

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

Adapted discovery interview transcript for Patrick O'Connor¹

Interviewer Hello my name is I'm the nurse consultant here at the emergency department.

Patient My name is Patrick O'Connor, I'm 82 years old and I'm in A&E because I tripped in the bathroom this morning and hurt my left leg. I phoned a friend who lives nearby and he called the ambulance for me. I got brought here.

Interviewer Tell me what happened when you got here

Patient They looked at my leg and then I was taken for x-rays. There was a little bit of a wait but that you would understand that as they are very, very busy people. They took the four x-rays and then I had to wait for the plasterer to come. But I mean no problem there at all the attention was very good. They put the plaster on but apparently it wasn't high enough around the toes so they took that off and I had a nice new one done

Interviewer What about pain – you must have been in a lot of pain.

Patient After it was plaster it was bit painful but that's inevitable as expect as they have to put a little bit of pressure onto the leg don't they – but it was held up by the nurses and we managed alright - you would expect pain for a thing like that.

Interviewer Were you given anything for the pain?

Patient Yes a couple of tablets later on during the day – cause in my case having an heart attack some years ok. I am on medication of 8 tablets a day so I couldn't take those until later in the day because I had no food. I had no

¹ All names have been changed

breakfast you see which was a good thing in a way in case I needed anesthetic.

Interviewer How did that make you feel not been able to take your tablets?

Patient Well it didn't affect me bodily but mentally I got a bit concerned cause I am on the water pill and I am normally so used to taking them first thing in the morning and they always say to me - your pills should not be taken at night as they don't get into the blood stream and that worried me a bit about the water pill but it went fine and I took them after I had eaten and fortunately I was ok and then they gave a couple of painkillers again after I had taken my night-time pill and touch wood everything went smoothly.

Interviewer Brilliant – so once you've had your plaster put on – you were seen by a doctor at some stage were you.

Patient Yes - the lady with the dress - she was the doctor she came and had a look at it.

Interviewer After she saw you and looked at your plaster did you then go into the ward area?

Patient Yes, I came in here after having the plaster.

Interviewer What's that been like?

Patient Well they've been very busy but then again I was well looked after. They brought me the water for my tablets and checked if I was alright, the nurse too. Everybody was very good I must say.

Interviewer You said you had to wait quite a long time for x-ray.

Patient Yes they were so busy. It was a little bit of a wait but you cant speed them up you know - I don't think because unfortunately people are in and out all the time. Its only you individually were there and having just had the accident if you are a little but down then naturally and that couldn't be helped.

Interviewer How do you feel now about what's happened to you and what do you think is going to happen next?

Patient Well they've had a little chat to me so far – they are going to find out how mobile I can be, if necessary the bed can be brought downstairs until I come home and I've recovered.

More information on this research study can be found on:

www.city.ac.uk/listeningmakesense