

	Skills	Medical focus	Charting and documentation
UNIT 1	Taking a patient history Using active listening strategies	The heart Explaining how the heart works	Patient Admission Form Patient Record Observation Chart
Patient admissions page 6	Explaining how the heart works Putting a patient at ease Giving a nursing handover Charting blood pressure and pulse		
UNIT 2	Educating patients about asthma management	The respiratory system	Respiratory rates Patient record Observation chart
Respiratory problems page 14	Giving instructions effectively Using a nebuliser Talking to a child about asthma Putting a young patient at ease Describing respiration Charting respiratory rates		
UNIT 3	Discussing wound management Asking for advice	Wound bed preparation	Wound Assessment Chart
Wound care page 22	Describing wounds Taking part in Continuous Professional Development Using a Wound Assessment Chart		
UNIT 4	Discussing diabetes management Making empathetic responses	The pancreas Explaining hypoglycaemia and diabetes	Diabetic Chart
Diabetes care page 30	Giving advice sensitively Using a Diabetic Chart		
UNIT 5	Explaining pathology tests Asking for clarification	The kidneys Explaining renal failure Explaining urinary catheters	Pathology Report
Medical specimens page 38	Checking understanding Telephone skills: contacting other staff Softening a request Reading a Pathology Report		
UNIT 6	Administering medication Doing a medication check	The metabolism of medication	Prescription Chart
Medications page 46	Working as part of a team Checking medication orders for accuracy Explaining drug interactions Checking the 'five rights' of medication administration Reading a Prescription Chart		

	Skills	Medical focus	Charting and documentation
UNIT 7	Reviewing IV infusions Passing on instructions to colleagues Assessing IV cannulas Telephone skills: taking a message about patient care Checking IV orders Charting fluid intake and output	IV cannulas	IV Prescription Chart Fluid Balance Chart
Intravenous infusions page 54			
UNIT 8	Doing pre-operative checks Giving pre-operative patient education Preparing a patient for surgery Allaying anxiety in a patient Using Pre-operative Checklists	Blood circulation	Pre-operative Checklist
Pre-operative patient assessment page 62			
UNIT 9	Giving a post-operative handover Checking a post-operative patient on the ward Explaining post-operative pain management Dealing with aggressive behaviour Using pain assessment tools	Pain receptors	Universal Pain Assessment Tool
Post-operative patient assessment page 70			
UNIT 10	Attending the ward team meeting Telephone skills: referring a patient Explaining the effects of a stroke Using patient discharge planning forms	Cerebrovascular accidents	Telephone Referral Form Katz ADL Index Discharge Plan
Discharge planning page 78			
Role plays and additional material	page 86		
Audioscript	page 94		
Answer key	page 110		
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