Solutions

Marking: **M1** a correct method, **A1** the correct answer, **B1** an independent mark.

Each answer shows the steps, then the **result**.

2.1

A: **Perception**

B: **Knowledge** (warning shot)

C: **Emotions** (empathy)

2.2

"Out of 100 people like you, 5 have a heart attack in 10 years without the drug

and 3 do with it, so 2 in 100 are helped"

2.3

hypertension: **high blood pressure**

myocardial infarction: **heart attack**

benign: **not cancer**

2.4

any two of: the child may not translate accurately or know medical words; confidentiality and the patient may hold back; it may harm the child to hear bad news

3.1

(a) a private, quiet room; sit down at his level; phone off, enough time, offer to have someone with him

(b) e.g. "I'm afraid I have some serious news about the scan."

(c) stay silent for a while and let him take it in; then gently name the feeling and ask what he is thinking

(d) summarise and agree a plan (e.g. clinic with the cancer team); give written information and a contact, and check his support at home

3.2

(a) $10 - 7 = \mathbf{3}$ in 100; NNT $= 100/3 \approx \mathbf{33}$

(b) e.g. "Of 100 women like you, 10 have a heart attack in 10 years without it and 7 with it. About 5 in 100 get muscle aches." "So 3 in 100 are helped, and most would be fine either way."

(c) **shared decision-making**

3.3

(a) any three of: stay calm and move to a quiet place; listen without interrupting; acknowledge his feelings; apologise for the wait; explain what will happen next and when

exercises.lol exercises.com.cn

(b) saying sorry for what happened shows empathy and is encouraged (duty of candour); it does not admit legal blame

(c) use **teach-back**: ask him to say the plan back in his own words

(d) any two of: another colleague present; a clear exit route; calling security if he threatens; not standing too close