

Simulated Patient Brief — MASON (URTI) • Week 2**PATIENT DETAILS**

Age	40
Name	Shirley / Steven Mason
Presenting complaint	Sore throat / URTI — expecting antibiotics

ORIGINAL SCRIPT PAGE 1**NAME OF PATIENT: SHIRLEY / STEVEN MASON AGE: 40****FACILITATOR NOTES**

40 year old complaining of sore throat and expecting to be treated with an antibiotic. This scenario is useful for negotiating management. Aims of Simulation: Interviewing/History Taking
Straightforward problem. Doctor should explore patient's past experience of similar complaint

PHYSICAL EXAMINATION

Examination of pharynx, and neck for cervical glands. Patient Management Straightforward symptomatic treatment only but management plan needs to be negotiated with patient. Help-seeking behaviour of patient may be addressed. Behaviour The major challenge is for the doctor to resist the patient's expectation that an antibiotic should be prescribed but to do this in such a way that the doctor patient relationship is preserved.

ORIGINAL SCRIPT PAGE 2**Patient Information Name: Shirley/ Steven Mason Age: 40****OPENING STATEMENT: ' I HAVE HAD A SORE THROAT FOR TWO DAYS. THE LAST TIME THIS HAPPENED I WAS**

given antibiotics and it did the trick!' Information to be given only if directly asked: First day felt very hot with aches and pains, not feeling feverish the last 24 hours. Mild cough, no sputum. Throat very dry and uncomfortable. Not had time off work. Has tried Paracetamol and steam inhalations which help a little. Has approx. two sore throats a year, not particularly at this time of year. You are a fashion buyer for Next and you are going up to London in 4 days to buy next year's collection and must not miss this will be your first time. You were promoted to your current position after Christmas having worked your way up through the store. It is a stressful job but you are enjoying it.

SOCIAL

Occupation: Fashion Buyer for next Married 12 years (partner works for gas company) Two daughters aged 10 and 8 years. Nonsmoker Wine on a Saturday night, shares a bottle with partner.

Ideas: You think you have a throat infection Concerns: You have a business trip to London in 4 days so need to be well for this. Expectations: You want antibiotics as you feel this is the only way to

make sure you are well for your work trip Demeanour Confident. Assertive. Well groomed.
Additional Actor information: During the 'doctors' explanation of treatment you should listen carefully but give no verbal or non-verbal cues until antibiotics mentioned. If ICE components have been identified and the doctor refers to your ideas and explains the conflict with informed clinical practice, you will listen and discuss rationally, providing that the doctor checks understanding at each step.

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If the doctor recommends paracetamol or steam inhalation and they had not enquired previously about self-medication (when taking your history) then quickly retort that you have already tried them without relief. You may reluctantly accept no prescription but only if you have been fully involved in discussion about treatment, but otherwise if Antibiotics are not recommended, insists that the doctor prescribes it in view of your past experiences of a sore throat. You should be prepared to stand your ground, previous doctor said that even if they didn't work they wouldn't do any harm. If the doctor resists, you leave obviously unhappy and saying that you will come back if your sore throat persists. If doctor capitulates and recommends antibiotics then you leave rather triumphant saying "Thank you so much, I'm sorry to be difficult but I know when I'm right."

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PATIENT NOTES (TO BE GIVEN TO THE STUDENT)

Past History: Sterilised 3 years ago. Repeat medication: Nil. Last three consultations: 3 months ago: Registration check, referred for a wellwoman check. Non-smoker. Occasional Red Wine BP = 125/80.

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Examination (Information only to be given if requested)

Looks well. Voice a little husky. Throat: Very mild erythema in posterior oropharynx, no swelling, no exudates, central uvulae No palpable cervical glands.

Pulse 78 bpm regular BP 120/78 mmHg Resp Rate 14/ min SPO2 99% RA Temperature: 36.8 °C