



Working with behaviour that challenges in healthcare settings; identifying and responding to triggers

Transcript of Alcohol: Elizabeth's story

(Mike)

Good evening. My name's "Mike". I'm one of the physio's, and I'm here to have a look at your shoulder.

(Tony)

About time! Do you know how long we've been waiting? This is ridiculous. She's in pain you know?

(Mike)

Look I think you can see we've been kind of busy this afternoon. Are you a relative of Elizabeth?

(Tony)

No, I'm a friend. But it's a good job I was here, she'd have been all alone otherwise.

(Mike)

Okay erm well Elizabeth. According to your notes you've injured your right shoulder. So what I'm going to have to ask you to do is to take your top off so I can have a look at it. Would you like your friend here to step outside whilst I take a look?

(Tony)

I'm not going anywhere mate!

(Elizabeth)

It just hurts. Can't you just give me a prescription for some strong painkillers and an x-ray?

(Mike)

Yes, of course we can get you some analgesia. But before we do any of that I'm going to have to assess it, before we can decide if it needs an x-ray or not.

(Elizabeth)

What? I just want to go home! I don't need you to 'look' at my shoulder! I know I've hurt it. Look just give me a prescription and an x-ray or a sling, I don't know, then I'll get out of your hair.

(Mike)

Look, before we move anything forward I going to have to take a look at your shoulder. Would you like a female member of staff to come in while I examine you?

(Tony)

Look mate, she told you what she wants...

(Elizabeth)

I'm not taking my top off – nurse or no nurse. I could report you for sexual misconduct you know?

(Tony)

Just get her sorted, and get her sorted now, if you know what's good for you...
[Shouting]

(Mike)

Look... I'm trying to...

(Beth)

Is everything okay in here?

(Mike)

Hi Beth... yeah look I'm just trying to explain...

(Tony)

Oh look another one. Can you help with x-ray or what we've been waiting here ages or are you going to do sorted or are you going to do sweet F.A. too?

(Beth)

My name's Beth, I'm one of the staff nurses. I am really sorry that you've had such a long wait. I appreciate it's distressing, however we did have a major incident here this afternoon, which increased our waiting hours beyond our control.

(Elizabeth)

[Laugh]

(Beth)

Mike is there anything you need me to do?

(Mike)

Yeah, Elizabeth here needs some analgesia. Could you could get her something prescribed for her please?

(Beth)

Yes, of course. Have either of you had anything to eat or drink? I could get you a cup of tea if you want or I could point you towards the vending machines?

Why don't you take a seat and I'll get these painkillers for your friend?

(Elizabeth)

[Groans]