

DVD Script 7: Communicating with challenging patients [4 minutes 11 seconds]

Doctor: Morning Mr Doyle.

Patient: Hi. Um, I haven't been feeling too good since last time.

Doctor: That was about 2 2 weeks ago wasn't it?

Patient: That's right 2 weeks ago.

Doctor: And it was about your stomach how's that?

Patient: Well yeah no I did have tummy problems but that's sort of cleared up.

Doctor: Oh that's good that's good.

Patient: Um but I'm I'm a bit scared because

Doctor: Oh no.

Patient: I think I might have got MS.

[pause]

Doctor: And what makes you think that?

Patient: Well lots of reasons to be honest um I've I've had sort of tingling in my in my fingers and I've feeling been feeling really tired um and I got the tingling in my legs as well.

Doctor: Right.

Patient: Um sort of comes and goes and and I've been going to the toilet quite a lot as well so I sort of looked it all up on the internet...

Doctor: Right.

Patient: ...and went to a medical website and um and saw that it it told me that I've got MS.

Doctor: Really? And have you noticed anything else?

Patient: Um well yeah actually um it's it's my hands I keep dropping things.

Doctor: Oh?

Patient: And they they just sort of feeling much weaker than usual.

Doctor: And how long has that been going on?

Patient: Oh well I've had that for the last, I guess it was, well the day after I saw you last.

Doctor: So just under 2 weeks?

Patient: Yeah that's that's when it sort of started and then and then I got the pins and needles and then and then dropping things.

Doctor: Ok it's, really and truly for the length of your symptoms and what you're telling me it's unlikely that you have MS although there could be and there could be lots of other things so could you tell me have you noticed anything else any other pains any other well change?

Patient: Well I'm pretty sure that I have got MS I have checked this up.

Doctor: Mr Doyle, I do hear what you're saying but I feel that I would really like to explore other options to make sure that we haven't we don't miss anything because?

Patient: Are you saying that you you don't believe me?

Doctor: I'm listening to what you have to say.

Patient: I'm telling you the truth.

Doctor: But I'm simply trying to explain to you that MS is is not the only diagnosis. Just just bear with me a moment is anything else going on in your life, could you tell me a little bit about your day, what you do, sports? Things like that?

Patient: Um well it's it's all been a bit different recently cause cause I I lost my job 3 months ago.

Doctor: And that must have been pretty difficult.

Patient: Yeah it it was difficult.

Doctor: Oh.

Patient: Cause I mean I've been doing this job for 7 years and then suddenly to to just be made redundant just like that.

Doctor: Oh, so what effect has that on your life really at home? How... Is the wife getting a bit upset that you're underfoot?

Patient: She she did get quite upset yeah um, she was basically saying I was I was getting more and more irritable since.

Doctor: Oh.

Patient: Since losing the job so she's she's gone to stay with with her mum.

Doctor: So that's another blow for you. So things are looking pretty rough.

Patient: Well quite difficult but I mean the main thing is that you know this MS.

Doctor: Yes I, I do hear what you're saying but I think we need to consider whether these events may be making you feeling a bit depressed and maybe it's not MS.

Patient: Depressed what are you saying I've I've got depression. I haven't got depression I've got MS! That's what I've been trying to tell you you just don't seem to be listening to me.

Doctor: I am listening I'm listening very very carefully and I hearing that you are actually very anxious that you have MS.

Patient: Yeah.

Doctor: But I'm also hearing that there are difficulties in your life which can sometimes give you symptoms so I really think we need to look at everything and try to put everything together so that we don't miss anything.

Patient: Ok.