

Webb, Helena (2009) Doctor-patient interactions during medical consultations about obesity. PhD thesis, University of Nottingham.

Access from the University of Nottingham repository:

http://eprints.nottingham.ac.uk/10818/2/Microsoft_Word_-_volume_2_Appendices.pdf

Copyright and reuse:

The Nottingham ePrints service makes this work by researchers of the University of Nottingham available open access under the following conditions.

This article is made available under the University of Nottingham End User licence and may be reused according to the conditions of the licence. For more details see:
http://eprints.nottingham.ac.uk/end_user_agreement.pdf

A note on versions:

The version presented here may differ from the published version or from the version of record. If you wish to cite this item you are advised to consult the publisher's version. Please see the repository url above for details on accessing the published version and note that access may require a subscription.

For more information, please contact eprints@nottingham.ac.uk

**Doctor-patient interactions during
medical consultations about obesity**

Volume 2: Appendices

Helena Webb

Thesis submitted in two volumes to the University
of Nottingham for the degree of Doctor of
Philosophy

May 2009

Appendix A: Transcription conventions adopted in the study

Reproduced from: Heritage, J. and Maynard, D. W. (2006c) (Eds.)
Communication in medical care: Interaction between primary care
physicians and patients. Cambridge: Cambridge University Press. pp
xiv-xix.

TRANSCRIPT SYMBOLS

Temporal and sequential relationships

A. Overlapping or simultaneous talk is indicated in a variety of ways.

[Separate left square brackets, one above the other on two
[successive lines with utterances by different speakers, indicates
 a point of overlap onset, whether at the start of an utterance or
 later.

] Separate right square brackets, one above the other on two
] successive lines with utterances by different speakers indicates
 a point at which two overlapping utterances both end, where
 one ends while the other continues, or simultaneous moments in
 overlaps which continue.

// In some older transcripts or where graphic arrangement of the
 transcript requires it, a double slash indicates the point at which
 a current speaker's utterance is overlapped by the talk of
 another, which appears on the next line attributed to another
 speaker. If there is more than one double slash in an utterance,

then the second indicates where a second overlap begins, the overlapping talk appearing on the next line attributed to another speaker, etc. In transcripts using the // notation for overlap onset, the end of the overlap may be marked by a right bracket (as above)

* or by an asterisk.

So, the following are alternative ways of representing the same event: Bee's "Uh really?" overlaps Ava's talk starting at "a" and ending at the "t" of "tough."

Ava: I 'av [a lotta t]ough cou:rses.

Bee: [Uh really?]

Ava: I 'av // a lotta t*ough cou:rses.

Bee: Uh really?

= B. Equal signs ordinarily come in pairs -- one at the end of a line and another at the start of the next line or one shortly thereafter. They are used to indicate two things:

1) If the two lines connected by the equal signs are by the same speaker, then there was a single, continuous utterance with no break or pause, which was broken up in order to accommodate the placement of overlapping talk. For example,

Bee: In the gy:m? [(hh)

Ava: [Yea:h. Like grou(h)p

therapy.Yuh know [half the group]p thet=
 Bee: [O h : : : .]'hh
 Ava: we had la:s' term wz there en we [jus'=
 Bee: ['hh
 Ava: = playing arou:nd.

Ava's talk is continuous, but room has been made for Bee's overlapping talk (the "Oh").

2) If the lines connected by two equal signs are by different speakers, then the second followed the first with no discernable silence between them, or was "latched" to it.

(0.5) C. Numbers in parentheses indicate silence, represented in tenths of a second; what is given here in the left margin indicates 5/10 seconds of silence. Silences may be marked either within an utterance or between utterances, as in the two excerpts below:

Bee: `hhh Uh::, (0.3) I don'know I guess
 she's aw- she's awright she went to
 thee uh:: hhospital again tihda:y,
 Bee: Tch! .hh So uh I don't kno:w,
 (0.3)
 Bee: En:=

(.) D. A dot in parentheses indicates a "micropause," hearable but not readily measurable; ordinarily less than 2/10 of a second.

((pause)) E. In some older or less carefully prepared transcripts, untimed silences may be indicated by the word "pause" in double parentheses.

Aspects of speech delivery, including aspects of intonation.

. A. The punctuation marks are not used grammatically, but to indicate intonation. The period indicates a falling, or final, intonation contour, not necessarily the end of a sentence.

? Similarly, a question mark indicates rising intonation, not necessarily a question, and a comma indicates "continuing" intonation,

, not necessarily a clause boundary.

In some transcript fragments in your readings you may see a combined question mark and comma, which indicates a rise stronger than a comma but weaker than a question mark. Because this symbol cannot be produced by the computer, the inverted question mark

¿ (¿) is used for this purpose.

: : B. Colons are used to indicate the prolongation or stretching of the sound just preceding them. The more colons, the longer the stretching. On the other hand, graphically stretching a word on the page by inserting blank spaces between the letters does not necessarily indicate how it was pronounced; it is used to allow alignment with overlapping talk. Thus,

Bee: Tch! (M'n)/(En) they can't delay much
 lo:nguh they [jus' wannid] uh-`hhh=
 Ava: [O h : .]
 Bee: =yihknow have anotheuh consulta:tion,
 Ava: Ri::ght.
 Bee: En then deci::de.

The word "ri::ght" in Ava's second turn, or "deci::de" in Bee's third are more stretched than "oh:" in Ava's first turn, even though "oh:" appears to occupy more space. But "oh" has only one colon, and the others have two; "oh:" has been spaced out so that its brackets will align with the talk in Bee's ("jus' wannid") turn with which it is in overlap.

- C. A hyphen after a word or part of a word indicates a cut-off or self-interruption, often done with a glottal or dental stop.

word D. Underlining is used to indicate some form of stress or emphasis, either by increased loudness or higher pitch. The more underlining, the greater the emphasis.

word Therefore, underlining sometimes is placed under the first letter or two of a word, rather than under the letters which are actually raised in pitch or volume.

WORD . Especially loud talk may be indicated by upper case; again, the louder, the more letters in upper case. And in extreme cases, upper case may be underlined.

- E. The degree sign indicates that the talk following it was markedly quiet or soft. When there are two degree signs, the talk between them is
- ◦ markedly softer than the talk around it.

F. Combinations of underlining and colons are used to indicate intonation contours, as follows:

_: If the letter(s) preceding a colon is underlined, then there is an “inflected” falling intonation contour (you can hear the pitch turn downward)

: If a colon is itself underlined, then there is an inflected rising intonation contour (i.e., you can hear the pitch turn upward).

So, in

Bee: In the gy:m? [(hh)

Ava: [Yea:h. Like grou(h)p
therapy.Yuh know [half the grou]p thet=
Bee: [O h : : : .]'hh
Ava: we had la:s' term wz there en we[jus' =
Bee: ['hh
Ava: = playing arou:nd.
Bee: Uh-fo[oling around.
Ava: ['hhh
Ava: Eh-yeah so, some a' the guys who were
bedder y'know wen' off by themselves so
it wz two girls against this one guy en
he's ta:ll.Y'know? ['hh
Bee: [Mm hm?

the "Oh:::" in Bee's second turn has an upward inflection while it is being stretched (even though it ends with falling intonation, as indicated by the period). On the other hand, "ta:ll" at the end of Ava's last turn is inflected downward ("bends downward," so to speak), over and above its "period intonation."

↑ G. The up and down arrows mark sharper rises or falls in pitch than would be indicated by combinations of colons and underlining, or may mark a whole shift, or resetting, of the pitch register at which the talk is being produced.

> < H. The combination of "more than" and "less than" symbols indicates that the talk between them is compressed or rushed.

< > Used in the reverse order, they can indicate that a stretch of talk is markedly slowed or drawn out.

< The "less than" symbol by itself indicates that the immediately following talk is "jump-started," i.e., sounds like it starts with a rush.

hhh I. Hearable aspiration is shown where it occurs in the talk by the letter "h" – the more h's, the more aspiration. The aspiration may represent breathing, laughter, etc.

(hh) If it occurs inside the boundaries of a word, it may be enclosed in parentheses in order to set it apart from the sounds of the word (as in TG, 02:12-13 below).

·hh If the aspiration is an inhalation, it is shown with a dot before it (usually a raised dot).

J. Some elements of voice quality are marked in these transcripts. A rasping or “creaky” voice quality is indicated with the “#” sign.

£/\$ Similarly, a “smile voice” – a voice quality which betrays the fact that the speaker is smiling while speaking – is normally indicated with the “£” (or “\$”) sign.

Other markings.

(()) A. Double parentheses are used to mark transcriber's descriptions of events, rather than representations of them. Thus ((cough)), ((sniff)), ((telephone rings)), ((footsteps)), ((whispered)), ((pause)) and the like.

(word) B. When all or part of an utterance is in parentheses, or the speaker identification is, this indicates uncertainty on the transcriber's part, but represents a likely possibility.

() Empty parentheses indicate that something is being said, but no hearing (or, in some cases, speaker identification) can be achieved.

(try 1) C. In some transcript excerpts, two parentheses may be printed, one

(try 2) above the other; these represent alternative hearings of the same strip of talk. In some instances this format cannot be printed, and is replaced by putting the alternative hearings in parentheses, separated by a single oblique or slash, as in

Bee: ° (Bu::t.) = / ° (Goo:d.) =

Here, the degree marks show that the utterance is very soft.

The transcript remains indeterminate between "Bu::t." and "Goo:d." Each is in parentheses and they are separated by a slash.

Appendix B: Transcripts of opening questions and responses

This appendix shows transcripts of the 34 opening questions and responses analysed in chapter 5. They are organised according to the form of opening question asked, with the question highlighted in bold. In some extracts, non-vocal actions and other relevant details are indicated inside double brackets. A * indicates that the extract (or part of the extract) was also presented in chapter 5.

How are you?

- **Becky WMC 25th Oct** (* extracts 1 and 10 in chapter 5)

1. Doc: Right. [Hi:
2. Mum: [Candid came[ra now
3. Pat: [Hiya y'alright?
4. Mum: huhuh hi[ya
5. Doc: [Hello.
6. Mum: .HHH uhh
7. (2.0)
8. Doc: Now I can't find the la:-cos we've met
9. befo::re, but I [can't but I can't I can't
10. Pat: [we ave
11. Doc: find the letter .hh from when we met
12. befo:re
13. (1.7)
14. which iz uh rather frustrating (problem)

15. (.)

