

## Reporting difficulties or problems



### Transcript

Hello Mr O'Connell. How are you this morning?

Hello, Sena. I'm not good. This damn leg of mine is giving me grief.

Yes, I read in your progress notes that you've developed a wound, let me see.

Well, look at it now, it's much worse than yesterday.

It does look very painful. I'll let the nurse know straight away. I'm sure she'll want to come and take a look. Okay?

Yes, I think you should let her know.

Okay.

Good morning Katarina.

Hello Sena. Is everything all right? You look worried.

Yes, I am worried. Mr O'Connell just showed me the wound on his leg. He said it's gotten worse since yesterday and he's in pain. It's very dark around the edges.

That doesn't sound good. I'll go and see him straight away. Thank you for letting me know Sena.

Did you want me to fill out a progress note?

Yes please. Have you done a progress note before?

Yes, I did one the other day when Mrs Jenkins didn't eat her evening meal.

Oh, that's good. Let me know if you have any questions.

Okay, thank you.



Just make sure it's clear and concise and ensure you have the correct time and date, sign your work, and make sure your designation and your surname are in block capitals. Once I've seen Mr O'Connell, I'll add my own progress note.

Okay, thanks Katarina.

Well done for coming to see me straightaway Sena.