

# Consultation Transcript

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## Transcript of a Meeting Between Sanjiv and Tina

Sanjiv is a patient with diabetes and Tina is a nurse.

1. (knock on door)
2. Tina: Come in. Good morning.
3. Patient: Hello, hi.
4. Tina: How are you?
5. Sanjiv: I'm OK.
6. Tina: I'm Tina, one of the nurses. Have a seat. Nice to meet you.
7. Sanjiv: Nice to meet you too.
8. Tina: OK. Thanks for doing all that paperwork! (little laugh)
9. Sanjiv: No worries.
10. Tina: OK. So today we're going to talk about your diabetes.
11. Sanjiv: That's OK.
12. Tina: OK.
13. Sanjiv: Your receptionist said that we're going to have some cakes and tea, first - is that correct?
14. Tina: Oh, that would be nice, wouldn't it!? This is the NHS! We don't get anything like that! (laughter)
15. Sanjiv: Oh, she said we would! (slight laugh)
16. Tina: Cakes for diabetics(!) (much laughter)
17. Sanjiv: It doesn't have to be cakes with sugar, it could be cakes without.
18. Tina: Oh, I think we get a lot of free things. I think we're quite lucky, don't you? So how do you think things are going now with your diabetes? Because you

saw Dr Smith and he's added ... you know, talked about your medications and things like that.

19. Sanjiv: That's right, yeah.
20. Tina: Everything OK?
21. Sanjiv: Er, I need a blood test ...
22. Tina: Mmn.
23. Sanjiv: ... which is going to be this Monday ...
24. Tina: Uh huh.
25. Sanjiv: ... to confirm that my sugar level is within that target.
26. Tina: And also your cholesterol, because that was the other thing that was a little bit high.
27. Sanjiv: Yeah, my cholesterol is another thing, yeah.
28. Tina: Yeah, OK?
29. Sanjiv: Yeah, and I'll be having that on Monday, so that is to confirm everything.
30. Tina: So, what I'll do is I'll take the blood test, because ideally what we would have liked is that you have the blood test before you came, and then I would have discussed those with you.
31. Sanjiv: OK.
32. Tina: But I'll take them today, and then we'll cancel Monday's appointment so we'll get the results back sooner.
33. Sanjiv: Ah, but wouldn't a fasting blood test ...?
34. Tina: You don't really need a fasting for this one, because you've already had a previous fasting, and I'm going to take cholesterol, your kidneys and your sugar, and none of those are the ones that you need to be fasting any more.
35. Sanjiv: Oh, OK.
36. Tina: OK? So if I can do that today for you?

37. Sanjiv: Right.
38. Tina: So when's your main meal of the day?
39. Sanjiv: It's usually in the evening, but you know, I'm quite broke most of the time.
40. Tina: Uh huh, OK.
41. Sanjiv: So my eating arrangements are a bit of a problem in many ways, you know?
42. Tina: Mmn. OK.
43. Sanjiv: And mostly I am on a stable diet at the moment. For the last six months, seven months or maybe even two years now, there's always been ... I buy a lot of vegetables.
44. Tina: Uh huh.
45. Sanjiv: And then on top of that I buy tuna and corned beef.
46. Tina: Uh huh.
47. Sanjiv: Separately, of course, yeah?
48. Tina: Uh huh.
49. Sanjiv: Corned beef with ... with things that, according to the packages, do have a high salt and saturated fat content.
50. Tina: OK. Have you seen the diabetes dietician here?50.
51. Sanjiv: No. I was meant to be sent an appointment.
52. Tina: OK. So I can book you ... Sheila is the diabetes specialist who specialises in diet, and she'll be able to give you some ideas about low cost meals, you know, using other different things. Because we all get a bit fed up with doing the same things!
53. Sanjiv: Yeah.
54. Tina: So she'll be able to give you some ideas about what's good for you. So I think we'll book you an

appointment for her. OK. So we'll get those blood tests sent off, and the results will be back next week, OK? It'll take about a week. And you've already had a recent urine test.

55. Sanjiv: Uh huh.
56. Tina: And you've had your feet checked, so at the moment, we just need to talk about how you feel about your care for your diabetes, what sort of things you want to target over the next 12 months to keep yourself fit and healthy. And obviously to sort of protect your body as much as possible ...
57. Sanjiv: Uh huh. That's right, yes.
58. Tina: OK. So, in terms of your exercise, tell me what you do? What exercise do you do every day?
59. Sanjiv: I walk a lot.
60. Tina: OK. That's great. That's fantastic.
61. Sanjiv: Yeah.
62. Tina: Would you walk every day?
63. Sanjiv: Erm ... I would say so, yeah.
64. Tina: OK.
65. Sanjiv: Yeah, I would say so. I walk a lot and I do a lot of push-ups and, you know, dumb-bells - things like that.
66. Tina: Good. So you do sort of weights and things.
67. Sanjiv: Yeah, weights and things. But it's still not enough to make me sweat.
68. Tina: OK. Because that is important!
69. Sanjiv: Exactly. You feel different when you sweat. And I've been playing a bit of table tennis like this.
70. Tina: That's good. That's excellent. With a bat?  
(little laugh)
71. Sanjiv: Yeah, yeah!

