

## Example of GP script

### Patient contribution

Come in. Hi Tessa, nice to see you.

You're obviously very upset Tessa. (Responding to cue. Empathy.)

Can you tell me bit more about that?

How long has that all been going on?

Is there anything else you need to talk about today?

### ICE

Tackling that will probably help with the skin on your face won't it. What worked last time when things were difficult for you?

Is there any way we can relieve the pressures of work?

A fit note or a sick note?

### PSO

Who else is at home with you?

What's your job?

How are you managing with work?

Work colleagues?

### Red flags

Can I double check there's nothing else important going on? Has your weight been okay?

So we need to get on top of that spiral. Anything else getting out of control? Drinking habits?

Any other habits I need to know about? Are you a smoker? Drug user? Cocaine or cannabis?

Alcohol isn't an issue for you?

No thoughts of harming yourself?

### Focussed history and focussed examination

Are you getting any support at the moment?

Just to get a better feel for where things are at with your mood: How happy do you feel? If 10 was a perfect happy and 0 would be so bad that you would kill yourself today, where would you be on that scale?

Is anxiety a problem for you?

Has that always been the case? Or just now?

Why are you looking for a new job?

The work isn't a problem though?

That's the management?

Prospects?

### Identify problem and

So I will put down on your sick note work related stress. Yeah?

(What about this around my face?)

It seems pretty dry at the moment. I think that could be due to the treatment you are using. It looks like a stress related eczema. Have you got a moisturiser you can use?

Pop a bit of that on. If it's getting worse or not getting better by the next time I see you, we'll have another look at it. If we can tackle the stress then it should go away.

### Check understanding

Yeah?

You know what that means don't you?

### Develops management plan/ shares management plan

Let's give you a bit of time off. What would you like me to put on it? I will just put stress if you want?

It sounded like counselling was helpful for you? Talking therapies can be helpful in these circumstances. Would you contemplate that?

If you talk to other people about stress and weakness it can help. In my own opinion I think it is better to seek help for it rather than not. It is a mature and sensible thing to do, not a weak thing to do. It worked last time didn't it?

There are other treatments. If you wanted something to lift your mood we could maybe think about a tablet. I think talking therapies will be helpful. Have any other approaches helped you? Some find exercise and a healthy diet helpful.

Well, that's part of the problem. I think I should see you again soon. How long shall I give you off?

A couple of weeks? If you are feeling worse and desperate then call me. For the moment would you be happy to talk to a therapist?

That is their phone number. There are a range of approaches that can help. Sometimes people like to turn away from the negative side and look at a more positive approach. I can imagine you are feeling negative about activities and eating. Although you may not feel like it, maybe the walks may help along with eating healthily. Eating regularly will help too. Something called CBT might be best for you. That stands for Cognitive Behavioural Therapy. That helps you to look at positive spirals rather than negative. Does that sound sensible?

### Safety net and follow up

You can come and see me in a couple of weeks to see how you are. I will give you a sick note for 2 weeks. Anything else we have missed?

At a later date I can put work related stress. If you change your mind let me know.

Make an appointment to see me in a couple of weeks time. Do you prefer to see me face-to-face?

If not, you can arrange a telephone appointment with myself.

If things are getting drastic let me know.