16. for [me)

17. Pat: [I bin to Cleedon since

18. Doc: Aaa:~h. Right.

19. Pat: [So has it gone there?

20. Doc: [(D'you)

21. (.)

22. Doc: U:~m (0.2) shouldn't uv done, because we

23. run our suh- own set of notes independent

24. of Cleedon [>but anyway< (.) doesn't

25. Pat: [Ri:~ght.

26. Doc: matter. **How are you?**

27. (0.6)

28. Pat: I'm alri:~gh, I tri:ed the Xenical

29. Doc: hmm?

30. Pat: .hh But me docto::~r thought differentley

31. to yo:~u,

32. Doc: Okay.

33. Pat: .hh An he seh and he did it (0.5) gradulee

34. (1.0)

35. Doc: hmm.

36. Pat: Which at fi:rst there was no effect,

37. Doc: °kay°=

38. Pat: =but then when I it three: (0.7)

39. I couldn't ave gone to werk.

40. (.)

41. Doc: Oh really.

42. (0.3)

43. Doc: Right.[So what did you do?

44. Pat: [Not un

45. (0.8)

46. Pat: I wuz always on the loo: wun't [ah?
47. Mum: [°yeah°
48. Pat: .>WEll I'd got me mum,< (.) that [when it
49. Mum: [Yeah
50. Pat: hit that [time, my mum ud ad a new knee:
51. Mum: [Yeah
52. (0.3)
53. Pat: .hh so I was off werk so I was lucky,
54. (0.3) but I've I I ad to come off them.
55. Doc: Ptch Did you go back down to two or did
56. you just [stop them entirely?
57. Pat: ['hh No I'm jusuh I've? not had
58. any. Becus [.hh once I'd took the three,
59. Doc: [right
60. Doc: mm[hm?
61. Pat: [when I went do:wn, (0.3) I was still
62. going a lo:t wasn't [ah? But they made
63. Mum: [mmm.
64. me really ungrey
65. Doc: mhm. mm
66. Pat: I was starvin, so I've et a lot [mo:re=
67. Mum: [yu-
68. Pat: =.hh I've definitely put weight on

- **Brenda WMC 25th Oct**

1. Doc: (°hello there°)
2. Pat: †Hello
3. (.)
4. Pat: huh

5. (2.0) ((Doc walks into room and is followed by pat))

6. Doc: Come in. ((makes gesture towards chair))

7. Pat: .hh Thank [↑you:

8. Doc: [Take a seat

9. (2.7) ((patient puts coat and bag on a spare chair and sits down next to the doctor's desk))

10. Doc: †So:. **How're you?**

11. Pat: I'm alri:ght †thank †you

12. (0.8) ((Doc pulls chair towards his desk))

13. Doc: Goo:d. ((Doc sits down))

14. Pat: I think huhHEheheheh .hhh A bit stressed

15. at work bu:t [hey

16. Doc: [Oh dear

17. (.)

18. Doc: Why's that?

19. Pat: Oh I've erm just got a promotion so it's a

20. [ne:w job

21. Doc: [oh congratula:tions

22. Pat: and it's like wooooooh heheheh=

23. Doc: =(° gosh°)=

24. Pat: = >I don't really know what I'm doing< huh

25. Doc: What are you duh- what u you been promoted

26. to

27. (0.4)

28. Pat: .hh Uhm I work for Job Centre Plu:s

29. Doc: mmhm.

30. Pat: uhm in a benefit delivery centre,

31. Doc: mmm

32. Pat: an:d I wanted to do something

33. different >I wanted to be a job centre
34. manager or something< like that [you know
35. Doc: [mmhm.
36. Pat: () .hh they stuck ks me in the same
37. place I am no:w so:,
38. Doc: (°Right°)
39. Pat: it's just at a higher gra:de
40. Doc: Right
41. Pat: But there's more pressu:re in the benefits
42. centres than there are on the job centres
43. Doc: .hhh Right.
44. Pat: Ptch heheheh .hh
45. (1.5)
46. Pat: I li:ke the money anyway, ih uhm so: it's
47. nice
48. (0.7)
49. Pat: I've worked for it for a long while
50. (0.7)
51. Doc: .hh In te:rms uv uh:m uh? does this (.)
52. does this mean that you're busier? U:nd um
53. Pat: Yes.
54. (0.6)
55. Pat: Yeh a lot busie:r [()
56. Doc: [So yer spending less
57. time on yourself?
58. Pat: .hh E:r yes, an:d I've ad less ti:me to
59. do: exercise and things like that, un I
60. THi:nk I might have put a little bit of
61. weight on which I'm really annoyed about.
62. Doc: °Gosh°
63. Pat: So:

64. Doc: How much exercise do you actually do?

• **Damian WMC 8th Nov**

1. Pat: Ah good mor:ning [How you going?
2. Doc: [How you doing
3. (.)
4. Doc: Not so bad
5. (.)
6. Doc: °Not so bad° nice to see
7. you as well. Have a seat ((doc and p shake hands, doc gestures to seat))
8. Doc: (hello)
9. Wife: HEllO LOve you alright? ooh
10. (1.2) ((doc and wife shake hands, patient sits down))
11. Wife: I'll old me things
12. Doc: Welcome back
13. Pat: uhhh
14. Doc: Thanks
15. (1.0) ((wife closes door))
16. Doc: **So: ↑how are you?**
17. (.) ((doc sits down))
18. Pat: Ah: not too bad (.) Just keep going heheh
19. do:n't yuh, just (.) keep going. .h Been
20. going to doctu:h, I ad me
21. Pat: (°don't put em there duck tch)
22. (1.7) ((Patient gestures to wife))
23. Pat: (put em °)
24. 3.1) ((wife rearranges bags she is carrying and sits down))

25. E:r been to doctor
 26. (.)
 27. Pat: and I ad me blood p- pressure tek
 28. (1.0) took and that lot an I.
 29. Doc: What sort of results huv you been getting
 30. there?

- **Rupert DOC 14th Nov** (* extracts 2 and 5 in chapter 5)

This patient attends alone but a medical student is also in the room.

1. Doc: Do have a se[at.
 2. Pat: [Fi:nally huhuh .HEe
 3. (0.9)
 4. Doc: Sorry for the wait
 5. Pat: Not a pro:blem
 6. (0.8)
 7. Doc: We:lcome ba:ck it's nice to [see you
 8. Pat: [.hhh
 9. Pat: Ahh
 10. (0.4)
 11. Pat: How you doing?
 12. Doc: I'm goo:d °thank you° I'm good. This is
 13. Linda who's one of our medical students =
 14. Stu: =Hello there
 15. Doc: Wou:ld it be alri:ght if she sat in [()
 16. Pat: [No
 17. problem
 18. Doc: Do have a seat
 19. (1.4)
 20. Doc: **So:.. (1.3) How uh you?**
 21. Pat: .hhh

22. (1.3)

23. Pat: Okay, (.) my knee is no:w (1.5) ninety five

24. per cent be:tter

25. (0.3)

26. Doc: Okay.

27. Pat: °er° I've avoided having any operations on

28. it, so suh .hh that's good

29. Doc Ptch °yes°

30. Pat: um .hh I sta:rted the swimming

31. (0.4)

32. Doc: Grea:t

33. Pat: .hh I went twice

34. (0.3)

35. Pat: and then I was told by: .hh er °um°

36. the guy at thuh City to stop because both

37. times my knee (0.6) swelled u:p

38. Doc: Right. You set off your knee.

39. Pat: Yeah a:nd he said=

40. Doc: =°Okay°

41. Pat; thut what's proble:y (0.6) happening wuz

42. it wuz actually over extending,

43. Doc: °Right.°

44. Pat: °Right° .hhh so: I've stopped that, but

45. I've been goi:ng to the gy:m,

46. Doc: †Oh grea:t

- **Gwen DOC 12th Dec** (* extract 11 in chapter 5)

1. Doc: °Come in°. Do have a seat.

2. (5.4)

3. Doc: We:lco:me back.

4. (0.6)
 5. °Nice to see you°
 6. (0.6)
 7. Doc: **HOW are you?**
 8. (1.0)
 9. Pat: Terrible.
 10. Doc: O:h dear. Why's that
 11. Pat: Oh I'll get my drug list out for a
 12. sta:rt.

• **Kevin DOC 12th Dec**

1. Doc: Hello misses Britto:n
 2. Wife: Thank you
 3. Doc: Do have a seat.
 4. (2.3)
 5. Doc: (Have we [↑lost him?)
 6. Wife: [He is coming somewhere
 7. Doc: O:h
 8. (0.5)
 9. Doc: Here he is
 10. Pat: Thank you
 11. (0.6) ((P enters room))
 12. Doc: () sit yourself down
 13. (2.8) ((P moves chair and sits))
 14. Pat: .hhhhh
 15. (1.3)
 16. Doc: Sni:ce to see you again.
 17. (0.9) ((doc and p shakes hands))
 18. Pat: Nice to see you doctor.
 19. (1.3)

20. Doc: And you missus Britton

21. Wife: (And you/Thank you) ((doc and wife shake hands))

22. (2.4)

23. Doc: †So (.) **how are you?**

24. Pat: 'hhh err:: in meself I'm (0.6) oka:y

25. Doc: mm:hm.

26. (.)

27. Pat: er loads of pain in me ands

28. (0.7)

29. Pat: .hh ([)

30. Wife: [Still

31. (.)