72. Tina: OK. So, how far would you say, or how long do you walk for every day?
73. Sanjiv: Er ... usually about two hours.
74. Tina: Excellent. That's really good exercise. So does your weight stay the same most of the time?
75. Sanjiv: Most of the time, yeah.
76. Tina: Yeah.
77. Sanjiv: Most of the time, I mean, maybe for the last couple of years ...
78. Tina: Mmn.
79. Sanjiv: ... I've ballooned up to about 12 stone nearly 13 stone.
80. Tina: OK. Because obviously any tiny little bit of weight, you know, any of us lose helps with diabetes control.
81. Sanjiv: That's right, yeah.
82. Tina: Especially anything round the middle.
83. Sanjiv: Yeah.
84. Tina: Yeah? It's really important. So in terms of your overall objectives for looking after yourself over the next 12 months, what would you say is your priority in terms of your diabetes?
85. Sanjiv: Er ... with my diabetes, I suppose because, like I say, for years and years, I pay attention, you know?
86. Tina: Mmn.
87. Sanjiv: You know, sugars, I've stopped eating biscuits and stopped eating cakes, you know? When I said about cakes, just now, I was just joking!
88. Tina: Yeah.
89. Sanjiv: I know you don't have none!
90. Tina: (both laugh) Yeah!

91. Sanjiv: And I've stopped eating cakes, and I don't have sugars in my drink.
92. Tina: Uh huh. So you've really changed your diet quite a lot, haven't you?
93. Sanjiv: Yeah, yeah.
94. Tina: So what would you like to do over the next 12 months? What would you like to ... what's your objective?
95. Sanjiv: I suppose, the most major objective is to stop smoking.
96. Tina: OK. So that's your ...
97. Sanjiv: Yeah, I can't really do it now, because it's a bit like, you know ... it's a bit like a joke, yeah, for five weeks and then all of a sudden I start smoking again, yeah.
98. Tina: How do you feel about ...? Are you interested in doing any sort of regulated sports? You know, like going to the gym, or going to swimming, or anything like that?
99. Sanjiv: No, it's just too much expensive, you know?
100. Tina: So, if it's a free service?
101. Sanjiv: Yeah, if it's free I would love to go to the gym.
102. Tina: OK.
103. Sanjiv: Because ... er ... I'm not sweating; only when I do certain things.
104. Tina: Mmn.
105. Sanjiv: I do do exercise in the house.
106. Tina: Mmn.
107. Sanjiv: But I'm not sweating.
108. Tina: OK.

109. Sanjiv: But I suppose in the gym, if I could jump onto a treadmill for five minutes or something like that, you know?

110. Tina: Yeah.

111. Sanjiv: Yeah.

112. Tina: So you definitely would like the opportunity to take that up?

113. Sanjiv: Yes. Well, it's just so expensive! It's just almost impossible, really, isn't it?

114. Tina: OK. So we now have this new scheme called Jump Start, which is ... erm, it's in (local area) and it's run for people that want to improve their health, and particularly people with chronic diseases. Because obviously we know that any exercise helps you psychologically and your body, you know?

115. Sanjiv: Yeah, that's right, yeah.

116. Tina: And you're stuck physically as well. OK? So, I could refer you today to this Jump Start programme; they'll contact you and offer you, you know, free local services for the gym and also it's a bit like having a personal trainer, you know, they'll go through the programme with you for the next three months.

117. Sanjiv: OK. Three months.

118. Tina: Would you like to try that?

119. Sanjiv: That sounds ...!

120. Tina: OK.

121. Sanjiv: Things are looking up!

122. Tina: (slight laugh) Yeah!

123. Sanjiv: Let me see properly! (sound of chair being moved)

124. Tina: (little laugh) You're interested now, aren't you?

125. Sanjiv: (laughter) Oh, the gym! Imagine that! Next time I will be walking down the bridge with all my biceps ...!
126. Tina: You won't be walking, you'll be running! (both laugh) I'll see you on the London Marathon and wave to you! (laughter)
127. Sanjiv: Oh, super - yeah! (laughter)
128. Tina: OK. Refer to Jump Start. OK? So, if we ... if you could rate yourself (coughs/excuses herself) in terms of confidence rating; how confident are you that you think you might be able to stop smoking in the next 12 months?
129. Sanjiv: If I get a job ...
130. Tina: Uh huh.
131. Sanjiv: But obviously this is what, you know, the excuse is I suppose ...!
132. Tina: Do you think that would help?
133. Sanjiv: Yeah. But if I get a job ... then the chances of me stopping smoking would be extremely high.
134. Tina: OK. So if you could rate yourself on a 0 to 10; 0 being not confident at all, and 10 being very confident, what would you rate yourself? We're talking about the next 12 months.
135. Sanjiv: Mmn. I would say that I'd put it on 5, with a prospect of going up maybe.
136. Tina: OK. That's good.
137. Sanjiv: Yes.