

Example of GPs script:

Patient contribution

It's all about your hand injury and your ability to work.

Was there some other issue you were planning to raise today, apart from that?

Okay, so the headaches too. Okay. What shall we focus on for this consultation?

So, headaches is really a priority for you? Can we focus on that in a separate consultation and we'll arrange that within the next week or so – we may even be able to do that for you today, but let's focus, initially, on what's going on with your hand.

And what we need to do in that respect, if that's okay?

ICE

With coming here today, what were you particularly wanting me to do for you?

So, they were angling that you might be given a fit note or something to that—yeah. So, we could talk about that, okay. Obviously, with having had this cut to your hand, was there anything in particular you were thinking I might do about that?

Was there anything that you were worried about?

You want to make sure that's not getting infected, is that right?

Maybe a fit note, okay. Well let me check you over and we'll make a decision about what we need to do about your hand and we'll come back to your head, if that's okay?

PSO

How are things going with that?

How old's the baby now?

Is she coping?

Just the three of you in the house then, is it?

So you've got four in the house in total, then? How's Sienna coping with the new arrival?

So, a few changes in your life, at the moment.

So, at the moment, you're a production operative, and it involves using your hands, and you're right handed.

So, they need to make sure it's safe - you'd rather make sure it's safe, that it's not going to get...

Couldn't even do the sweeping up or anything like that, no?

Good, so you're not a big drinker, not a smoker?

Alright. Do you want some support with that?

Okay. Well we're there for you; you know the harm that smoking potentially does, and it's good to set a good example for the family, now, isn't it?

And that worked for her?

It doesn't suit her well? Okay.

It sounds like you might be doing well on your own, without our support, but if you're needing our support, it's there for you.

Red flags

Can I check, because you mentioned that there has been a bit of yellow discharge from it this morning? No signs of a red line tracking up your arm or any swelling or lumps in your armpit or anything like that? No fever at all?

Are you up to date with your tetanus jabs?

Let me just double check on your records and just find out a little bit about when you last had a tetanus jab. So, we boosted it less than ten years ago, so you're actually up to date at the moment, and it looks like you've had a total of five in your lifetime so far. So, not worried about that. Five should be enough.

Focussed history

Different from usual then?

So, the headaches have been going on for a couple of weeks? More so than previously, but you've had a history of headaches, as well?

What do you normally do about your headaches?

So, you had a lot of trouble with this before?

Focussed examination

Let's pop this in your ear and just take your temperature. Are you up to date with your tetanus jabs?

So, let's have a closer look at that hand, and I'm going to clean it for you at the moment just to see what's going on.

It's going to sting a little bit, I'm afraid.

Now, let me just double check that we haven't done any damage to any of the hand structures beneath that. If you can feel that, on your finger?

And can you bend the end of your finger towards your face? So, your tendons are okay, the nerves are okay, but you have cut about a centimetre worth of the skin.

Identify problem and explain diagnosis

With you coming to see me quite late, we can't really stitch that back together, but it will heal because it's not very deep into the tissue.

Check understanding

Does that make sense?

Do you want to clarify anything else?

Develops management plan / shares management plan

Okay, but it's important that we do clean it on a regular basis.

And you might find that all you're needing to use it a bit of dilute TCP, you're not feeling faint with me doing that for you?

Yeah, it stings a bit, doesn't it? So, have you got some TCP or something like that?

Okay, I'll write it down for you. You can get it from the chemist. So, basically you want an antiseptic or some sort or another.

So, an antiseptic dissolved in water to wash it. I'm going to put a dressing on that today, to protect it, and we'll give you some spare dressings to take away.

And washing it with an antiseptic on a daily basis and then just protecting it, and then it should heal over the course of the next week or so.

Safety net and follow up

I need you to watch out for signs of infection, so I'd like you to be keeping that clean if you're going to be using the hand.

Things to watch out for: you mentioned a little bit of yellow gunge coming out of it, but if you're finding you're getting a larger area of redness and soreness around it, or a red line that's running up your arm or a tender lump in your armpit, or you're unwell with a fever, that could be something that's suggesting infection there.

So those are the sort of things where we'd need to see you that day.

I think after a week, you're probably going to be fit to go back to work, okay. And if you're not fit to go back to work, then just give us a call and we'll give you a fit note to extend the period of absence that you've got.