

TODAY

1. Review & Test 1
2. **Analyse answers – what can we learn?**
3. Do Test 2
4. **Analyse answers – what can learn?**

Patient Daniel Lemmings (6 years old)

Description of physical complaint

- skin on Daniel's hands is both (1) _____
- Daniel's pain described as (2) _____
 - no itching or scratching
 - occasionally accompanied by (3) _____
- Daniel's condition began last (4) _____
- Daniel's symptoms worsened by (5) _____

Treatments already tried

- over-the-counter remedies (e.g., skin products)
- home remedies, e.g.:
 - wearing silk gloves at night
 - treating with (6) _____
- uses his sister's (7) _____
- seems to improve during the (8) _____

Background information

- Daniel has no problems at school
- People describe Daniel's character as (9) _____
- Daniel has tantrums
 - finds any (10) _____ hard to handle
- Daniel is overly worried about (11) _____ on his food

Mother's concerns

- She worries he may be developing (12) _____
- She wants advice on how to deal with the situation



M: Mrs Lemmings? Come in, please. I believe you're here to see me about your son Daniel.

F: Yes. He's six years old now. But I wanted to talk to you without him being here, at first anyway.

M: Yes, of course. So, tell me, what seems to be the problem?

F: Well... it's his hands. They're in really bad shape. It's mainly the skin - the way it looks. It's so **cracked and dry**. He's reluctant to complain about it, but I've managed to get him to tell me that it does hurt. From what he says, I believe the pain is pretty much **constant**.

M: Right. Is this accompanied by any other symptoms?

F: Well, yes. Although there's no itching, or anything like that. I mean, I've never seen him scratching them, but the most worrying thing is that there's even **bleeding** sometimes. I just don't understand how they've got so bad.

M: Right.

F: I just don't understand how they've got so bad.

M: So when did this all begin?

F: Oh, it's been months now. I thought it'd clear up in the spring when the weather got warmer cos I initially put it down to that cold snap we had last **winter**, I mean cos that's when we first noticed it - but obviously I was wrong. I've tried to pin down what sets it off, and the thing I keep coming back to is all the **handwashing**. It makes it worse. Now I've tried to stop him, but it just upsets him if he can't do it, so we've kind of given in.

M: Have you tried any treatments?

F: Oh yes. We started with creams for dry skin, you know - just about every remedy you can buy over-the-counter. And they all helped a bit, but not much. Once we'd exhausted all those options, we moved onto the home remedies from the internet. I read about things like getting him to wear silk gloves at night - let me tell you they weren't very practical. He was ok with the **petroleum jelly** treatment though, so that's one of the things that we still use now. But also, his older sister Sarah, has **eczema**. So, another thing we're doing is using Sarah's **aqueous cream**. Sarah doesn't mind, but Daniel hates using his sister's stuff. I don't want it to sound like I'm making things out to be worse than they actually are. It isn't always terrible. Some weeks are better than others. Like, for instance, during the **school holidays**. There's a definite improvement then.

M: Can you tell me a bit more background information about Daniel. How is he, generally?

F: Well, in some ways he's fine. I mean, he's doing well at school. But his teachers have alluded to the fact that he's **highly strung**. That's definitely how I'd sum him up too. Take, for example, his tantrums. Last week all hell broke loose because he had to go to the childminder on a different day. He spent the whole three hours there crying his eyes out. And this is a lady who's looked after him since he was five months old, so it's not like he doesn't know who she is.

M: Right. So he finds it hard to cope with **change** - is that a fair assessment?

F: Yes, but it's not just that. When we go on a family day out, I now have to wrap all of his food in plastic **clingfilm** or he just won't eat it. He's convinced it'll have **germs** on it. Honestly, it's just making things impossible.

M: So what are your main concerns?

F: Well, I've done a fair bit of reading up on this and that's why I wanted to come see you by myself at first. I've heard about conditions such as Asperger's, but I don't honestly think it's that. What I am worried about is the possibility that this could be **OCD**, or at least the start of it. And what I'm worried about is - what's the best way to handle it?

M: So what are your main concerns?

