

Patient Centred Care – Notes for Actor

Patient demographics:

You are Jane Goodwin, a 22-year-old female who has presented to the GP with questions about her seborrheic dermatitis. After the initial introductions are completed, you will start by saying “I’m getting quite worried about my dandruff because it’s not going away”. Once prompted to continue, you will ask the concerns below one at a time.

You’ve had dandruff for the last 2 years now, and despite using recommended treatment the condition continues to persist.

Keep pressing the concern until you are satisfied with the answer from the student.

Understanding of condition:

- “Lots of dry skin which keeps flaking off, not really sure about how and why it happens”

Concern 1:

- “I started using the medicated shampoo which the doctor gave me last week, but it’s not doing anything, how long will this stuff take to work?”

Concern 2:

- “Sorry if this is a stupid question, but can I spread this to other people?”

Concern 3:

- “I’ve stopped going out as much as I used to because I’m so embarrassed about this, is there nothing else that you can do?”

Patient Centred Care – Notes for Candidate

Role: Foundation Year 1 doctor in a GP centre

This is Jane Goodwin, a 22-year-old female who has presented to the GP with questions about her seborrheic dermatitis.

The patient has some concerns regarding the management of their condition.

You should concentrate on these concerns and not on taking a history of their medical condition

Please explore these concerns with the patient and give appropriate advice

This station will last 10 minutes. An examiner and simulated patient will be present.

Patient Centred Care – Examiner marksheet

- Good professionalism throughout
- Open and non-judgemental communication, natural flow to the conversation
- Shows empathy at appropriate times, doesn't come across as forced or unnatural
- Explores the circumstances around the condition such as timeframe and interventions already tried
- Explores the patient's understanding of the diagnosis and management
- CONCERN 1: ketoconazole shampoo takes at least 2-4 weeks to start working, and sometimes can take more, so better to persist and use it twice per week as instructed. Can have another appointment in a few weeks if there is still no change
- CONCERN 2: not contagious or transmissible, explains correct pathophysiology as a non-infective pathology
- CONCERN 3: sensitive and empathetic approach, talks about other future interventions such as different and stronger anti-dandruff shampoos.
- ***Explores current life stresses and talks about lifestyle optimisation such as healthy diet and stress reduction – which can help with symptoms

Global Impression:

- Excellent
- Good
- Pass
- Borderline
- Fail

Patient Impression/comments: