

Example of GPs script:

Patient contribution

What would you like to talk about today?

Mostly about the rash today?

Was there anything else that you wanted to talk about today?

ICE

Any thoughts yourself as to what might be going on?

Erm, did you have any other thoughts about what else might be going on?

Were there any other health concerns that maybe we should touch upon aside from this problem with your neutrophils?

Dr Birrell did not explicitly ask what Roxanne was hoping he might do for her, but he might have confirmed her expectations with a statement like: Apart from me helping you to choose a treatment for your rash was there anything else you were hoping I might help you with today?

PSO

So, that was when you were pregnant; you've got a child now?

Can I just check, who's at home with you now?

So, you've got three kids now?

What ages are they?

They're all in good health; they don't have problems with their skin at all?

And your partner – you've been together for quite some time?

So he's the father of all three of them, yeah?

Are you working?

What's your job?

Okay. Full-time?

Okay, and money's okay for you?

Okay, and you've got plenty of support locally, with looking after your three young children?

You look after them yourself?

Have you got family nearby?

Okay, and they pitch in?

Any other habits I need to know about? Smoking, drinking, substances, anything like that?

Red flags

Partner supportive?

Yeah, things are okay between you?

You're comfortable with him and he's comfortable with you?

Can I check about your own image of yourself? I mean, looking back at your medication history, there's times when things have been a bit difficult for you, in terms of your mood. How's your mood now?

Are you happy with your weight at the moment?

You're on a diet? Is there a reason for that at the moment?

You've lost a stone – so you're happier with where you're at, at the moment?

Can I check, do you ever feel uncomfortably full, to such an extent that you ever make yourself sick?

Focussed history

Okay, and how long has it been there for now?

Have you tried any treatment for ringworm?

It did start to get better with ringworm treatment?

So, really only ever showed itself on your blood tests? You were always well throughout all of that?

How's your mood been recently?

And your appetite's alright?

Sleeping okay?

Mood score wise, if you were going to give me a happiness score – ten's the happiest, nought's the saddest, nought would be so bad you'd kill yourself – where would you be on that scale?

So your mood's good?

Yeah. Anxiety's not a problem to you?

You've got no problems with your nails, and no problems with your scalp, and no problems with your ears or your feet or your toes?

Focussed examination

I'm going to check your weight today, if that's okay with you?

So, I'm going to do your blood pressure and then your weight and your height, if that's okay, and then we'll have a closer look at your skin.

I'm going to ask you to stand on the scales and I'm looking for your weight in kilograms, so that's the red numbers, if that's okay.

That's lovely. And we'll put you by the height measures, so if you wouldn't mind slipping your shoes off. So, as you say, you've lost a stone, and you're now happy-ish with your weight?

Yeah, good. So, we've got your weight—your height at just over 5 foot four, that's 163 in centimetres.

Okay. Good. Let's have a closer look at your skin now, if that's okay. So, the lesion you've got on the back of your right hand here, looks very typical – it's scaly, very typical of a fungal rash, as you say, ringworm, where you get an area where it looks okay in the middle but around the outside of it, it's quite scaly. And then you've got another lesion underneath your Fitbit, which looks quite similar, obviously quite prominent on the outside of it, but the middle of it seems to be not too bad. And then you've got a really, much larger, irregular lesion, but again, there's a scaly outside to it, and then some of it seems to be spared on the inside, but it's quite irregular.

Identify problem and explain diagnosis

So, your weight is now perfect, isn't it?

There's not much to go, I mean, I caution you to go too far because your body mass index is now 21, and you're just perfect. So, losing too much more than that would not be great.

It looks quite characteristic of a fungal rash, and I think you're absolutely right that this is ringworm.

Check understanding

Have you got any questions?

Develops management plan / shares management plan

Erm, and all we need to do is choose the right sort of treatment for ringworm. So, what I'm going to suggest if that's okay with you is I give you a cream - a cream I'd normally use for ringworm is a cream called miconazole, but it does need to be used until the rash is gone fully, and then for an extra week beyond that. You're clearly not pregnant at the moment.

But it's not thought to be a particular risk to unborn children anyway, so you can until it's gone, and then for an extra week. And it does have a bit of a tendency to come back, okay?

So, you need to use it a little bit longer than that. I'll give you plenty of cream for that period of time.

And I'd usually just put it on once a day to the area that's affected, but if you're washing it off then you can reapply it a second time.

Safety net and follow up

What I would say is it's worthwhile me seeing you again if there's not been a substantial improvement within four weeks. So, I would expect a very substantial improvement within that period of time, but then you need to use it for another week. So, I'm sorry that you've been given false information about only being able to use it for a week.

if you're needing any more, and you're running out, then just ask for another prescription. But certainly, I'll see you again if things have not improved within four weeks.

So, just to make sure that you know when to come back if you're needing to, can you just remind me what the plan of action is?

Yeah. So, if there's not a substantial improvement within four weeks I'm going to need to see you again to make sure we've got the right diagnosis. Use it until it's gone, and then for an extra week, but if it recurs, you can always use the same treatment again.