

# **BTEC Subsidiary Diploma in Health and Social Care Summer Learning Activity 1.**

## **Scenario 1**

A patient/client is discharged from hospital. No follow-up appointments or any other appropriate referrals have been made. Your assessment indicates that the patient/client should have been followed up.

If you were working in a primary care team:

How might you approach the hospital staff in order to highlight the difficulties this has caused for the patient/client, their carers and the primary care healthcare team?  
What actions do you need to take to ensure that this patient/client is followed up appropriately?

What suggestions for improvement might you make?

## **Scenario 2**

You are working in a clinic during a group session. A member of the multidisciplinary team has distributed information leaflets to the patients/clients attending the clinic and is reading through the information with them. You notice one patient/client who appears to be having difficulty following the written information and are concerned that he will not be able to follow the advice when he gets home.

What action will you take immediately?

How might you approach the other members of the team highlight the difficulties you think the patient/client may be having?

What are some possible reasons for this difficulty?

What suggestions for improvement might you make for future group sessions?

Who else might you want to involve?

## **Scenario 3**

You are caring for a patient/client whose speech has been badly affected by their health problem. Because you have been working with her for a number of weeks, you are familiar with her speech pattern and can communicate effectively with her. She confides in you that she is getting increasingly frustrated with the other members of staff involved in her care, as the majority of them do not appear to understand what she is saying and this has affected her care.

How might you approach the other members of the team to highlight the difficulties this is causing for the patient/client?

What suggestions for improvement might you make?

How can you involve the patient/client in making these improvements?