

## Angelica - Eczema

D - Good morning.

Patient's dad - Hi, are you alright?

D - I'm well, thank you. I'll just get you an extra chair.

Dad - You sit on this one.

D - Dad and sister, yeah?

Dad - Yeah, this in Angelica.

D - Nice to meet you. Dr Birrell.

Dad - She's... we thought it was eczema. It is in the family - my mam suffered from it for a while. Obviously, it has been in the family but over the past, sort of, three weeks it's getting really, really bad for her. It's all over her elbows - this one, if you look.

D - Okay.

Dad - And it's now come up to her—you're getting a little bit on your neck, aren't you?

P - It's on my back, and on my...

Dad - Stand up, darling, so we can see, because the doctor has to see everything properly, darling.

D - Oh, dear.

Dad - Yeah, she's getting it really bad.

D - Okay.

Dad - And she's getting it on her feet as well.

D - Would you mind if I have a look at that as well?

Dad - Take your shoe off, darling.

D - Have you ever had this before at all?

Dad - It's literally started over the past, I would say six months; would you say, Angelica?

P - Yeah.

Dad - It hasn't been very long, has it really. About six months, but not to the point where we were literally putting sudocrem on and just, sort of, looking after it really - keeping it dry. It's got to the point now where it's affecting her, and she's starting to scratch and itch at it, and that.

D - Is it affecting you? Is it stopping you sleeping?

P - A little bit.

D - Is it affecting you in any other sort of way? Why do you think it's happening?

P - Don't know.

D - Dad, you got any ideas?

P - I don't know; she's very anxious, I would say. They've been to a holiday camp today, I mean last Wednesday, Thursday, Friday, and—don't look at me like that, it does, anxiety can bring things on like that. And she doesn't like the unknown - when she's there and doing it, she's

alright. It's just the unknown of things, she gets herself all worked up, but, as I say, it's just starting to become now where I'm thinking, it's getting too much now.

D - Okay, and what have you tried so far? Sudocrem, you mentioned.

Dad - Yeah, a bit of Sudocrem and...

P - Betnovate.

Dad - ...and Betnovate; my mam tried a little bit, but my mam didn't want to put it on her in case it was too strong.

D - Sure, did it help?

P - A little bit.

Dad - Tiny bit, yeah.

D - Yeah, good. Okay.

Dad - But obviously, we just didn't want to use my mam's Betnovate without seeing the doctor first.

D - Okay, best that you have your own cream, isn't it?

Dad - Yeah.

D - Good, okay. So, dad's mentioning a bit of anxiety - is that an issue to you, much?

P - No.

D - Things at school okay?

P - Yeah.

D - Yeah? Friends?

Dad - She has, she's—over the last year or so, she has really come out of her shell, and she is... she's a lot less anxious, she just doesn't like the unknown.

D - Okay.

Dad - But we just, I mean as parents, we look into anything that could be causing anything, really.

D - Who's at home with you? So, mum and dad and little sister? You get on okay with everybody? Not sure? No big things going on then, all right, and you look like you're growing well. You're not the shortest, not the tallest in your class?

Dad - No, she's... you're around about average, aren't you, I would say.

D - Okay, good - so you're healthy otherwise? Pooing and peeing alright? Do you mind... so you've mentioned it's on your back and also on your elbows, what about your knees - are they affected?

P - No, it my...

Dad - No, nothing on her knees.

D - And what about your nails or your scalp?

Dad - No, her scalp's okay.

P - It's only on my elbows, my back, my feet, and then on the back of my legs.

D - So, you do have it on the back of your legs.

Dad - Yeah, a little bit on the back of her legs. Do you want to just pull your trousers down a little bit?

D - Would that be okay to look, if we just pop you here?

Dad - It's okay darling, the doctor's—this is what they have to do, they have to look and see if everything's okay, darling.

D - Dad will come behind as well.

Dad - Come on, I'll come with you, you just sit here, Ava.

D - Just so, if you pull your trousers just down so that we can have a look.

Dad - And we'll make sure that we can get the right cream, so that we get rid of it, darling. Right?

P - Mhmm.

Dad - Yeah. Just take your trousers down, it's all right, your knickers are fine, leave your knickers on.

P - There, look.

Dad - Oh, yeah. I think over the last, sort of, week as well, it's coming out everywhere.

D - Sure.

Dad - The last week, it's, it seems to—like the one on her neck's new as well. This is new.

D - Got you.

Dad - I've noticed this over the last week.

D - Great, okay, well that's really helpful. If you pull your trousers back up, that's fantastic. I'll have a look at your nails as well. Your toenails have been absolutely fine, and there's nothing behind your ears, and there's nothing on your scalp at all?

Dad - No, she's fine, yeah.

D - Did you ever have eczema when you were a little kid?