32. Pat: .hh I've er I AD uh this carpal tunnel

33. done,

34. (0.6)

35. Pat: .hhh ptch but it's made no difference at

36. all

37. (0.7)

38. Doc: °Okay°

39. Pat: uh ee each and still urts me jus=just the

40. same .hh er (1 4) ptch .hh backs and

41. fronts..hh

42. Doc: Okay.

43. Pat: Little fingers as well.

44. Doc: Okay I'll [have a look at them

45. Pat: [uh in fact I've actually

46. (.)'hh beginning to lose me sense of

47. touch, hh .hhh becus (0.8)

48. Doc: okay I'D like to examine yer hands in a

49. second [if that's [alright

50. Pat: [mm:hm:] [yeah
51. Doc: .hhh Is there a:nything e:lse which:
52. whichuh which is worrying you at the
53. moment?
54. Pat: Ptch .hh I'm struggling with muh with muh
55. weight still

• **Pam DOC 9th Jan** (* extract 12 in chapter 5)

1. Doc: †**So how are you?** `h
2. (0.5)
3. Pat: I was alri::gh till I got on the sca:les
4. he:re
5. (1.1) ((researcher leaves room and
closes door))
6. Doc: Right.
7. Pat: Becus a fo:rtnight ago, well I s-it >is
8. about a fortnight ago< a week before
9. Christmas,
10. Doc: mmhm
11. Pat: I mean obviously I'm sti:ll I mean
12. it's only coming off in dribs and drabs,
13. but (.) to get the xenicol, uh (0.6) and
14. then when I stepped on them scales toda:y
15. I thought o:h my goodness:
16. Doc: Gosh
17. Pat: They uh-you know? they're different to
18. what the doctors are
19. Doc: Did that surprise you?

- **Damian WMC 31st Jan**

The patient and his wife are sitting down. The doctor is standing next to the patient and has just shaken hands with him.

1. Doc: Nice to see you
2. Pat: er And you: You alright?
3. Doc: Yea:h not so bad ⁰not so bad⁰ >misses
4. Brook,< how are [you
5. Wife: [Hello ((shaking hands))
6. .hhhh hhhhh
7. (0.2) ((doc sits down))
8. Doc: **More to the point, how uh you:?**
9. (0.5)
10. Pat: E:r not bad hh
11. Wife: uhhhhhh
12. (0.2)
13. Pat: Bin a bit moody, up and down [to be honest
14. Wife: [↑hee huhuhuh
15. Pat: wih you
16. (0.3)
17. Wife: It's thuh ti:me of the (.) year I think.
18. He's uh
19. (.)
20. Pat: >Thought you were gonna say< time uh the
21. month [then ()
22. Wife: [ehhhhh huh huh
23. Pat: Nah I ave I've bin a bit do:wn and that
24. [what since kru like Christmas and
25. Wife: [Yea:::h
26. Pat: [that
27. Wife: [He's had e:r a referred from fer Cleedon

28. Doc: Good
 29. Pat: Cleedon

• **Brenda WMC 31st Jan**

The doctor and patient are sitting down

1. Doc: **So, how are you?**
 2. (.)
 3. Pat: I'm fi:~ne. U:[:m
 4. Doc: [°Right.°
 5. (1.0)
 6. Pat: I think I might uv put a bit of weight on,
 7. Doc: [Okay.
 8. Pat: [Becus
 9. Pat: I have bi:n quite stressed at werk,
 10. (0.2)
 11. Doc: mm [That's with the promotion?
 12. Pat: [()
 13. (0.7)
 14. Pat: .hh we:ll ih (0.3) not only that, I've
 15. had e:r a few problems wi:th my (.)
 16. boss which has caused me: (0.3) stress
 17. and when I'm stressed I tend tuh ea:t
 18. >tuh which is< very naughty isn't it

• **Kevin DOC 13th Feb**

1. Pat: How do
 2. Doc: Hello:
 3. Wife: °Hi°

4. Doc: Hello misses Britton. >Come on in.< DO

5. HAVE a seat.

6. Wife: I'll shut the door

7. (1.0) ((pat walks towards doc and holds out hand))

8. Doc: Nice to see you ((shaking hands))

9. (1.2)

10. Pat: Very nice to see you again doctor.

11. (1.8) ((pat and wife move towards chairs))

12. Wife: oo:h hhh ((wife sits))

13. (1.1) ((pat sits))

14. Wife: We was debating how far we was down the

15. li:st °huh°

16. Pat: .hhh

17. (0.3)

18. Wife?: uhuhuhuh

19. Doc: Sorry for (the wait,) you know uh I tend

20. to be a bit slo::w: ((doc sits down))

21. (.)

22. Wife: †No [you need to see everybody properly

23. Pat: [That's () alright

24. (.)

25. Wife: Don't rush

26. Doc: I'm a bit of uh (0.4) kih-I do tend to

27. see people thoroughly rather than

28. quick[ly

29. Wife: [Well that's

30. Pat: mmhm.

31. Wife: ()

32. (0.2)

33. Doc: **How' re you?**

34. (0.5)

35. Pat: I':m no:t too bad: thank you.

36. Wife: [He's not very we:ll let let me tell you

37. Doc: [I SEE you're WEaring GLOvez.

38. Pat: Yeh err: hhh .hhh if I keep them wa:rm,

39. the pain's less .hh hhh

40. (2.7)

41. Doc: Okay

42. Pat: [I was taking Gavopentium

43. Doc: [And

44. Pat: and [er (0.4) ffhhhh I think it's bin

45. effecting me weight loss

46. (0.6)

47. Doc: as i::n [stopping the weight loss.=

48. Pat: [(So)

49. Pat: =yeh 'hh So: er: I've come off

50. Gavopentium

51. Doc: Gosh >when did you stop that?<

52. Pat: Er just above a week ago

- **Rupert DOC 13th March**

The doctor and patient are sitting down

1. Doc: **So how are you?**

2. (0.4)

3. Pat: U::m ptch (0.6) health wi:se okay,

4. (0.2)

5. Pat: I think sort uv mentally I'm a bit

6. fed u:p >I'm Still< unemployed,

7. .hh[h

8. Doc: [mmm.

9. Pat: A::h (0.6) mentally not doing me any good

10. .hh

11. (0.4)

12. Doc: Sure.

((Doc and pat talk for 40 seconds about pat's difficulties getting a job))

13. Doc: Does ih- you know, obviously (1.0) ih

14. this is demoralising yes in so many ways

15. Pat: Ye:h mm.

16. (0.6)

17. Doc: Um does this kind uh have an impact on how

18. you: (.) feel the rest of the ti:me in

19. terms uv.hh activity and ho:w motivated

20. you are with (0.2) the re:st of li:fe I

21. guess.

22. (0.6)

23. Pat: E::r (0.2) ↑yes und no: becus I (1.2)

24. yuh obviously you gotta limit certain

25. things, un financially you can't do what

26. you want to any[mo:re

27. Doc: [Sure.

28. (0.2)

29. Pat: E::r

30. Doc: Cos you used to go swimming three times a

31. wee:k didn't you

32. Pat: Yeh >I duh I< like I say, u:m (0.3) I

33. sto:p I stopped the swimming becus I was

34. having problems with the knee,

35. Doc: mmhm

36. Pat: Like the knee is (0.9) yeh ih I've lost

37. some flexibility with it. [Right.

38. Doc: [Okay.

39. Pat: Bu:h (0.8) u:m (0.5) I've got a lot more

40. confidence in it no:w, I bin doing sort uv

41. various exercises un it's not collapsing

42. or anything so=

43. Doc: =Great. [Great.

44. Pat: [That's not a problem

45. (0.2)

46. Pat: .hh u::m (0.3) ptch (1.3) unfortunatelee

47. I'm looking after me mother,

48. (0.3)

49. Pat: She's >sort uh< seventy fi:ve, .hhh she's

50. diabetic, (0.2) she's got some bleeding

51. behind the eyes at the moment, so er

52. vision suh practically nil.

53. Doc: Ri:ght

54. (.)

55. Pat: So: ptch I've had to: sort uh stop going

56. to the gym,

57. (0.7) ((doc moves chair))

58. Pat: Cos I:'ve you know had to sort uv look

59. after e:r, and things like that

60. Doc: mmm.

61. (0.2)

62. Pat: .hh U::m (0.6) ptch .hhh bu:h everything

63. e:lse seems to be going okay. mm er

64. Doc: .hh Cos the weight you've lo:st is uh

65. (0.6).hh um well you wuh ninety seven

66. point five [()]

67. Pat: [Yeah

68. Doc: You we:re ninety eight point one so,
69. Pat: Yea:h .hhh huhuhuheh
70. (0.3)
71. Pat: One good mea:l .hhh huh snnn [heh
72. Doc: [Yeah ()
73. () u::m a few
74. (0.2)
75. Pat: Yeh
76. Doc: a few large glasses of [water
77. Pat: [Yep .hh
78. Pat: I DO FEe:l (.) that I have actually
79. physically lost some weight

- **Lucy DOC 23rd March**

The patient and her husband have sat down

1. Doc: So::: (1.1) ((doc sits down)
2. **How are you?**
3. (0.3)
4. Pat: Er I'm fi:ne thank you
5. (0.4)
6. Doc: Good.
7. Pat: Uve had it done.
8. (0.9) ((pat holds up sweater, revealing
scar on her stomach))
9. Pat: Last wee:k
10. Doc: Grea:t
((doc and pat talk for 1 minute about
pat's gall bladder operation))
11. Doc: So what's happened to your weight since?
12. cos I don't have a weight from today °for

13. some reason.°
14. Pat: Er wull (.) according to that nur-in the
15. hospital, I've lost seven pou:nd
16. (.)
17. Doc: Right.

• **Kevin DOC 5th June**

The doctor, patient and his wife are all sitting down and have been talking about holidays.

1. Doc: **Suh how are you?**
2. Pat: .hhhh
3. (0.3)
4. Wife: Ptch .hh E's jus said he doesn't fee:l
5. very we:ll.
6. (0.5)
7. Doc: Okay. In what way?
8. Pat: .hhh e::r I'm ready for something to ea:t
9. actually
10. (.)
11. Pat: I've not >had anything< since breakfast.
12. Doc: Right. .hh As in d'you thi:nk you're
13. going low?
14. (0.5)
15. Pat: E::r probabley
16. Doc: >D'you want me to check yer?<
17. (.)
18. Doc: Right.
19. e::r let's check yer blood suga:rs

• **Rupert DOC 5th June**

1. Doc: **So: how are you?**
2. (.)
3. Pat: .hh Ove:rwei:ght. hhh
4. (1.5)
5. Pat: Uh:m tch went off on holiday for a week,
6. (1.3)
7. Pat: >bad bo:y<
8. (0.3)
9. Pat: .hhh uh think I put on half a
10. stone in the week
11. Doc: Gosh.
12. (1.4)
13. Pat: I don't know for certain but, (0.8) .hh
14. hhh (0.5) a case of erm (0.4) tch
15. cooked breakfast every da:y, un (0.9)
16. alcohol unn evening me:als
17. Doc: mm?
18. (1.4)
19. Doc: mm.
20. (2.1)
21. Doc: O:kay .hh
22. (.)
23. Doc: how's the diabetes?

