

At the Doctor's Surgery

Before going

- Q Please can I make an **appointment** with a doctor?
- A A doctor or nurse will telephone you between 8 and 4 and then you will be **triaged**.
- A Can you give me an idea of the problem?
- A You need to phone 101
- A You need to phone 999
- A You need to get yourself to A&E as quickly as possible
- You need to come to the surgery for your **injections / immunisations / vaccine**

When you see the GP or nurse at the surgery

- How can I help you?
- What has been **bothering** you?
- What are your **symptoms**?
- How bad is the pain out of 10?
- Where is the pain?
- If I press here, is that **tender**?
- How long have you been feeling like this?
- Is this a recent development?
- Can you tell me your **health history**?
- Have you been taking any [**over-the-counter**] medicines for this?
- Do you smoke?
- How much do you drink? (referring to alcohol, not water!)
- Have you ever had a **diagnosis**?
- Have you ever had hospital treatment for this?
- How are your **bowels and waterworks**?

Symptoms:

- Types of **pain** – **Ache, dull, sharp, spasm, stabbing, sting, intermittent, constant, waxing and waning, coming and going, triggered by ...**
- Location of pain – I have a sore/painful ...
- Cause of pain – I get a ... pain every time I ...
- **Ache** – Stomach ache, head ache, back ache, ear ache, tooth ache
- **Infections** – cough, cold, fever/temperature, blocked/runny nose, 'flu'
- **D&V** – diarrhoea and vomiting, sickness, nausea
- **Passing blood**
- **Wee** (urine); **Bowels / stools**
- **Dizzy/lightheaded/passed out/fainted**
- **Racing heart**
- **Short of breath, wheezy**
- **Bruise/cut/graze/wound/injury**
- **Rash, redness** – is it an **allergic reaction**?

Outcomes:

- 'You need to **be admitted to hospital!**'
- 'I need to call an **ambulance** to take you to **A&E!**'
- 'I'll give you a **prescription** for some **antibiotics/painkillers/anti-inflammatories**
- 'You have a **virus**, therefore antibiotics are not required'.
- 'I will arrange a **scan / X-ray / ultrasound** for you, and then **follow you up** with the results.'
- 'Please could you give me a **urine sample?**'
- 'I need to take a **blood sample**'
- 'I need to check your **blood pressure**'
- 'You may need an **operation** to remove it'

Patient response:

- How long until I get the results?
- What do you advise?
- Do I need to see you again?

At the Pharmacy/Chemist's

- Q Do you have a medicine for a cough? / for sore eyes? / for a rash?
- A Is it a wet or dry cough? / are your eyes dry or sticky? / can I see the rash?
- A Is it for you or for someone else?
- A How long have you/they had this cough? /these sore eyes? / this rash?
- A Are you allergic to anything?

- Q 'Please may I pick up a **prescription?**' / I've come to collect a prescription for
- A May I check your address, please.
- A 'Take one **pill/tablet/capsule/dose** every 4/6/8 hours, **as required**. Take a maximum of 8 tablets per day.
- A 'Are you on any other medication?'

At the Dentist's

At reception

- Q Do you pay for your treatment?
- Q Please complete this medical history form
- Q Are you a NHS or private patient?
- [*after the dentist*] Please make an appointment to see the dentist in 6 months time.

In the dentist chair!

- Open wide
- You need a filling
- You have some gum loss
- I'm going to numb your jaw. There will be some brief pain.
- Please lift your arm if something hurts too much
- Just put these over your eyes, please