You are a student on the vascular ward and waiting around for jobs to do. A specialist trainee approaches after finishing a ward round.
I would like you to clerk Ms Burgees over there. She hasn’t had surgery yet but looks well and should be fine to speak to.
You was also on the ward round.
You felt she looked upset, or agitated.
I'm not so sure she would be up to an clerking today?

Yeah sure, I’ll clerk to her
She looked fine. She's been like that since she's been here, so don't worry.

Okay *sounds unsure*....
Hello, my name is ….. And I am an medical student. What is your name and age?

My name is Agnes Burgees and I am 84 years old.

Nice to meet you Ms Burgees

Nice to meet you Agnes
Meh. What do you want?
Ms Burgees to you.
What do you want?
I wanted to speak to you about what bought you into hospital.

Hmmmm, how long will it take?

Only around 20 minutes.
As long as you keep it short

So what brought you into hospital
I’ve been having unbearable leg and foot pain at home so I came into hospital a week ago and they’ve done absolutely nothing for me.

So when did this pain start?
I don’t remember. Why are you asking me so many questions?

As a medical student, I learn best by talking to patients.....

The doctors asked me to speak to you about why you came into hospital.
I apologise for that Ms Burgees. So back to your leg and foot pain, did it start gradually or suddenly?

Well you didn’t tell me that before.

I apologise for that Ms Burgees. Do you mind if I continue asking questions?
I’d rather not continue answering questions.

That’s fine, maybe I can come back tomorrow and we can talk some more?

That’s fine. I hope you have a nice day.
I’d rather I didn’t have to talk to you again

Ok, have a nice day.
End scenario
The doctor’s know why I came here, so why do they need someone else to ask me questions. They don’t seem to know anything.

I apologise Ms Burgees. Do you mind if I continue to ask you questions about the pain?

You seem frustrated, do you mind me asking why?
I am still in so much pain, and they want to do this operation but they say need to stop smoking. No one listens to me, they ignore me.

Have you tried stopping?

Have you spoken to them why they are delaying your operation?
Well, I’m stressed and bored in this place, and I’ve been offered no help. Maybe, I could tell the doctors and ask smoking cessation services to give you advice maybe?

It must be stressful. Would we be able chat more about the pain you’re experiencing?
If I want to stop smoking, I’ll stop. I’m bored and frustrated by this conversation and all of this. I would like you to go.

That’s fine, maybe I can come back tomorrow and we can talk some more?

That’s fine. I hope you have a nice day.
It's because of the smoking, but I don't understand how they're even related!

I could explain to you how they are related if you would like.

What do you think is the cause of your leg pain?
I don’t need you to patronise me and do the work of the doctors. I would like you to leave.

That’s fine, maybe I can come back tomorrow and we can talk some more?

That’s fine. I hope you have a nice day.
I had a hip replacement operation 3 years ago and it all started then. It's all start with that hip. I don't see how smoking has anything to do with it.

Well, your leg pain is due to your smoking actually. I see. I could explain to you why you are experiencing this leg pain.
I haven’t come here to be lectured like a child. I would like you to leave now.

That’s fine, maybe I can come back tomorrow and we can talk some more?

That’s fine. I hope you have a nice day.
END OF SCENARIO 1

• Now reflect on the situation
• Get your sheet on the Gibbs cycle and reflect on this scenario