- **Pam DOC 12th June**

The doctor and patient are sitting down.

1. Doc: **So:: how are you?**
2. (1.0)
3. Pat: Ah've no:t I've not bin? (.) I've not bin
4. very we:ll
5. Doc: Really? In [what way
6. Pat: [Yeah. E::r (1.2) bad pains in
7. my legs.
8. (.)
9. Pat: Bad cramps. Really bad cramps,
10. Doc: Ri:ght.

- **David WMC 13th June** (* extract 4 in chapter 5)

1. Doc: **How are you?**
2. Pat: Not so bad, thanks
3. (1.4) ((Doc sits down))
4. Pat: been BE:tter but,
5. Doc: What ur yuh-umm what's happening at
6. moment

- **Becky WMC 13th June**

1. Doc: [So how
2. Pat: [How uh you:?
3. Doc: I'm goo:d **How uh you?**
4. (0.3)
5. Pat: Not very goo:d

6. (0.2)

7. Doc: Really? [Why not

8. Mum: [()]

9. (0.4)

10. Pat: Well, where do I sta:rt? I think they've

11. put elastic band in not a gastric?

12. (0.2)

13. Doc: Really?

14. (0.3)

15. Pat: I can ea:t anythin

16. (0.7)

17. Doc: Okay.

18. (0.4)

19. Pat: Any amou::nt

20. (0.7)

21. Pat: I'm always ungre:y

22. (0.9)

23. Doc: mmhm?

24. (1.0)

25. Pat: No difrent

How are you doing?

- **Jim WMC 8th Nov** (* extract 7 in chapter 5)

1. Doc: †Hullo:

2. (0.6)

3. Pat: .hh >How're you today?<

4. Doc: †Good. Have a seat.

5. Pat: Thanks .hhh Can I sit in this one.

6. Doc: Yes that's fine

7. (.)

8. Doc: Take y'pick

9. Pat: hhh ehhhugh arms.

10. (1.9)

11. Pat: uhhhhhhh

12. Doc: Well:come back

13. Pat: Thank [you

14. Doc: [Nice to see you.

15. Pat: Yeh

16. Doc: .hh **So:?** [**how're you doing?**]

17. Pat: [O K A : : Y]

18. (.)

19. Pat: This mor::ning (.) I stood on the

20. sca::le, I was just under

21. two .hhh oh six.

22. Doc: Oka:y?

23. Pat: Yup

24. Doc: Last time you came you we::re two one

25. three:?

26. Pat: Yeh

27. (.)

28. Doc: Two oh six without any clothes

29. on nothing.

30. Doc: And you'd [gone down a couple uv-

31. Pat: [It was just uv

32. Doc: a couple of clothes sizes last time

33. hadn't you?

34. Pat: I'd uh and again

35. Doc: °and again.°

36. Pat: I've I've THE::[se

37. Doc: [This is fantastic

38. Pat: are the ones I got last time

39. Doc: Yeah?

40. Pat: and I've gone do:wn (0.4) so I'm now at

41,. the magic (.) sixty fou:r hh(0.5) inch

42. (0.7)

43. Which the catalogue gives me more choice

44. Doc: Fantastic

- **Adam DOC 5th June**

1. Doc: ↑He↓llo there.

2. Wife: Hello:

3. (0.5) ((Doc walks into the room))

4. Doc: Ada:m welcome back

5. Pat: Hello ()

6. Doc: Nice to see you. **How you doin?**

((doc and p shake hands))

7. (.)

8. Pat: Er not goo:d ((moving to seat))

9. Doc: °Oh dear°. Have a seat .hh Everyone

10. ()

11. Wife: [()]

12. Doc: [Hi

13. (0.4) ((doc holds out hand to wife, wife walks towards doc))

14. Wife: How are you? [Thank you?

((shaking hands with doc))

15. Doc: [I'm >good thank you< you

16. alright?

17. Wife: Fine thank-well as (0.9) ((wife moves chair towards pat))

18. Wife: as fine as to be expected. ((sitting down))

19. Doc: Hmmm right, THis uh, this is Theresa

20. Doc: who's one of the medical students [with

21. Pat: [yeah

22. Doc: us, is it alright if [she sits in with

23. Pat: [yeah no problem

24. Pat: [yeah

25. Doc: [us?

26. (0.9) ((doc moves chair towards desk))

27. Doc: So: why uh things suh terrible for you.

28. Pat: .hhh er:m hhh (.) .hhh (0.9) I've put

29. weigh on un ah?

30. (1.6) ((doc nods head))

31. Pat: Un li:ke .hhh (0.8) I just don't I don't

32. like, I know WHY obviously cos of wha-wha

33. I'm eatin but .hh hhh oh I'm

34. jus gutted man.

35. (0.5)

36. Pat: .hh Really bad, >wun< she's done

37. ba:rmey: absolutele:y (0.2)

38. balli:stic.

39. Doc: LEt's TAke it >one step at a< time. .h

40. Doc: Before you came in un were weighed today,

41. how were yuh feeling?

42. Pat: hhh .hh bad.

43. (0.4)

44. Doc: Really?

45. Pat: yea[:h

46. Doc: [Why were you feeling bad befo[re

47. Pat: [COS

48. (0.5) LIke I've KNo:n for like (.) .hhh

49. three weeks that ah been putting wei:ght

50. on:

51. (.)

52. Pat: .hh un li:ke (.) I've TRI UH (like) .hhh

53. I dunno whether it's ME: or wha:t but

54. like I'm EA-for the last (.) what? five

55. weeks?

56. (0.4)

57. Pat: four five [weeks uh found it REally

58. Wife: [four or five weeks that e's

59. Pat: REally.a:rd, =

60. Doc: =Right.=

61. Pat: =tuh li:ke stick to the di::et

62. everything,

63. Pat: [.hhhh

64. Doc: [Right.

65. Pat: Jus li::ke I .hhh was li:ke hh .hh (0.5)

66. Pat: It schlu:h (.) I dunno: everything's been

67. [gettin me down, jus TOTalle:y UTterle:y

68. Wife: [jus the (SIze of things)

69. (.)

70. Wife: just ()

71. Pat: like I've NEver bin so QUI:et

72. Wife: you ave you've been do[:wn depressed

73. Pat: [puh I don't know

74. Wife: aven't yuh

75. Pat: but like Never bin so depruh like .hhh

76. (.) never bin so depressed in me ole

77. li:fe. Is that bad

- **Desmond DOC 5th June**

The doctor, patient and his wife are sitting down.

1. Doc: †**How you doing?**
2. (1.3)
3. Pat: Yeh m'alright I spose
4. (0.4)
5. Doc: That's (better isn't it?)
6. Pat: .h hhh
7. (.)
8. Wife: E's NO:T
9. Pat: .h hhh
10. (.)
11. Doc: [Do you-
12. Pat: [>Jus get a< bit (.) a bit DA:hn un
13. fed up un .hhhh you know? Hhhhhhhhh
14. (.)
15. Can't see me getting anywhere, you know?

How's Life?

- **Adam DOC 9th Jan**

The doctor is standing near his desk. The patient has walked into the room with his son and has pointed to a seat for his son to sit on.

1. Pat: Ye:ah you sit there [loo:k
2. Doc: [(Alright) Adam? hhh
3. Pat: (Hi) doctor Lin [Good to see you again

4. Doc: [How're you doing
5. (0.4)
6. Doc: yea:h you too:. ((both sit down))
7. Pat: er:m? hh
8. Doc: **How's life?**
9. Pat: .h erm (0.5) .hh ee:r? since last week it
10. ant bin good bu:t, .hh
11. Doc: hasn't been good?
12. Pat: No: but the last month bin absolutely
13. brilliant. [.hh erm I've started seeing
14. Doc: [°okay°
15. Pat: the: .hh dietitian lady now,
16. Doc: Debra? Very thin?

How are things going?

- **Timothy WMC 14th March**

The doctor and patient are sitting down.

- 1.Doc: **So:? (.) How uh things going?**
- 2.Pat: u:m Going we:ll they're going well. er::m
3. (.) weight wi:se I'm not sure, I do:n't
4. think I've lost much i:f (0.4) much
5. anything,bu:t .hhh er everywhere else I've
6. seen a big difference

How are things?

- **David WMC 28th Feb**

1. Doc: Mister PO:well
2. 0.4)
3. Pat2: (How are you)
4. Pat: >How d'you do?<
5. Doc: Good thank you: Come on in.
6. (1.1)
7. Doc: Nice tuh see you:
8. Pat: And you ((pat walking into the room))
9. (1.3) ((pat moves over to chair))
10. Pat: Thank you:
11. Doc: Make yusef comfy.
12. (1.6) ((patt sits down, doc moves over to chair))
13. Doc: **So: . how are things?**
14. Pat: .hhhh hhh Alri:ght
15. (1.5) ((doc sits down))
16. Pat I cud make a FEw SUGgestions like
17. sum OX:ygen stations along the rou:te
18. (0.2)
19. Doc: You seem a bit brea:thless [even just
20. Pat: [I A:M
21. Doc: (coming in from there?)
22. Pat: Chri:st I've cum a long wa:y.
23. (0.6)
24. Doc: .hh An I see your ankles are still quite
25. Doc: [swollen

26. Pat: [Oh: yea:h

How are you feeling?

- **Timothy WMC 25th Oct** (* extract 6 in chapter 5)

1. Doc: Have a [seat.

2. Pat: [Thank you

3. (3.2) ((*patient walks over to chair and sits down, doc walks in front of the patient and holds out hand*))

4. Doc: Welco:me back

5. Pat: Thank you [very much

6. Doc: [nice to see you ((*shaking hands*))

7. Pat: Yes you: too

8. (1.0) ((*doc sits down and pat stands up*))

9. Pat: °Jus take° my coat off as well it's a bit wet

10. uhuhuh ((*p taking coat off*))

11. Doc: Is it raining heavily out[side?

12. Pat: [Yea:h. When I

13. was walking up to the bus stop it was

14. raining, so (.) me coat got a bit soaked

15. bu it's alrigh.

