

A father has come back to returns clinic. She is expecting to see the Orthopaedic consultant, but Fracture clinic have not heard of the patient (Jamie) and are refusing to see them. The patient has a suspected Scaphoid fracture but has had 2 lots of normal X-rays

	Not done	Partially done	Completed
Washed hands & alcohol gel			
Asks for notes and X-rays			
Introduced self			
Takes nurse for company			
Checks identity of patient and person accompanying them			
Listens to Dad's grievances			
Acknowledges his anger			
Explains there has been a mix up			
Asks about symptoms			
Offers to examine the patient			
Offers further analgesia			
Outlines subsequent management			
Asks any questions or concerns			
Arrange realistic follow up			
Thank them			

Patient mark (out of 5)	
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Examiner's Mark (out of 30)	
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Overall (out of 35)	
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