



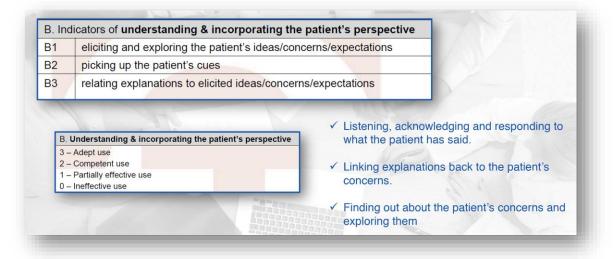
## **OET Speaking**

Meeting the assessment criteria: Understanding & incorporating the patient's perspective



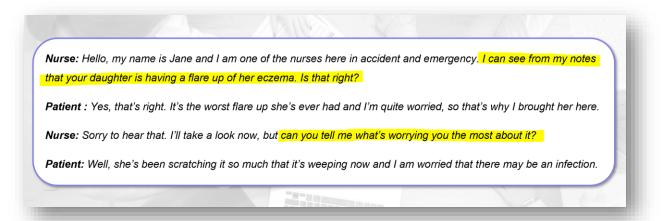
- Respond to patient concerns every time.
- Address patient concerns with your explanations
- ✓ Listen carefully

## What do the descriptors mean?



## How to improve in this area

## Eliciting and exploring concerns





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## Responding to cues

**Mother:** It all happened so fast – I looked away for one second and then she grabbed the knife and there is so much blood there it looks terrible. I am so worried!.

**Nurse:** Ok, so let me explain what we are going to do now. First I'll clean the wound and and apply an antiseptic cream. After that I'll apply a dressing, is that ok?

**Mother:** It all happened so fast – I looked away for one second and then she grabbed the knife and there is so much blood there it looks terrible. I am so worried!.

*Nurse:* I can see how worried you are. It's terrible when our kids hurt themselves, but you did the right thing bringing her here and we will take good care of her wound, ok?

Patient : Well the rash just started on my stomach, but now it's spread everywhere.

Nurse: I see. So can I ask when you first noticed the rash?

Patient: Yes, about 3 days ago, and it's spread gradually since then.

**Patient :** It just looks so awful and I feel so guilty that he got burned in the first place. When can he see the burns specialist as I really don't want him to have any scarring.

**Nurse:** I can see how worried you are about possible scarring and we will talk about seeing the burns specialist in a moment, but first I'd like to talk to you about what needs to happen before your son can see the specialist. Is that ok?

## Relating explanations to concerns

**Nurse:** So, we've talked about your son's dressings and what you can do to help your son's burn heal at home. Now I'd like to talk to you about scarring, ok?

Patient: Yes, do you think it will be badly scarred.

**Nurse**: I know it looks very sore now, but first we have to let the burn heal. Once it has healed, then we can refer your son to the burns specialist and they will be able to have a look at any possible scarring that there may be. I understand that you want to see the specialist as soon as possible, but it is important for it to heal first.





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## Things to remember





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