You are a 3\textsuperscript{rd} year student and it is your first week on placements after the Christmas holiday. You are on your phone on the busy ward, as you feel there is nothing for you to do. The FY2, who you don’t get on with approaches you
Researching on my phone

Nothing
Okay

Hmmm, okay. You can tell me about what you’ve found later. I’ve got a job for you to do.

I want you to take blood from the patient in bed 24 and give it to me. The tray is set up for you.
This is a busy ward and you are doing nothing… I have a job for you.

I want you to take blood from the patient in bed 24 and give it to me.

Okay
You’ve only ever taken blood from 2 dummy arms and 2 patients. That was in September/October.

You’re not so confident in your blood taking skills.
The tray is set up for you.

It’s been a long time since I’ve taken blood.

Sure
Well at least try

I would appreciate it if you could come with me, just to observe

Okay, will do
I would feel much better if you came with me to observe to make sure I’m doing everything correctly.

Okay I will try taking blood correctly.

Maybe if you weren’t on the phone and paying attention you could have seen the phlebotomist taking blood to refresh your skills.
I’m sorry but I don’t want to take the blood alone

Okay I will try taking blood
Sorry, but I just haven’t had enough experience

Okay fine. Please try and make yourself useful. All you students just get in the way otherwise, making my job harder
No one ever offers me jobs to do. I was researching, which is useful.

This is a busy ward and you don’t have enough experience! Maybe you should get off your phone and look for things to do. There are always things to do.
I was researching which is useful

Okay, I will get more involved

You should, get off your phone and look enthusiastic.
You have time at home and teaching sessions to researching.

Okay, I will get more involved
You should stop making excuses and be better next time.
Just show more enthusiasm next time

End scenario
The tray contains all the equipment
You go the patient to take their blood.
You have 2 attempts and do not get any blood
On the third attempt, in the hand, you go through the vein and the back of the hand swells
Luckily the FY2 walks in at this moment and helps you
Go ahead

Maybe we should give the patient a break and come back

I want to try in their other hand
The patient looks uncomfortable so we should give them a break.

I really need to get the blood as the consultant wants the results asap.

Go ahead.
I appreciate what you’re saying, but I need these bloods. I should have just done them myself.

Go ahead

Trust regulations say you can try a maximum of 3 times.
No one follows them, I need to do them anyway. If you paid attention on ward round, you would have realised they're really ill.
Go and grab another syringe and some wipes for me.
END SCENARIO

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

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