

Listening makes sense: understanding the experiences of older people and relatives using urgent care services in England

Adapted discovery interview transcript for Iris Wood¹

My name is Iris Wood and I'm 78 years old. I visited my GP surgery recently to ask the doctor something about the tablets she'd given me. While I was there, they took my pulse which they said was too high, then an ECG and decided I needed to go to the hospital. I said, "Oh I don't want to go, please, I don't want to go please". I think partly I didn't have a good experience with my husband a few years ago, 'cos my husband a few years ago, died in here and I've never wanted to come here since, I feel so much anxiety, you can understand can't you?

The nurse rang for my sister and she came to the surgery for me. Then we came up here to the hospital and she went home for some things for me. I didn't get a cup of tea, I had nothing all day. I've nothing really wrong to say about the nurses. I think they do a good job. What I've seen this morning here everybody's hands on aren't they?

When we got to A&E, they told us where to go in this second place, all the receptionists and nurses knew I were coming and they put me straight on the machine, you know it was all so quickly done. The nurse had had word I were coming and just made things right to have all the tests and x-ray on the monitor and everything. This made me feel good.

She got me ready, with all these things on and everything and on this machine, and the nurse took my blood a lot and x-ray, I saw one doctor, he was very nice, and then later I saw another doctor. I couldn't tell him anything as I'd never had nothing like that before, I knew something was wrong, but, I didn't know what it was.

I felt very weak, my legs were shaking. I didn't expect to feel so funny, it was hard for me to converse with the doctors. I'd lost my confidence, I'm not usually short of that, but it was the ill feeling, not sick or anything, just as if there was nothing working in my

¹ All names have been changed

body, I felt weak and shaking and a bit clammy. Perhaps if they had given me a cup of tea I would have been all right, wishful thinking after all they've done.

The doctor said I would be having these blood tests again about 7 o'clock, that was why I was still waiting and they would only know about 8 o'clock when they had gone through the path lab, but I'm still waiting on them telling me if there's anything wrong with my blood. He gave me an injection in my stomach yesterday and gave me another one this morning something about clots they said.

They explained it to me, they treat you like a person don't they? Oh I do think so, More so than years gone by, they tried to explain to you, I think with your age and everything comes to you, they take more time when you're elderly and to try explain what's going on. I did see it all with my husband, and I know over the years things have improved, how you're treated and everything, More courteous to you, more explaining to you, they'll say it again if they think you don't understand, they'll try and put it in layman's terms, your terms ,like medical words.

This makes me feel not as frightened, they've come a long way and they explain what can happen and what could happen.

More information on this research study can be found on:
www.city.ac.uk/listeningmakessense