16. (1.1)

17. Doc: **How're you feeling?**

18. Pat: Brilliant. Brilliant.

19. (0.4)

20. Pat: Excellent hh I'm I'm

21. still going to the gym, un
22. Doc: You've lost weight haven't you?

You're looking well

- **Miriam WMC 8th Nov** (* extract 8 in chapter 5)

1. Pat: (Are you alri:ght?)
2. Doc: Welcome ((*holding out hand to patient*))
3. Pat: .hh Pleased to see yuh ((*shaking hands*))
4. Doc: You too ((*smile voice*)) you too.
5. (0.4)
6. Doc: **You're looking very we:ll:**
7. Pat: Ye:s, I think I've done alright since I
8. last saw you,
9. Doc: mmm[::].
10. Pat: [.hh Bin (1.3) in contro:l, but u:m .hh
11. I adopted a geriatric basset hound ence
12. the: (.) [hairs everywhere .hhh
13. Doc: [°huhuh°
14. Doc: huhuh [right.
15. Pat: [And I've managed to tuh walk him
16. .hh fer an hour at a snail's pace twice a
17. day.
18. Doc: Twice a day.
19. (0.2)
20. Doc: W[ow
21. Pat: [.hh Twice a day.
22. Doc: So that's an hour each time?
23. Pat: Yeh

24. Doc: Wow.

• **Julie WMC 13th June**

The patient has sat down, the doctor is standing by his chair

1. Doc: **Y' looking we:ll** ((doc sits))
2. Pat: E:r feeling very well
3. Doc: Good. .hhh Good
4. (0.3)
5. Doc: .hhhh NOw, sincuh (.) you were last here
6. at [kind of autumn time,
7. Pat: [Yeah
8. Pat: Yes
9. (0.2)
10. Doc: u:m a::nd e:rm since then I know (.)
11. quite a lot's happened [in terms of
12. Pat: [Yeh
13. (0.4)
14. Doc: D'you want to run through [things
15. Pat: [.HHH Well
*((pat and doc talk for 1 minute about
pat's visits to GP to get a prescription
for rimonabant and what has happened since
she started taking it))*
16. Pat: But when I've be:en um on my period
17. of er taking the tabl[e:ts and um (0.8)
18. Doc: [mmm
19. ptch er regular exerci:se, e:r I've been
20. losing abou:t a ki:lo a week.
21. (.)
22. Pat: Ish

23. Doc: A kilo a wee:k fanTAS[ti:k
 24. [.hhh erm I [have
 25. Doc: [()
 26. Doc: ()
 27. Pat: good wuh-I HAVe good weeks, yea:h
 28. I have good weeks an I have bad weeks,
 29. without a doubt .hh [er:m life's got a bit
 30. Doc: [°sure°
 31. Pat: hectic,

Questions that reference some prior talk or event

- **Ian WMC 13th Dec** (* extracts 3 and 9 in chapter 5)

1. Pat: [hello.
 2. Doc: [Alright Mr Graham, nice to see you agai:n
 3. (0.6)
 4. Pat: Yes .hhh
 5. (0.4)
 6. Doc: Welcome ba:ck
 7. Pat: Yeh .hhh long ti:me, seems a long
 8. Pat: time.
 9. (0.8)
 10. Doc: **So how uv things bin since (.) last time**
 11. **you came?**
 12. Pat: U::m (.) I've put weight on, cos I've bin
 13. inactive
 14. (.)
 15. Pat: cos I've ad [me knee done.
 16. Doc: [the knee

17. (0.7)

18. Doc: Right.

19. Pat: But u:mm (0.2) ho:pefully: (0.7) I shoul-

20. I might be getting a gastric band in

21. February, (.)

22. Doc: Great

23. Pat: that's what I'm working towards.

24. Doc: Great.

25. Pat: Spoke to professor's seketary yesterday,

26. and uh .hh she's goin tuh have words with

27. him and see now NOW that's all clea:r,

28. they cun=

29. Doc: =mm:hm: =

30. =start looking at that one.

31. Doc: .hh Can I just kind of clarify a few

32. things for my sake? .hh um (.) so the: uh

33. when was the knee operation?

- **Atif DOC 8th May**

The doctor and patient are sitting down.

1. Doc: **No:w thun, you suhhh you said out the:re**

2. **.hh thu:t I: was going to te:ll you**

3. **o:ff, I hope I wouldn't tell you off Atif**

4. **(.)**

5. Pat: uhuh .hh e::r hhh uh well when

6. I looked at the sca:le I thought

7. uh oh

8. (0.3)

9. Doc: Right.

10. Pat: And er I have bin try:ing >everything you

11. said< in the last e:r .hhh e::r hhhh last
12. what?last .hh discussion [()]
13. Doc: [Three four
14. mo:nths ago?
15. Pat: Yea:h in December .hh and e:r I have been
16. trying i:t but=
17. Doc: =Great.
18. Pat: hh hah I I I don't know what's going o:n

- **Damian WMC 28th May**

Before the transcript begins, the doctor goes outside the room to greet the patient, there is some talk about the patient's wife and why she is not attending today. Then the doctor and patient enter the room. Patient is carrying a letter and another piece of paper in his hand.

1. Doc: We:lcome back
2. (0.3)
3. Pat: And you. How you [keeping?
4. Doc: [()]
5. Doc: Yea:h not so bad thanks [()]
6. Pat: [()]
7. (0.4) ((*Doc closes door*))
8. Pat: uh^{hh} °sit down° ((*pat moves over to chair and sits*))
9. Doc: **Now things are:: uh mo:ving** ((*doc sits*))
10. Pat: Yeah ah wull ju:s (0.3) that's the letter
11. () ((*hands letter to doc*))
12. Doc: O:kay. °Thanks°
13. Pat: e:r I [brought all my medications ()
14. Doc: [()]

15. Pat: tuh need any

16. Doc: I think

17. Pat: that un

18. Doc: Professor Reedy sent me a copy

19. Pat: Oh did ee

20. Doc: oo:h no no. That's different

21. (1.1) ((doc reads letter))

22. Doc: .hhh

23. (0.8)

24. Doc: Good.

25. (1.8) ((doc looks at both sides of
letter))

26. Doc: °Perfect. ° °Fantastic°

27. (0.2)

28. Doc: °Superb° ((hands letter back to p))

29. (.)

30. Pat: Yeah brilliant.

31. (0.6)

32. Pat: En then still the medication

33. and all that lot, so ((pat hands list to
doc))

34. Doc: >Un how you feeling in< yourself?

35. Pat: e::r. Great actually.

36. (.)

37. Pat: Great.

- **Ian WMC 13th June**

1. Doc: So:[:

2. Pat: [Thank you

3. (0.5) ((doc moves towards chair))

4. Doc: **you were last here a little whi:le back,**
((doc sits down))

5. **wasn't it**

6. (0.2)

7. Pat: YEs I can't remember when it was but [e:r

8. Doc: [mmm

9. yes (0.2) a while ago.= [Jus saying I've

10. Doc: [()

11. Pat: ad me operation,

12. Doc: Yes, in Fe:bruary wasn't it

13. Pat: Yeh

14. Doc: Good. And how did that go?

15. (0.5)

16. Pat: O:h the operation went fi:ne

17. mmhm.

18. Pat: u::m (1.2) think I've got aboutuh (0.6)

19. two:: (1.0) two un three quarter

20. pounds to go for four stone.

21. (0.3)

22. on my scales

23. Doc: °Right°.

More than one possible opening question

- **David WMC 8th November**

1. Doc: Come in Mister Powell. Have a [seat *((doc standing by door and gesturing to chair))*

2. Pat: [kyou:

3. (3.3) ((*patient walks over to his chair and sits down, doc turns to patient and holds out hand*))

4. Doc: Welcome back.

5. Pat: .hhh hh

6. (0.5) ((*shaking hands*))

7. Pat: >How d'you do?<

8. Doc: **How are [you?**

9. Pat; [This can't be ri:ght, you know,

10. Doc: Why's that?

11. Pat: You give us fatties the:se bluddy chairs

12. [with a:rms,

13. Doc: [huhuhuh sorry do move ()

14. Pat: and you have one without arms.

15. Doc: heheheh.hh [Do you want to move

16. Pat: [aah

17. Doc: across [here?

18. Pat: [No:: yer

19. alri:ght

20. (1.5) ((*patient arranges some pieces of paper in is hand*))

21. Pat: .hhh hhh

22. Pat: You'll wahnt (1.0) that I belie::ve
((*handing paper to doctor*))

23. Doc: Oo::h excellent.

24. (0.7)

25. Pat: .hh

26. (0.2)

27. Doc: This is organi:sed

28. (0.5) ((*doc copies information from paper into his notes*))

29. Pat: .hhh
30. (0.8)
31. Doc: Wish everyone did this
32. Pat: ahh: well
33. (1.9) *((doc continues writing down))*
34. Pat: .hhh hhh
35. (1.5) *((doc continues writing down))*
36. Pat: HHH
37. (3.7) *((doc continues writing down))*
38. Doc: °ka:y°
39. (0.8)
40. Pat: Good
41. (1.4)
42. Doc: Thank you
43. (2.9) *((doc hands paper back to patient))*
44. Doc: †**So what's happened since the last time I**
45. **saw you?**
46. (1.3)
47. Pat: I can't reme:mber to be honest. uh hhh
48. .hhh I've been to Cleedon to see: .hh hh
49. is it professor Major? [the:re
50. Doc: [(mmh:m.
51. Doc: What did you think?
52. Pat: He concentrated the mind wonderfley. I
53. mean ee started talking about surgery
54. and gastric ba:nds .hhh an I sta:rted
55. losing wei:ght.
56. (0.3)
57. Doc: Great.
58. Pat: .hhh u:mm at the moment I fee:l bloated
59. I seem to (.) .hh I seem to be

60. retaining flu:id or something.

