

Example of GPs script:

Patient contribution

One of my favourite ways of facilitating the patient's unfettered story: silence.
Facilitative grunts and non-verbals.

The doctor did not, on this occasion, ensure that Gary did not have any other agenda items.

ICE

Is there anything that triggers that?

Do you need any emotional support with your OCD at the moment?

Your OCD doesn't affect your facial acne at all?

Gary's expectation was explicit. But it is good practice to summarise what you understand is the patient's agenda, and to check if there are any other expectations.

PSO

What's your job now?

How are things at home?

Red flags

And your mum's okay? (Gary's emotional state is linked with his mum's wellbeing.)

How are you doing otherwise?

Focussed history

Your anxiety symptoms okay?

What's your job now?

Your chest been alright?

And when your skin is a problem is it mostly just your face, or anywhere else?

Focussed examination

No physical examination is indicated since Gary has already told us that his mild acne is not present today. The doctor might choose to signpost an emotional health examination: "I'd just like to ask some more questions to check on your emotional health."

Identify problem and explain diagnosis

On this occasion the doctor is neither able to confirm or refute the diagnosis of acne, only probe to discover if the skin condition is linked to the Gary's emotional health or habits.

So, I'll mark you down as asthma resolved in your records, if that's okay with you?

Check understanding

Does that sound okay?

Develops management plan / shares management plan

That's not too bad an idea, or alternatively, we could give you a slightly greasier soap for washing—a soap substitute for washing. Shall we do that for you?

Now, there is another option for your skin. What you have been using is duac.

Which is a combination of an antibiotic with another component to it.

Now, what we can do is to use a slightly safer, long-term treatment called Epiduo, which is just as effective.

In the vast majority of people. You can use that when the acne is a problem as well.

Shall we try that one out?

Okay. Well this one, also, should be quite effective when your skin is a problem.

Potentially can be irritating but most people find that it's not. But, just apply it once a day, when you're having a bad patch.

Safety net and follow up

So that's on as a repeat prescription, and I've given you, also, this cream in a pump dispenser that you can use as a soap substitute, and hopefully, if you are finding that you're back up to your twenty times or more a day that you're washing your hands; let me know and we'll get some support for you, related to that.

And if it doesn't suit you, we can always go back to the original one.

If things are getting on top of you, don't hesitate to get back in touch.

Absolutely, even with just a telephone consultation.

But give that stuff a go – if you're not happy with how you're getting on with it, then give me a call back and I can always swap it back to your duac.