

Patient Centred Care – Notes for Actor

Patient demographics:

You are Jane Smith a 55- year-old who has come to her GP due to some concerns about you son's recent diagnosis of impetigo. After initial introductions please focus on concerns below one at a time.

Your son was diagnosed with impetigo after you sent some pictures in couple days ago and consultation online with the GP. But you are unsure what this means.

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

Understanding of condition:

- Impetigo is a condition that cause a rash usually on the face.

Concern 1:

- Why does this happen, is it something I did?

Concern 2:

- Is it infectious, is there anything I need to do?

Concern 3:

- Can my son still see his grandma who is currently on chemotherapy?

Patient Centred Care – Notes for Candidate

Role: Foundation Year 1 doctor in a GP centre

This is Jane Smith who is presenting on her sons' behalf. The patient has some concerns regarding their sons recent diagnosis of impetigo.

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 parent that it is not their fault and it is quite a common condition in children. It caused by a bacterium (staph aureus). It can happen if skin is broken but can happen without skin breaking but usually self resolves.
- CONCERN 2: Yes it is infectious and child should stay out of school until treatment is complete and rash has dried and scabbed. Try not to touch patches of impetigo and do not allow other children to touch them. Wash your hands after touching a patch of impetigo and after applying antibiotic cream. Don't share towels, flannels, bathwater, etc, until the infection has gone.
- Concern 3: Explain in an empathetic way that should avoid seeing grandma until rash has scabbed. This is due to immunosuppressed in grandma which could potentially cause serious infection.

Global Impression: Patient Impression/comments:

- Excellent
 - Good
 - Pass
 - Borderline
 - Fail