

Put the words below into the correct question and then think about your answer to the question:

*uphill / highlight / length*

1. How can we reassure a patient if they are concerned about the **length** of their stay in hospital?
2. What approaches can be used if a patient is having difficulty walking **uphill** and needs regular assistance?
3. In your opinion, what is the best way to **highlight** the importance of being compliant with the treatment plan if a patient is reluctant?

How would you **prepare** before you listen?

25 You hear a dentist talking to a patient about dental implants.

What is the patient **most concerned** about?

- (A) the **length** of **recovery** time
- (B) the **number** of **visits** required
- (C) the **pain** involved in the procedure

**Question 25**

**Dentist:** If you go for the implant rather than the bridge, you're looking at three to four months from start to finish.

**Patient:** Oh. Right. Just to fix one tooth? How come?

**Dentist:** Well, there are lots of different steps to go through and **we need to allow a certain amount of time between each one for healing** and so on.

**Patient:** What sort of things are you going to be doing then?

**Dentist:** Well, a stent, a CT scan... then there's fixing the implant, removing stitches, taking impressions...

**Patient:** **Stitches? Ouch!** It's starting to sound a **whole lot more serious than I bargained for.** Couldn't you cut back on the appointments and get more done in each one? I'm worried I'm not going to be able to fit all this in, what with work and family and everything else.

**Dentist:** Well, what I've described is all pretty standard actually.

**Patient:** Right.

How would you **prepare** before you listen?

26 You hear a senior hospital nurse **briefing** ward staff about **patient safety.**

What is she **doing**?

- (A) trying to **find out** how an **error occurred**
- (B) **telling** them about a **complaint** she's received
- (C) **highlighting** the **importance of working as a team**

**Question 26**

I want you to imagine a **scenario** – **an elderly patient falls out of bed and fractures his elbow**. His daughter's going to have to move in with him post-discharge and she's not exactly happy. It's just the sort of situation we need to avoid. **So how did it happen?** Basically, **what happened was**, although he was a falls risk, the patient's bedrails were left down one night. **It was nobody's fault really** – everyone was run off their feet with new admissions and crises to deal with – and in the heat of the moment it just got missed. But what this story does show is how crucial it is, especially when we're under pressure, to **watch each other's backs and check we're on top of everything**. And if you notice that something's been missed, **you need to point it out or put it right**. **We're all equally responsible for avoiding oversights like this, because they can cause great distress.**

How would you **prepare** before you listen?

**27** You hear a physiotherapist talking to a patient with a torn ligament.

The patient is having **most trouble** with

- (A) **walking uphill.**
- (B) doing **housework.**
- (C) **carrying heavy** objects.

*Question 27*

**Physiotherapist:** So, how are you managing day-to-day?

**Patient:** OK most of the time. I work on the tills in a supermarket, so I'm not on my feet or doing much lifting. But I'm still struggling a bit. I normally go to work by bus, but if I work the late shift there aren't any, so I have to go home on foot. That's when I really feel it. I live right up in the top part of town, so it's quite a pull. I just don't have the strength and I'm in agony.

**Physiotherapist:** And do you do much physical activity apart from that?

**Patient:** No, not really. I live with my elderly mum and look after us both – it's quite a lot of work actually. I'm mainly just making dinner and putting the washing on. I don't do stuff like gardening cos my knee just isn't up to it.