

Example of GPs script:

Patient contribution

That's alright, thanks for your patience

Ok so going back to the first lump which is this one behind the

Is it tender?

So this is a new one (examines patient) and that is also sore?

So it's all about the lumps - is there anything else that I can help you with today?

ICE

So you think they are probably linked don't you?

And you are worried about cancer?

So what are you worried about?

Do you need a note today as well?

PSO

So you're a smoker?

Ok so we can help you with that if you are interested..

What's going on?

Ok - are you working?

Just remind me what your job is.

What sort of nurse?

Red flags

Your weight has been stable has it?

(Responding to cue:) You're upset about talking about these things aren't you - it's just the stress of it?

Focussed history

How's your breathing?

Since when?

So you were fine when you were away?

Legs?

So no swellings - and nobody in your family has ever had any clots?

Focussed examination

Do you mind if I have a listen to your chest - if you could just stand up and turn around.

Fabulous; ok

Let me have a look in your ear as well

And I'll check your temperature too.

Identify problem and explain diagnosis

Well your biggest fear, interestingly, was a clot.

So, things that would make me think about clots would be:

Swollen tender calves or breathlessness and it hurting when you breathe.

So, it's not cancer..

But it's related to the infection of the skin lump here. Its likely to be what's called a sebaceous cyst. That's infected.

Which is a gland in the skin which is infected. It's getting better of its own accord, but this gland here has come up, linked with it. Which is agony, which is good news, because it means that it's an infectious thing.

If it's not painful and it gets progressively bigger then we worry. I don't think we need to give you any treatment for this. You might want to take pain killers for it...

Check understanding

P: Well that's put my mind at rest it's not a clot. I know a clots normally back of the leg breathing and all that.

No explicit question asked by me.

Develops management plan / shares management plan

If it's not painful and it gets progressively bigger then we worry. I don't think we need to give you any treatment for this. You might want to take pain killers for it...

Safety net and follow up

If you've got a fever or if that tenderness and swelling is getting worse, we might need to pop it. Or we might need to give you some antibiotics sometimes.

Well you don't need an anti inflammatory. But if you want to use Brufen, that's fine. As long as it doesn't cause indigestion. If you've got a fever or if that tenderness and swelling is getting worse, we might need to pop it. Or we might need to give you some antibiotics sometimes.

Depends, but see how things go. A lump that comes and then goes. Not interested.

But if it's progressively getting bigger and it's not tender..

So if that lump gets more tender then come back about it.

If you're unwell with a fever or if the lumps getting very tender come back in urgently.

Or if the lump is getting bigger after 3 weeks we'll have another look at you.