P - Sometimes.

Dad - She had the *tiniest* little bits, but it's—I mean it is in the family. I mean, my mam's, my mam's sister suffered from it quite bad, and my mam's had it in bits and bobs, but nothing Sarah's side of the family, haven't.

D - You mentioned your feet as well, which of your feet is worse?

Dad - Take your shoes off, 'cause you can slip them straight back on.

P - Okay. There, that one.

D - Got you. All right. There's no obvious trigger that you've noticed, apart from dad thinks it might be linked with how worried you are, or how stressed you are, or anxious?

P - No, I don't think it's anything to do with that.

D - You don't think so? Okay. Alright.

Dad - I just think she's a normal...

P - It's just when, like, I itch myself once, and it appears.

D - So, it gets worse when it's itchy? Fine, okay.

Dad - As well, it's when she's hot, as well.

D - Okay, that makes sense.

Dad - Yeah.

D - Yeah. I think your dad's absolutely right, I think it is eczema - and it will come, and it will go, but when it's bad, actually the Betnovate's the right thing to use on it. So when it's really itchy, put the Betnovate on once a day, nice and generously, after your dinner, all right? So, just once a day would be fine. The rest of the time, I want you to put a greasy moisturiser on it, okay? So, I'll give you a prescription for that, too. Ideally, you want to avoid any soaps that might be irritating, so, perfumed soaps might be a bit irritating.

Dad - Right.

D - So, use...

Dad - No bubbles in her bath, that type of stuff?

D - Exactly, so a moisturising body cream would probably be the sensible thing to use, or we could use aqueous cream as a soap substitute - which would probably be worthwhile thinking about. So, a bit of homework for you, alright? You've got a computer, haven't you? Would you be happy to go online on that website, and it'll tell you a little bit more about what you need to do to protect your skin from getting itchy.

Dad - Because you've—she's just gotten a new phone, it's all internet-ed up and everything, so if you do that, it's just for you to read... I know darling, I'm just saying. She looks at me like I'm silly sometimes; she's an eleven-year-old, she knows everything.

D - Yeah, that sounds about right.

Dad - This little one as well, I think she's starting to get a little bit as well.

D - Alright, okay.

Dad - I mean she's a little, just a little bit on her...

D - You'll probably get away with just using a little bit of the moisturisers, the greasy moisturisers for her.

Dad - I think you're all right, darling, I think you just want to be the same, don't you. But she's always had sensitive skin as well, Angelica, it seems well—I mean, it was...

Sister - Dad, it's really itchy.

Dad - You're alright, Ava, don't worry about you, you're fine. Yeah, she's got, I mean, I've got very sensitive skin. If I put the wrong thing on my face, then something will come out, and something will...

P - If I put face masks and things on, or, like, use a certain thing...

Dad - If she uses certain things, she'll come out in...

D - Okay. You might find that you are a bit sensitive, and it will be a bit trial and error to try and figure out what triggers it. It can be something that's triggered by tiredness or when there's a lot going on in life; so, if you've got more worries going on, you might find that your skin's a little bit more itchy and irritated, and that's reasonable to use a little bit more treatment when that happens. I've given you a big tube of the cream to settle the itch down, if it's not improving, and it's not almost settled within a couple of weeks, let's have another look at you and make sure that that's going in the right direction. This stuff is your preventative treatment, I've put that on as a repeat prescription, so you can have that as often as you need to.

dad - That's great.

D - Do you know how to get the repeat prescriptions?

Dad - Yeah, I'll just phone up, don't I?

D - You can do it by phone or by internet, or by handing in a slip at the front desk.

Dad - Well as I say, we literally live around the corner, so that's no problem.

D - Well, Caroline at the front desk will help you with that, and just make sure you're happy about that.

Dad - That's brilliant.

D - That should settle things down remarkably quickly, and if it's not improving things in the next week or so, let's see you again, just to make sure you're on the right track.

Dad - Right, that's brilliant. So, the Betnovate once a day...

D - Betnovate once a day.

Dad - And you've got to really, really slather it on.

D - Slap it on, quite generously, and don't use it ever on your face - if you did get any on your face, then we'd use a less strong one.

Dad - Right, no problem.

D - But that should keep things in check, but I'm not curing you, just keeping it in check - but it will come and go a little bit.

Dad - Right. Brilliant, good.

D - All right.

Dad - Thank you very much, thank you.

D - Good luck, nice to see you. If you ever do find that it's getting mattery and sore, it could potentially get infected, in which case we might need to use antibiotics, so we'll see you if that happens.

Dad - Right, right. I'll keep a close eye on it. That's great.

D - Nice to see you all.

Dad - Thank you.

D - You're welcome.

Dad - Thank you, see you later, bye.

P - Thank you, bye.