**OSCE: Conflict resolution, patient with ankle injury**

**Candidate instruction**

You are asked to see Mr David Anderson, a 52 year old businessman who is visiting Cambridge today. He tripped on the pavement and injured his ankle and was brought to the ED by ambulance. He has not had analgesia in the ED.

An ENP saw him and has thoroughly examined his ankle as per the Ottawa Ankle Rules. There is no bony tenderness but there is swelling and tenderness over the anterio-talo-fibular ligament, consistent with a sprain. The ENP explained that he does not need an x-ray and offered him crutches & discharged him. You have seen the notes & spoken to the ENP and are satisfied that this injury has been assessed properly.

The patient has told the waiting room nurse that he is not happy and wants to see a doctor. He is reportedly quite angry.

Please talk to him to resolve his issues. You have 7 minutes.

**Skills tested**: Communication, conflict resolution.