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Extract 2: Questions 13-24

You hear a consultant gastroenterologist talking to a patient called Vincent Sykes. For **questions 13-24**, complete the notes with a word or short phrase that you hear.

You now have 30 seconds to look at the notes.

Patient Vincent Sykes

- Symptoms**
- loss of weight
 - stomach feels **(13)** _____ soon after starting meals
 - **(14)** _____ sensation when swallowing food
 - stools are pale and **(15)** _____
 - stomach described as **(16)** _____
 - some jaundice
 - says his skin feels **(17)** _____
 - extreme fatigue
 - pain in stomach area, spreading to back
 - pain is worse when he's **(18)** _____
 - he describes pain as feeling like **(19)** _____
- Background**
- has always liked **(20)** _____ foods
 - now retired from work
 - employed 30 years in a **(21)** _____
 - used to smoke 20 cigarettes daily
 - moderate drinker
- Medical history**
- **(22)** _____ infection two years ago
 - last year diagnosed with **(23)** _____
 - blood clot in leg six months ago (treated with warfarin)
 - last month diagnosed with **(24)** _____

That is the end of Part A. Now look at Part B.

F: Now, looking at your notes Mr Sykes, I see you've been having a few problems recently. Could you tell me a little about what's been happening erm... your symptoms, that you've noticed

M: Well, there are several things really. I've always been on the large side, but my clothes have felt looser recently 'cos I've lost a bit of weight - I mean, I haven't been trying or anything. I suppose it's not surprising 'cos I'm not eating as much at the moment. And these days, when I am eating, I seem to get **full** so quickly - before I'm even halfway finished. Actually getting the food down is hard sometimes, too ... I just can't ... well, I often feel like ... I'm **choking** to be honest.

F: I see. And what about your bowel habits - any change there?

M: Yeah - sometimes I have to rush to the loo. And my poo's a much lighter colour than it used to be ... and it's **watery** too - d'you know what I mean? And my stomach sometimes feels really ... well, **gassy** is the only way to describe it.

F: Right, I see. And have you noticed anything else?

M: Well, you'll have noticed the whites of my eyes ... they're looking sort of light yellow and my skin does a bit too. It's also really **itchy** these days, too - drives me mad. I'm incredibly tired a lot of the time too - I just feel shattered.

F: I see ... and have you been experiencing any pain anywhere? In your joints, for example?

M: Well, my joints feel OK, but there's definitely a pain here, around my stomach and going round to my back. It usually hurts much more when I'm **laying down**. It's really hard dropping off to sleep some nights. When I first got it, I'd ake an anti-acid because it felt similar to **heartburn**, but it didn't seem to help, so I stopped doing that. I should've changed my diet really, I suppose, but till recently I'd always loed my food, especially the **high-fat** stuff. I was never one for **sugary things** though - I've not got a sweet tooth.

F: Right. And, err... how's everything affecting your life generally... let me explain... your work as a ...

M: I'm retired now actually. Most of my working life, about thirty years of it, was spent in a **paint factory** - I was the senior **colour technician**. It was interesting but a lot was resting on my shoulders really, and well the responsibility got me down - you know, things got pretty stressfull sometimes.

F: I can imagine. And do you smoke - or drink?

M: Well, I used to smoke - quite a lot really, looking back - about twenty a day, but I gave up when I stopped work a couple of years ago. But I still like a drink - not a lot, but I do enjoy a few beers at the weekend, you know.

F: Well, it's good that you've stopped smoking. Were you having health problems when you decided to give up?

M: Well, everything seemed to start going wrong a couple of years ago when I got a **hepatitis B** infection and I decided the cigarettes weren't helping that... and then not long after, about a year ago, they told me I'd got **gallstones**. That was pretty awful

F: Yes - it must have been. And how have you been since then?

M: Not brilliant really - I got a blood clot about six months ago, err... in my calf, and they put me on Warfarin, you know, for that. And then, last month, on top of everything, they told me I'd developed **diabetes two**. That was a bit of a surprise, to tell the truth... I really hadn't seen that one coming!

F: No. Well, I can see that you've been through the mill this last year or so, one way or another. OK, what I'd like to do now is to get a couple of tests ordered... [fade]

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