

## Patient Centred Care – Notes for Actor

### **Patient demographics:**

You are Janette Mitchell, a 15-year-old female who has represented to the GP with questions about her acne. After the initial introductions are completed and once prompted to continue, you will ask the concerns below one at a time.

You've had acne for 2 years now, and your mental health is now suffering as a result of how bad your acne has become. You are using topical tretinoin currently.

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

### **Understanding of condition:**

- "Something under my skin gets blocked and then it turns into these horrible spots, I know this is normal for people my age, but my acne is far worse than most people's in school"

### **Concern 1:**

- "If this cream doesn't work, is there anything else we can try?"

### **Concern 2:**

- "I've been told by some people that reducing oil and fat in my diet will help with acne, is that actually true?"

### **Concern 3:**

- "I've been feeling quite low recently because of things that people have been saying about my acne. Is there someone I can talk to about that apart from my parents because I don't like to keep bringing it up with them, it makes them upset"?

## **Patient Centred Care – Notes for Candidate**

**Role: Foundation Year 1 doctor in a GP centre**

**This is Janette Mitchell, a 15-year-old female who has presented to the GP with questions about her Acne Vulgaris.**

**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: reassures that there are further steps after the trial of topical tretinoin, such as dermatology referral for more specialist management like oral tretinoin.
  
- CONCERN 2: acknowledges that a healthy, balanced diet is good for all round general health, but that having an ultra-low fat diet has not been shown to reduce acne severity.
  
- CONCERN 3: responds in a sensitive and empathetic way. Quick suicide/self-harm screen approached sensitively. Gives appropriate advice about people she can talk to, like friends, other family members, etc. Also provides an appropriate helpline such as SHOUT 85258 if she is feeling especially low. Can suggest a repeat appointment to separately discuss her mental health.
  
- \*\*\*Explores current lifestyle and talks about lifestyle optimisation such as healthy diet and exercise.

### **Global Impression:**

- Excellent
- Good
- Pass
- Borderline
- Fail

### **Patient Impression/comments:**