you add your own.

SCENARIO 2

You have arrived at the GP surgery to see a doctor about the chest pain you have been having. You were advised you could come into the general practice provided you wear a mask throughout the consultation.

You are scared that you may have a heart problem as your father died young of heart failure. English is not your first language. You are able to hold conversation however, you do not understand some of the terms the doctor says. You begin to discuss your symptoms and concerns with your doctor.

For this scenario, mumble and speak quietly. If the doctor asks for you to speak up, do so momentarily before going back to speaking quietly. As masks already muffle sound, communication will be extra difficult. Is the 'doctor' willing to repeatedly ask you to speak

up so they are hear what you say accurately? Also, do they recognise when you do not understand something? Improvise as desired.

SCENARIO 3

You are an elderly patient who has had back pain that has began recently.

Over the past few weeks you have begun experiencing back pain. You think this is because you are getting old. You have called the GP surgery to make an appointment and they have arranged for a doctor to have a phone consultation with you. You are very hard of hearing.

For this scenario, play up your hearing loss - act confused, say the same thing repeatedly and don't answer certain questions. This will test your doctor's patience as well as their problem-solving abilities. You can do this for comedic purposes but also try and get a genuine reaction from your 'doctor'!