**OSCE: Conflict resolution, patient with ankle injury**

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| **Item** | **1 point: partly addressed** | **2 points: addressed fully** |
| **General points** | x | x |
| States would check notes and x-ray and get history from ENP |  | x |
| Introduces self & explains why seeing patient |  | x |
| Checks whether patient needs analgesia |  | x |
| Takes patient to a private area to discuss |  | x |
| Asks patient to explain what has happened, so can address issues |  |  |
| Listens to patient's complaints without interrupting, using appropriate body language, etc |  | x |
| Ascertains all concerns, clarifies, summarises, specifically:- Long wait- Missed meeting- Seen by "nurse" not "proper doctor"- Cancellation of skiing trip next week- Dissatisfaction with Council re pavement |  | XXXXx |
| Offers to re-examine ankle to confirm no need for x-ray |  | x |
| Explains why x-ray not necessary & checks understanding |  |  |
| Suggests/agrees a treatment plan:- RICE- Crutches & taxi back to station- Letter to GP to F/U & organise physio if required- Offers to write letter for insurance company (or give pt copy of notes/letter as proof of injury) | x | XXXXx |
| Responds to patients concerns effectively |  |  |
| Does not arrange x-ray just to keep patient happy |  | x |
| Remains calm and professional |  | x |
| Avoids jargon |  | x |
| Uses silence effectively |  | x |
| Asks if has any questions |  | x |
| Ends interview effectively (by confirming that patient happy with plan and all concerns now addressed |  | x |
|  |  |  |
| Global score from actor |  | /5 |
| Global score from examiner |  | /5 |