



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?

B. Indicators of understanding & incorporating the patient's perspective	
B1	eliciting and exploring the patient's ideas/concerns/expectations
B2	picking up the patient's cues
B3	relating explanations to elicited ideas/concerns/expectations

B. Understanding & incorporating the patient's perspective	
3 – Adept use	
2 – Competent use	
1 – Partially effective use	
0 – Ineffective use	

- ✓ Listening, acknowledging and responding to what the patient has said.
- ✓ Linking explanations back to the patient's concerns.
- ✓ Finding out about the patient's concerns and exploring them

How to improve in this area

Eliciting and exploring concerns

Nurse: Hello, my name is Jane and I am one of the nurses here in accident and emergency. *I can see from my notes that your daughter is having a flare up of her eczema. Is that right?*

Patient : Yes, that's right. It's the worst flare up she's ever had and I'm quite worried, so that's why I brought her here.

Nurse: Sorry to hear that. I'll take a look now, but *can you tell me what's worrying you the most about it?*

Patient: Well, she's been scratching it so much that it's weeping now and I am worried that there may be an infection.

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.





Things to remember