• **Becky WMC 10th Jan**

The doctor, patient and her mother are all sitting down

1. Doc: **So how are you?**
2. Pat: I'm alri::ght.
3. (0.3)
4. Doc: Good
5. (0.3)
6. Doc: **How've things bin since the last ti:me**
7. **you were here?**
8. (0.8)
9. Pat: E::r (0.6) ↑okay.
10. (0.7)
11. Pat: Can't wait to get on the scales,
12. (0.6)
13. Doc: [(°Okay°)
14. Pat: [Cos I've ad me op
15. (0.5)
16. Doc: O:h I hadn't heard that .hh (>sorry I
17. know I know< I'd written, I hadn't
18. (0.3)
19. Pat: Last wee:k
20. (0.2)
21. Doc: O:[:h
22. Pat: [Last Wednesday
23. (1.0)
24. Doc: Fantastic
25. (0.7)
26. Doc: How's it feel?

27. (0.4)

28. Pat: Alri:ght.

29. (0.3)

30. Pat: Feel fine.

31. (0.5)

32. Pat: Bit uh PAin obviously bu:t (0.8)

33. other thun that, yea::h it was o:kay.

34. Doc: So new year new sta:rt.

35. Pat: Ye:ah. Can't wai::t. Can't wait to get on

36. them scales.

- **Atif DOC 12th Dec**

Before the talk begins, the doctor is standing by his chair, the patient is moving to the front of his chair.

1. Doc: Hello:: . **You're looking we:ll**

2. (0.6) ((patients nods head))

3. Pat: (Thank you)

4. Doc: **How're you feeling** ((patient and doctor sit down))

5. (0.4) ((Patient turns to door where researcher is leaving the room, then back to look at the doctor))

6. Pat: I fee:l (.) feel goo:d

7. Doc: °good° °good° .hh **how've things bin since**

8. **the last time you were here?**

9. (.)

10. Pat: .hh u:mm yeh ↑yeh bin fi:ne, uh a liddle

11. hectic, cos last I wuz here it was .hh e:r

12. it wuz the SEcond DAY of Ramadan,

13. Doc: O:h yes.
14. (.)
15. Doc: [Right (.) good
16. Pat: [So: uk
17. Doc: °Yes°
18. (.)
19. Pat: So ye:ah we spent a month un un (.)
20. °yuh know? °
21. (1.1)
22. Doc: .hh **So (.) in te:rms of thin:gs (.) in**
23. **terms of how things uv changed, um any**
24. **any? changes you've managed?**
25. Pat: .h ↑um er: I haven't done-been going OUT
26. for walks, but what I've been doin
27. is er .hh (.) uh wa:lking on the spot?
28. Doc: °okay°.
29. Pat: Is that? any good?
30. (0.3)
31. Doc: Umm::: how much walking on the spot.-
32. >[have you got a pedometer?<
33. Pat: [er:
34. Pat: I don have a pedometer but I I-
35. what I've bin doing is like .hh maybe half
36. hour in the mornin half hour in the
37. evenin so:rt uv thing,

• **Linda WMC 28th May**

1. Doc: Good
2. (0.5)
3. Doc: .hhhhh **So:;, >it's bin a little< while**

4. [since we met up?

5. Pat: [.hhh

6. Pat: Ih it has yes

7. Doc: ptch **Cos this was befo:re Cleedon wasn't**

8. **it**

9. Pat: Ih? yea:h ye:s I had the procedure done

10. in Clee:don,

11. Doc: mmhm?

12. (0.2)

13. Pat: e:r in November

14. Doc: November was it? ([])

15. Pat: [e:r yes u::m I

16. actually went back, cos they've not

17. inflated it or anything yet, .hhh but

18. >when I ba:ck< to flate it, it ud flipped

19. over so its still side up .hhh so: I'm

20. actually e::r going in fe:r (0.6) a day,

(.) .hh e:rm jus to: (0.3) so that

21. they cu:n jus do a little nick un

22. (0.3) in (0.3) flip it back over

23. (.)

24. Doc: m[mm.

25. Pat: [the other way

26. Doc: mmm.

27. (0.3)

28. Pat: u:n then see ho:w I go from the:re.

29. Doc: Okay.

30. (1.4)

31. Doc: And when when are you due for that?

Appendix C: Transcripts of crediting turns

This appendix shows transcripts of the 35 crediting turns from the doctor analysed in chapter 6. They are organised in terms of the patient's response. Verbal responses are highlighted in bold. In some extracts non-vocal actions and other relevant information are noted in double brackets. Transcripts that were presented in chapter 6 are marked with *. The final, extra, transcript is an example of crediting turns made during the doctor's letter dictations, which were not included in the analysis.

Standalone agreements

- **Miriam WMC 8th Nov**

1. Doc: One >of the things< which I'm quite
2. (.)I'd be quite (.) cos I think
3. >you're doing really well,< an I [suspect
4. Pat: [y**eah**
5. Doc: you're blood pressure's (.) .hh
6. well it's lower than it was before,

- **Miriam WMC 8th Nov**

1. Doc: .hh The o:ther thing thu:t (0.2) SO I
2. think that'suh [I think you're doing]
3. Pat: [Yea:h it's (still good)]
4. Doc: really well,
5. Pat: **Yea[:h**
6. Doc: [Actually >let me do< the letter on

7. tha:t

8. (0.4) ((doc reaches for Dictaphone))

9. Doc: now.

10. Pat: Do wha:h?

11. Doc: Let me jus do a quick letter on you

12. Pat: Alri:ght.

 ((Doc dictates letter then asks pat
 whether she would be interested in being
 involved in a patient support group))

- **Pam DOC 9th Jan** (*extract 13 in chapter 6)

1. Pat: I'm not scared to go in places like that

2. any mo:re

3. (0.6)

4. Pat: That's[tha'ts another tick for me bo:x,

5. Doc: [(° °)

6. Pat: you kno:w

7. Doc: We:ll done

8. (0.5)

9. Pat: Yeh

10. Doc: .hhh U::n whuh-which gym is it you go to?

- **Rupert DOC 13th March**

1. Doc: Tch So: I THi:nk you've actually done

2. really well, becus yuhv actually got a

3. number uv (0.3) number of the steps sorted

4. out already,

5. Pat: Ri:ght.

- **Miriam WMC 28th May (* extract 9 in chapter 6)**

1. Pat: But with foo:d, (0.5) an I'm in
 2. contro:l .hh an as soon as you
 3. break that contro:l then you kind
 4. of get on the: (0.5) rollercoaster
 5. (0.8)
 6. Doc: [Ptch
 7. Pat: [Buh
 8. (0.4)
 9. Doc: But actually wuh-one of the things
 10. which strikes me is that .hh when
 11. you:'ve when you've actually fallen
 12. o:ff (.) you cun actually get straight
 13. back on agai:n.
 14. (0.6)
 15. Pat: **mmm.**

- **Miriam WMC 28th May (* extract 12 in chapter 6)**

1. Doc: But basically you've been coming [do:wn
 2. Pat: [Yea:h
 3. ri:ght
 4. (.)
 5. Doc: [So:: I think you've bin doing very we:ll
 6. Pat: [That's good
 7. Pat: **Ye:s**

- **Miriam WMC 28th May**

1. Doc: I have to sa:y (.) from my point of view
2. .hh u:mm you continually (1.0) are hitting
3. all the targets,
4. (.)
5. Doc: [you're continually
6. Pat: [Yea:h
7. Doc: doing very well. Bang [bang bang bang yuh
8. Pat: [Yea:h
9. Doc: going down all the time.
10. (.)
11. Doc: That's great
12. Pat: mmhm

Agreement + other action

- **Timothy WMC 25th Oct**

1. Doc: A hundred and thirty eight, we:ll do:ne
2. (0.5)
3. Doc: Have a seat.
4. Pat: °Yeh° fou:r kilograms
5. (3.0)
6. Pat: I'm quite chuffed with tha:t ehuh huh huh
7. Doc: It's very good actually

- **Miriam WMC 8th Nov**

1. Pat: (Are you alri:ght?)
2. Doc: Welcome ((holding out hand to patient))
3. Pat: .hh Pleased to see yuh ((shaking hands))
4. Doc: You to ((smile voice)) you too.
5. (0.4)
6. Doc: You're looking very we:ll:
7. Pat: **Ye:s, I think I've done alri:ght since I**
8. **last saw you,**
9. Doc: mmm[::].
10. Pat: [.hh Bin (1.3) in contro:l, but u:m
11. .hh I adopted a geriatric basset hound
12. ence the: (.) [hairs everywhere .hhh
13. Doc: [°huhuh°
14. Doc: huhuh [right.
15. Pat: [And I've managed to tuh walk him
16. .hh fer an hour at a snail's pace twice a
17. day.
18. Doc: Twice a day.

- **Jim WMC 8th Nov** (*extract 16 in chapter 6)

1. Doc: mm:hm.
2. Pat: and then yuh yuh you've ma:de a
3. change un yuh jus cut that ou:t,
4. (0.6)
5. Pat: und then ih it comes back
6. down again, and then it seems
7. tuh co:me ba:ck und level und then

8. come back down a bit mo:re.

9. Doc: I thu I thi:nk (0.4) y'know

10. listening to yer own body like

11. you're obviously doing, is

12. act[ually the ke:y here.

13. Pat: [Ye:h

14. Pat: **Yeah yeah. °I mean° it's it's er and**

15. **then thuh uz say uhm (1.0)**

16. **my pedal machine I just broke [it**

17. Doc: [Oh yea:h

18. Pat: **had to go an buy a ne:w one=**

19. Doc: =Whe:re do you buy those from?

- **David WMC 8th Nov** (* extract 3 in chapter 6)

1. Pat: °Wus? ° (.) I've bi:n constipated fer 'hhh
(*(pat tucking in shirt)*)

2. the last couple uh days, ah bin in real
(*(pat tucking in shirt)*)

3. PA:in: with? .hhh I got a pain in the

4. si:de here
(*(pat puts hand on one hip)*)

5. (1.0) (*(pat reaches down to zip on trousers)*)

6. Pat: >You don't think?< hh 'hhh that's

7. anything (*(patzips up trousers)*)

8. thu to do with these tablets do you?
(*(pat secures zip and top of trousers)*)

9. (1.1) (*(pat turns towards chair behind him)*)

10. Doc: 'hh Well A:CTually nohs-that's not quite

11. true:, 'h very RAREly ruh-ramipril can:

12. cause that, but it's pretty unusua:l

13. (1.2)

14. Pat: .hh ri::gh

15. (.)

