

Example of GPs script:

Patient contribution

Dad and sister, yeah? Then silence to permit the opening gambit.

Is it affecting you? Is it stopping you sleeping?

ICE

Dad, you got any ideas?

There's no obvious trigger that you've noticed, apart from dad thinks it might be linked with how worried you are, or how stressed you are, or anxious?

Okay, best that you have your own cream, isn't it?

No explicit question was asked of what Angelica or dad were hoping from the consultation or of what made Angelica worried or anxious (although there was a cursory: No big things going on then?).

PSO

Who's at home with you? So, mum and dad and little sister? You get on okay with everybody?

Red flags

No big things going on then, all right, and you look like you're growing well. You're not the shortest, not the tallest in your class?

Focussed history

So you're healthy otherwise? Pooing and peeing alright?

So, dad's mentioning a bit of anxiety – is that an issue to you, much?

Did you ever have eczema when you were a little kid?

Okay, and what have you tried so far? Sudocrem, you mentioned.

Things at school okay? Yeah? Friends?

And what about your nails or your scalp?

Focussed examination

Would that be okay to look, if we just pop you here?

Dad will come behind as well.

Just so, if you pull your trousers just down so that we can have a look.

Identify problem

I think your dad's absolutely right, I think it is eczema – and it will come, and it will go..

Check understanding

...okay?

Develops management plan / shares management plan

....but when it's bad, actually the Betnovate's the right thing to use on it. So when it's really itchy, put the Betnovate on once a day, nice and generously, after your dinner, all right? So, just once a day would be fine. The rest of the time, I want you to put a greasy moisturiser on it, okay? So, I'll give you a prescription for that, too. Ideally, you want to avoid any soaps that might be irritating, so, perfumed soaps might be a bit irritating.

Exactly, so a moisturising body cream would probably be the sensible thing to use, or we could use aqueous cream as a soap substitute - which would probably be worthwhile thinking about. So, a bit of homework for you, alright? You've got a computer, haven't you?

Would you be happy to go online on that website, and it'll tell you a little bit more about what you need to do to protect your skin from getting itchy.

Safety net and follow up

...if it's not improving, and it's not almost settled within a couple of weeks, let's have another look at you and make sure that that's going in the right direction. This stuff is your preventative treatment, I've put that on as a repeat prescription, so you can have that as often as you need to.

That should settle things down remarkably quickly, and if it's not improving things in the next week or so, let's see you again, just to make sure you're on the right track.

If you ever do find that it's getting mattery and sore, it could potentially get infected, in which case we might need to use antibiotics, so we'll see you if that happens.