



# Presenting complaints (PC)

1



- ❑ Introduction.
- ❑ Personal details.
- ❑ Language spot(Asking short and gentle question).
- ❑ Language spot  
Tenses in the presenting complaint.
- ❑ Pronunciation of medical terms.

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- Introduction:
- doctors and nurses need to learn how to ask questions.



## PRESENTING COMPLAINTS

### ○ Personal details

What are the personal details that you will ask the patient

- The surname.....
- First name..... sex.....
- Address.....
- admission details.....
- hospital number.....
- DOB.....
- Telephone number.....
- Marital status.....
- Occupation.....
- GP.....
- Complaint (C/O).....



# LANGUAGE SPOT

- **Asking short and gentle question**
- Can you tell me *what/who+ noun+ verb?*
- *What's your surname/ family name?*
- *Can you tell me what your surname/family name?*
- *Remove words to make questions shorter.*
- *What's your first name? your first name?*
- *Have you any other names?( And) any other names?*
  
- Two types of questions:
- yes/no questions and wh-question
- ❖ *Do/Does +subject +infinitive*  
Do you feel any pain in your abdomen?
- ❖ *Present simple of be +subject*  
Is there any one we can contact for you?
- ❖ = *Can +subject+ infinitive*  
Can you feel your legs?
- Wh questions(for more information)**
- What, which, how much, how many can be followed by a noun.
- -Which doctor did you speak to?
- -How much pain are you in ?
- -What.....like? ( to describe)
- -What is the pain like?
- **Not** What's the pain likes?



- Can you tell me ....? Or Can you describe.....?

Can you tell me where it hurts?

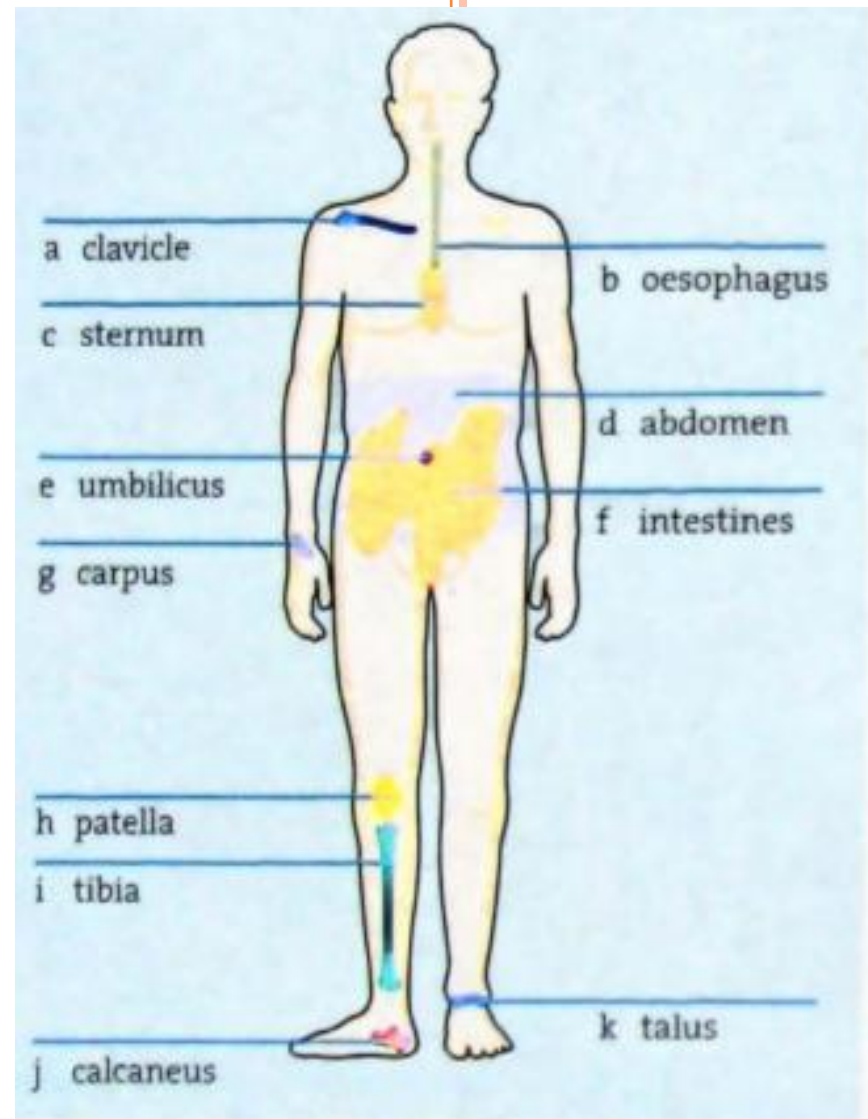
**Not** Can you tell me where does it hurt?

- *With both yes /no question and wh question we use*
- Present simple or present continuous to talk about present situation.
- Present perfect or present perfect continuous to talk about a situation that began in the past and which continues up to the present .



## Pronunciation (non-technical terms for body parts)

- a - collar bone
- b- gullet
- c -breast bone
- d- belly/tummy
- e- navel/belly-button
- f- gut/bowels
- g- wrist (bone)
- h- kneecap
- i- shin bone
- j- heel bone
- k- ankle (bone)



- *Language spot*
- *Tenses in the presenting complaint*
  
- *Present Simple*
  - I feel better.
  - I get these headaches in the morning.
- *Present continuous*
  - His blood pressure's rising.
  - I'm having difficulty breathing.
  - I'm seeing a physiotherapist next Wednesday.
  - I've got a pain in my chest. (moment of speaking)



## EXERCISE

- You overheard this short question. Write a direct and a gentle question for each to make it clear what the speaker meant.

### EXAMPLE

What's your address?

Can you tell me what your address is?









## HOW DO YOU KNOW WHAT IS THE TYPE OF ESSAY TO WRITE



- At high school and at university, you'll often be told to write a specific type of essay, but you might also just be given prompts.
- Look for keywords in these prompts that suggest a certain approach: The word “explain” suggests you should write an expository essay, while the word “describe” implies a descriptive essay. An argumentative essay might be prompted with the word “assess” or “argue.”

