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

**Actor instruction**

You are David Anderson, a 52 year old businessman who is visiting Cambridge today to attend an important business meeting.

On your way to the meeting you tripped over a broken paving stone in the rain and slipped, badly injuring your left ankle. You have never had such a painful injury and are really concerned that you have broken your ankle. You were wet and muddy and unable to get up due to the pain. You missed your meeting.

A helpful passerby called an ambulance and you were brought to the ED, where you waited 2 hours (without being given any pain relief). Eventually you saw someone who examined your ankle and said it was just a sprain and doesn't need an x-ray. They said you could go home with some crutches & left you in the waiting room. When you asked the receptionist who this was you were told it was a nurse (ENP) not a doctor!

You are now feeling very angry and have asked to see the person in charge. You are angry that:

You've waited ages

You've missed your meeting

You are worried about the skiing holiday next week that you've booked. Will you be better by then? Will your insurance pay up if not? Will they need an x-ray or letter?

You've been fobbed off with a nurse (not a proper doctor)

You ankle hasn't been x-rayed (though now very swollen)-surely it should be?

You are in pain & can't walk. How will you get home?

You are angry about the broken pavement too.

If the candidate gives you time to get all these concerns off your chest, and offers you analgesia, you will calm down. If not, you will get increasingly confrontational.

If the doctor explains clearly about nurse practitioners' roles and ankle examination rules for x-ray you will accept this. If it is not explained clearly you will keep insisting on an x-ray.

If they address all your concerns you will be satisfied, otherwise you will insist on making a formal complaint.