16. Pat: [Well

17. Doc: [Buh (.) >if I were you< I'd carry on

18. taking them, un take [some laxative

19. Pat: [mmh:m. ((pat turns
towards doc))

20. Doc: [()]

21. Pat: [We:ll I] took some lactilose az well,

22. so:

23. Doc: Sensible thing
(doc opens door))

24. Pat: **OKa:y, thank you very much**
(pat walks through door))

25. Doc: Take care

26. Pat: [cheerio

27. Doc: [Bye bye

- **Gwen DOC 12th Dec**

1. Pat: I jus feel as though I'm gettin nowhere

2. Doc: mmm.

3. (0.7)

4. Doc: .hhh Wu:ll (0.3) hhh I do:n't think

5. that's quite tru:e. in thu:t [.hh yer

6. Pat: [>No I know<

7. Doc: diabetes is getting better, .hhh the:

8. (0.3) you know this horrible rash, [this

9. Pat: [mmm
10. Doc: ih itchy rash you have here from the .hh
11. hi:gh trygli:cerides in the bloodstream,
12. .hhh er has (.) gone awa:y
13. (.)
14. Doc: with the right tablets .hh you know un
15. I thi:nk I think actually you're
16. making quite good pro:gress
17. Pat: **Yeah**
18. Doc: .hh um
19. (0.4)
20. Pat: **I fee:l a bit better we've bi:n un (0.7)**
21. **you sort uh said about me results toda:y**

• **Adam DOC 9th Jan**

1. Doc: You're in contro:l [he:re, You can do uh
2. Pat: [.hh
3. Doc: a [lot about this.
4. Pat: [Yeah
5. Pat: .hh Yeh it's just ()
6. Doc: issuh I know it's miserable,
7. (0.6)
8. Doc: buh (0.6) I think you can get so:rted.
9. Pat: .HHH Yeah
10. (1.6)
11. Doc: Coz I belie:ved in you when you [first
12. Pat: [.hhh
13. Doc: ca:me
14. Pat: YEah
15. (0.5)

16. Doc: An I still do
 17. Pat: .hh righuh now doctorhuh Lin..hh suh
 18. loveleh
 19. (0.5)
 20. Pat: .hhh

• **David WMC 28th Feb**

1. Pat: So that's when I went and bought
 2. me own sca:les.
 3. Doc: No that's quite a clever way of doing
 4. it e:r ()
 5. (.)
 6. Pat: **mmh:m. THAnk you very much**
 7. Pat: doctor.

• **Timothy WMC 14th March** (* extract 7 in chapter 6)

1. Doc: †Okay, so: I don't think I' ve got
 2. anything else to change un I: cos I think
 3. you are doing so well,
 4. Pat: **Okay (thank you)**
 5. Doc: it's terrific .hhhh
 6. (1.0)
 7. Doc: At this point in time normally what I'd
 8. do is say right here's a piece of paper,
 9. let's see you in so many months.
 10. Pat: mmhm

- **Timothy WMC 14th March** (* extract 15 in chapter 6)

1. Doc: You kno:w the actual bulk of muscle
2. there as well as bulk there=
3. Pat: mm[h:m.
4. Doc [You know you .hh the muscles uh buh-
5. beginning to show through the:[re.
6. Pat: [Yeah
7. I can definite and ah cun actually LIft my
8. own WEight now, .hh lifting myself u:p
9. over a (.) a chin on thing. [so
10. Doc: [°°Can't do
11. Doc: tha:hht°° huh [(°°excellent°°)
12. Pat: [ehuh huh
13. Doc: s'quite impressive actually.
14. Pat: **Yea:h [I I'm working at it, it was hard to**
15. Doc: [()
16. Pat: **begin with, but you know you keep pushing**
17. **at it, yuh know your body adapts to it**
18. so:=
19. Doc: =Yeh

- **Linda WMC 28th May**

1. Pat: Thank you fe::r TO:lerati:ng me a:ll this
2. [TI:me.
3. Doc: [No no:~. I'm just REally pleased thut (.)
4. >you know< that (.) progress huz
5. bin ma:de, .hhh [you: know yuh-your new
6. Pat: [An I'm on the ri:ght

7. Doc: look's grea:t,
8. Pat: **Yeahuh and I'm on the ri:gh ter I'm on the**
9. right track.
10. (0.6)
11. Doc: Buh bye Linda
12. Pat: O:kay, thank you very much.

Reformulations

- **Gwen DOC 12th Dec**

The patient has been saying that she finds it difficult to monitor her medication in response to her blood sugar readings.

1. Doc: A:: h you:'re doing very we:ll you know,
2. um do:n (.) think you need to give
3. yourself uh bit mo:re u:h credit.
4. (0.3)
5. Pat: **Cos I was terrible uh with it first few**
6. **da:ys,**

- **Pam DOC 9th Jan** (* extract 6 in chapter 6)

1. Doc: But you do loo:k,
2. (0.6)
3. Doc: [a lot better
4. ((door makes loud slamming noise))
5. Pat: °huuhuh°
6. Doc: °a lot better°
7. (0.5)
8. Pat: hhhh

9. (0.3)
10. Doc: °good. °
11. Pat: **I do fee:l? (1.0) I been fee:ling better**
12. (0.2)
13. Doc: mmh:m.
14. Pat: Like I suh-bit more energy, ye:h
15. (1.5)
16. Pat: More get up un go: °huuhuh° heheheh .hhhh
17. Doc: I'd like you to:, >hand this in to
18. reception,<I'd like to to see [you again
19. in four months

- **Julie WMC 13th June** (* extract 17 in chapter 6)

The patient has just sat down, the doctor is in process of sitting as he speaks. Start of consultation.

1. Doc: Y' looking we:ll
2. Pat: **E::r feeling very well**
3. Doc: Good.

Further talk with no assessment made

- **Miriam WMC 8th Nov**

1. Doc: Wo:w, that's a massive loss, Miriam.
2. (1.7)
3. Doc: Good grie:f (0.4) [right.
4. Pat: [How much?
5. (0.8)
6. Doc: Uhm (0.5) thirteen ki:lograms.
7. (0.3)

8. Pat: .hh I kno:w

9. Doc: So that'su:h (.) [sto:ne plus

10. Pat: [Wuh

11. (1.2)

12. Pat: Yeh

13. Doc: Wow (0.5) that'suh (0.3) huge

14. amount.

15. (1.0)

16. Pat: Suh good isn't it

17. Doc: Well done.

18. (0.8)

19. Pat: **Mm not dieting,**

- **Damian WMC 31st Jan**

The patient has been talking about the long wait for surgery. The doctor has replied that the surgeons need to assess each patient carefully.

1. Doc: But I think I think you'll do well

2. (0.5)

3. Pat: **Well thas wha:h .hhh I wuh uh (1.0)**

4. **HHHH (.) °e:r° I'm LLooking for summat**

5. **positive an (0.3)**

6. Doc: Yeh

7. Pat: I'm not getting uh no:wt positive from me

8. docter

Responses referencing different prior knowledge/assessment

- **Julie WMC 13th June** (* extract 2 in chapter 6)

The patient is standing on the scales. The doctor stands behind her looking at the weight display.

1. Doc: We:ll done. Excellent.
2. (0.7)
3. Doc: [Thah
4. Pat: [**That's lighter than mi:ne.**

- **David WMC 13th June** (* extract 20 in chapter 6)

The patient is standing on the scales.

1. Pat: Woo::h ye:s
2. Doc: Hundred and ninety nine, under
3. two hundre:d, fantastic
4. (2.5)
5. Doc: Well done
6. Pat: .hhh
7. (1.5)
8. Pat: **To he honest I thought it ud of gone up**

Question

- **Miriam WMC 28th May**

1. Doc: Ptch ano:ther four kilograms do:wn
2. (0.4)
3. Doc: We:ll do:ne that's twenty four kilograms
4. (0.8)
5. Pat: **What's four kilogram: s when yuh?**
6. Doc: Er:m there uh two point two pounds per
7. kilogram so that's uh about half a stone
8. [then.
9. Pat: [o:h ri::ght.
10. (0.6)
11. Pat: That's not bad fer this time of day is it?
12. (.)
13. Doc: It''s (very) goo:d
14. (0.3)
15. Pat: Yeh
16. Doc: °Very good indeed°

No talk

- **Jim WMC 8th Nov**

The patient has been talking about his diet routine.

1. Doc: Then you're do:ing it JUst the
2. right way, .hh thuh the proble:m
3. with losing (0.5) lih-larger
4. amounts of weight ([)

5. Pat: [It's easier
6. to go back on again.
7. Doc: °It'll° come straight [back on again
8. Pat: [Yeah.Yeah

- **Becky WMC 9th Jan**

Towards the end of the consultation, the doctor, patient and her mother are all standing. The patient has been showing the doctor her scar from her recent bariatric surgery.



1. Doc: Ptch GOod stu:ff
2. (0.3)
3. Doc: Well do:ne
4. Pat: .hh I've gone down on them ((Pat's gaze towards mum))
5. Mum: yuh
6. (0.6)
7. Doc: I suspect you'll uv gone down
8. Mum: [See you din't think you would have
9. [()]
10. Doc: [a lot more >by the next time< you come.
11. (1.9)

- **Ian WMC 13th June** (* extract 11 in chapter 6)

1. Doc: How are you then?

2. Pat: I'm very well, thank you.



3. Doc: mm: hmm.

4. (0.3)

5. Doc: You look it.



6. (0.4)

7. Doc: Hang on. Sorry. Have a seat

Continuation of prior talk/topic

- **Becky WMC 25th Oct**

At the end of the consultation, the patient and her mother have been talking about how they enjoy coming to the clinic.

1. Pat: It's ni:ce to ave somebody thu:t
2. (0.2) beli:eves in yuh
3. (1.0) ((*pat reaches for coat*))
4. Mum: ()
5. (0.5) ((*pat puts on coat*))
6. Pat: LIstens and actu:ally does something
7. Doc: >But I think yuh< going to do very well.
8. Pat: **Becus my [doctor:r's .hhh one of muh**
9. Doc: [()]
10. Pat: **doctors (.) jus kept te:lling me that I**
11. **wuz alri::ght.**

- **Jim WMC 8th Nov**

The doctor and patient have been talking about the patient's continued weight loss success.

