



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?