



CSA ROLE-PLAY

The CSA service is a Medical Role-play service, for which you will always play a patient. The service is for Trainee GP's who are about to take their CSA (Clinical Skills Assessment) exam. If they pass the exam they will be a step closer to qualifying as a GP. If they fail they are required to train longer and pay again to take the exam (the exam is expensive!). Your client has been invited to do this session by their GP trainer. This is likely to be because they are struggling with aspects of the CSA exam, so be aware they may arrive nervous and/or stressed.

The structure of the session is the same as with any other service; welcome, set up camera, check in with the client, role-play, give feedback and send feedback form. However the session content is slightly different:

- The client does not know their scenario until just before the role-play starts (you will send them a short summary via the GTT chat box - see instructions below).
- You cannot discuss the content of the scenario at the beginning of the session, instead you can confirm and explore the client's learning objectives (sent to you via email). During the intro it is helpful to ask when their exam is, so you can bear this in mind when giving feedback (they may or may not have time to book another session).
- **In the CSA exam, they have to complete the consultation in 10 MINUTES.** Your attendee may wish to run the full consultation, or just part of it. Use the intro to determine whether they would like you to stop the consultation at 10 minutes (you could offer to give them a 5 minute warning). They may like to time the session themselves- if so, check they have a clock in front of them as GTT doesn't show the time.
- Just before you get out of your chair to begin the role-play send the GP summary (found on pg 3) via the GTT chat box. The GP SUMMARY gives your client the name of their patient and recent medical history - just like in a clinic where the GP scans the patient's notes before calling them in.
- Please send the bespoke CSA feedback form at the end, called a **Post-session Review form** (found on pg 3). The client is required to complete this form as part of the service! It helps to monitor their confidence throughout using the service, as well as reflect on their learning objectives.
- Please mention that the video is a useful learning tool and is often the part of the service that dramatically changes their practice. Watching their video is a requirement of the service before completing another role-play. They will be sent their video via password protected link within 24 hours.
- You will be required to answer some extra questions in your standard actor feedback form (which can still be found on the Flight Deck)

Information not solutions is still KEY - using the framework "when you said/did x, my character felt x". We are not qualified to advise them on how to pass their exam, but giving we can tell them how our character felt, with specific examples of what was said or done. Use their learning objectives to guide your feedback.

The CSA marks GP's on their ability to gather information and give possible diagnosis (amongst other things). Please bear this in mind when preparing - sticking to the scenario will help the GP investigate problems which need exploring, rather than heading down a rabbit hole about the recent break-up you improvised!

Useful link : Watch the client CSA service guide : <https://www.avatarjo.co.uk/csa-service-guide>



Character Information

Patient Name: Mathilda / Matthew Wright (age 30 - 60, please tell the GP your age before starting)

Occupation: Administrator at local Bank

Relationship to GP: You have never met this doctor before.

Presenting complaint You received a note on your prescription asking you to come into the GPs for an asthma review. You have booked an appointment with the doctor rather than the nurse, as she does not work on your afternoon off.

Prescription: Brown inhaler twice a day, blue inhaler as needed.

Medical History:

You have had asthma for 20 years, although you know little about it. You have a brown inhaler which you are meant to take twice a day but often forget the evening dose and a blue inhaler which you have to use when you get wheezy (4 x a week). You use your puffer without a spacer – 'just suck it up from the inhaler' and have no idea what a spacer is. It may wake you up occasionally from sleep such that you need a puff of the 'blue inhaler' but you feel on the whole that things are not too bad. If you exert yourself you can get breathless but you are unsure if that is just being unfit or due to asthma!

Social:

You are married with two children who have left home, smoke 40 a week (**and do not want to give up**) you drink 20 units of alcohol (equivalent to two bottles of wine a week). You sing in a band as a hobby (your smoking gives your voice an "edge"), and take delight in going to or performing at gigs. You don't often exercise but you aren't bothered by your weight.

Your Ideas, Concerns and Expectations

Ideas – you need more inhalers!

Concerns – another lecture on smoking

Expectations – repeat of inhalers & another lecture on smoking

COPY THE GP SUMMARY TO YOUR CLIPBOARD.

TOP TIP: As soon as you log into GTT, paste the GP summary into the GTT chat box. Then copy the post-session review link to your clipboard. Simply click send on the GTT message before the role-play and the post-session review link will be ready to paste next!

GP SUMMARY

Name & age of patient: Mathilda / Matthew Wright (actor's age)

Relationship to patient : You have not met before.

Summary Card

PMH: asthma

DH: salbutamol MDI 2 puffs qds prn, Clenil modulate 100 2 puffs bd

Allergies: None

BP 120/80 2009

BMI 26 in 2009

Case Notes - Last few entries in records:

Bilateral conjunctivitis 2009

DNA asthma clinic 2010

FB rt eye from grinding 2008

Link to post-session review form:

<https://www.surveymoz.com/s3/4884182/CSA-Role-play-Post-session-Review>