1. Doc: So what I'd no:rmally be
2. saying now, is ooh weight loss
3. >blah °blah blah°< but y'know
4. you've got all that nai:led
5. anyway.
6. Pat: **.hhhhh (.) WHa::t I DID**
7. **notice, (.) I mean I'm do:wn,**
8. **I wuz jus under two**
9. **oh six toda:y,**

10. mmhm?

• **Pam DOC 9th Jan** (* extract 1 in chapter 6)

1. Doc: Do you fee:l that you've lost weight?

2. Pat: YE::s

3. (0.2)

4. Doc: hmm.

5. (0.6)

6. Pat: Yes.

7. (.)

8. Pat: Well I pu-ONE thing I'm trousers

9. Doc: mm:m.

10. (.)

11. Pat: Don't usually wea:r trousers, and it is a

12. si:ze down,

13. (0.2)

14. Doc: well do[ne

15. Pat: [**from me dress so:** (0.6)

16. something's apning I min >some uh me

17. clo:thes< I mean I've ad to ave them (0.8)

18. stitched you know somebody's >ad to tek

19. the sides< cos they jus (.) come o:ff

20. they'll just cum? so I kno:w something's

21. appning,

22. Doc: ya:h

New sequence/topic

- **Jim WMC 8th Nov** (* extract 7 in chapter 6)

1. Pat: We have a meal.
2. (.)
3. Pat: The wife's retired now
4. same as meself, so we have one meal
5. (1.1)
6. around about twelve o'clock
7. (0.7)
8. Pat: tt if we have anything else about
9. four o'clock it'll
10. be a bowl of soup or (.) some fru:it or
11. something.
12. (1.2)
13. Doc: tt [All I can say is
14. Pat: [so
15. (1.3)
16. Pat: I-It's=
17. Doc: =the: the: proof of the pudding [as you
18. Pat: [yeah
19. Doc: say=
20. Pat: =yeah=



↑

21. Doc: =is that you you've done [so well
22. Pat: [I did uh
23. (1.4) ((Pat removes a piece of paper from his pocket))
24. Doc: You had some blood te:sts the other day?
25. Pat: Yeah should have come through >has it
26. come< through to you?
27. Doc: mmm Yeah we'll talk about those in a sec

The patient talks about the list of his medications he has brought to the consultation with him.

Acceptance/appreciation

- **Atif DOC 12th Dec** (* extract 4 in chapter 6)

1. Doc: Hello:~. You're looking we:ll
2. (0.6) ((patients nods head))
3. Pat: **Thank you**
4. Doc: How're you feeling ((patient and doctor sit down))

- **Timothy WMC 14th March**

1. Doc: .hh Cos I would say thut y'know
2. if this clinic was carrying on I
3. would actually (.) de:crease
4. your frequency to six months cos
5. Pat: [°Right°
6. [I think you're doing so incredibly well.
7. Pat: O:h thank you.

- **Ian WMC 13th June** (* extract 10 in chapter 6)

1. Doc: [LOVely tuh see you
2. Pat: [(Anyway)
3. Doc: [Congratulations on doing so well.
4. Pat: [>Thank you very much<
5. Pat: Ri:ght.
6. Doc: Absolutely delighted.
7. Pat: Ha how much d'you say? Twenty four
8. kilograms?
9. Doc: Er: you were a hundred and forty now
10. you're a hundred and sixteen
11. (1.1)
12. Doc: Well done Mr Graham.

13. (.)



14. Pat: Thank you very much

15. Doc: Buh bye then.

Crediting turn during letter dictation

- **Linda 28th May**

1. Doc: Nevertheless I think tha:t (.) the fact
2. that Linda has lost over two stones
3. in wei:ght (.) is a testament
4. to: (.) how well (.) she has do:ne. full
5. stop

Appendix D: Transcripts of treatment discussions

This appendix presents the full transcripts of the two treatment discussions analysed in chapter 7. It also includes extract 1a, referred to in the chapter.

- **Extract 1: Brenda WMC Jan 31st**



↑

1. Doc: Ri:ght. So:: (0.4) I guessuh (0.8) wuh
2. (0.6) from you:r point of view wha:t

↓



3. (0.9) where do you see we go from he::re:

4. Pat: .hhh

5. (0.2)

6. Pat: E::rm I ca:n't (0.3) ahm (.) really

7. happy about going to see: (0.5) the

8. nutrition[ist, to have a

9. Doc: [°Debra°

10. Pat: look at .hh what my diet i:s, to see

11. where I'm actually going wrong [becus .hh

12. Doc: [°kay°

13. Pat: I don't eat >a lot uh< dairy products, I

14. don't like them,

15. Doc: mhm

16. Pat: so I tend to ea:t quite a lot ov protein,

17. Doc: Ri:ght.

18. Pat: a:nd a lot uh veg, no:w whether I ave

19. tuh uh alter the [way I do that, I don't

20. Doc: [°Okay°

21. Pat: know.

22. Doc: Ptch .h well obviously yer very a:ctive:

23. which is >you know< a very good start un

24. it's >one of the things< Debra'll talk to

25. you about as [we:ll, .hhh and then

26. Pat: [Yeah

27. Debra's actuale:y (0.4) she's first rate,

28. Doc: >she's very< good .hh and

29. Pat: [Right

30. Doc: [so u:m .hh

31. (1.1)

32. Doc: I gue:ss (0.7) ptch a:nd and

33. she'll go over things in detail and talk

34. about portion sizes and amou:nts and so
35. on
36. Pat: [Right. Yeah
37. Doc: [.hhh U:m so: I'm sure that'll help
38. revitalise things .h is there anything
39. e:lse which you've kind uh had a (.)
40. think abou:t, anything else which i:s .hh
41. any other wayz you cun think u:f (.) in
42. terms u:v .hhh uh ways forward here?
43. Pat: .HHH I mean the last time I came in you
44. were talking abou:t the gastric band,
45. Doc: mm:hm: yes
46. Pat: I mean I've had a think about that, an I
47. wuz quite interested tu:h (0.4) listen
48. to the: gen[tleman which was just befo:re
49. Doc: [hhuh
50. Pat: [me:
51. Doc: [Rihhght.
52. Pat: .hhh so that was qui:te intresting,
53. so[:
54. Doc: [mhm
55. Pat: I'm still thinking >about that one at
56. the moment, I want tuh< see[: where I go:
57. Doc: [°Kay°
58. Pat: from changing my diet o:r (what ave
59. [you)
60. Doc: [O:kay
61. (0.7)
62. Pat: befo:re I mu-I make a final decision on
63. that one.
64. Doc: °Okay. °

65. (4.8)

66. Doc So there'z a bit uf cha:t (0.3) wukh goes

67. on outside is [there

68. Pat: [.E:h oh yeah ehuhuhuhuh

69. you ave to don't yuh huhuh .hhh find out

70. where you're goi:ng wro:ng huhhh

71. (3.6)

72. Doc: PTch okay. .hhh U:m (0.5) from my

73. point of view I guessuh (.)u:m (0.6)

74. you knu: it sounds as if wuh we're

75. getting the basic buh the basic

76. building blocks are falling .hh into

77. pla:suh

78. (.)

79. Doc: sort uf thing in terms of .hh

80. uh °fuh° in terms of um you seeing °uh°

81. you're seeing Debra Smith very soo:n, .hh

82. there's the issues about the: u:m there's

83. the the issues about the activity which

84. () you're going to head up

85. back towards three hours [a week .hhhh

86. Pat: [Yeah

87. the:n (0.4) the next layer above

88. that issin terms of medicatio:n .h

89. sibutramine is a relatively recent

90. change, .hh um there are other drugs out

91. the:re now, [which we can

92. Pat: [Ri:ght.

93. Doc: u:se .hh u:m fer example there:'z umptch

94. there uh THree drugs on the market,

95. sibutramine's just one uf them .hh

96. the other two: there's one called
97. orlistat >which I think you've tried in
98. the pa:st< the xenical?
99. Pat: Yes [(yes I have)
100. Doc: [Which caused problems with your
101. bowels [I think >°from what I remember°<
102. Pat: [Yes
103. Doc: .hhh a:nd the: othe:r (.) TH:ird (0.3)
104. drhug that's out there is only a
105. relatively recently released one called
106. acco:mpia or rimonabant .hh[hh
107. Pat: [Ri:ght.
108. Doc: Un what thah? (0.3) er un that .hhh erm
109. decreases your weight: (.) the: u:pside
110. to it >is that its< reasonably effective,
111. the downside to it .hh is that it can
112. cause depressio:n and it can cause
113. anxiety.
114. Pat: Ri:ght.
115. Doc: Okay
116. Doc: [Is that an issue for you?
117. Pat: [()
118. Pat: .hh Not rea:lly no.
119. Doc: O[kay
120. Pat [No
121. Doc: .hh So (0.6) if you: said tuh me uh >I I
122. I don't think we need to change it at the
123. moment as you've only bin on this dose of
124. sibutramine< uh for a couple of months,=
125. Pat: =Yeah=
126. Doc: =.hh but if you did say tuh me well

127. actually, you know I've levelled out I'm
128. not making any difference .hh u:m I've
129. had enough of the sibutramine I'd go ye:h
130. I think that's very reasonable.=.hh Cos
131. of the three drugs the one .hh about
132. which doctors are generally most
133. CAu:tious is the sibutramine because of
134. the effect on the blood pressure and so
135. on
136. Pat: Right.
137. (.)
138. Pat: Yeh
139. Doc: whereas the: (0.3) side effects of the
140. other two: they're not pleasant but
141. they: (.) disappear.
142. Pat: Yeah
143. Doc: It's not gonna (suh) uh .hh (0.6)
144. Doc: but they're not particularly serious the
145. side effects.
146. Pat: Okay yea:h
147. Doc: Ptch °okay°
148. Pat: Ye:h something to consider
149. (0.9)
150. Pat: YEa:h
151. (5.4)
152. Doc: †Okay.
153. (0.3)
154. Doc: Goo:d
155. (2.0)
156. Doc: °Ptch° anything else you wanted to ask?
157. Pat: °Ptch° .hhh erm? (.) Not really no:oh uh?

158. I mean I > jus wanted to know<
159. thu:t everything Was going
160. we::ll, [Buh I'm quite
161. Doc: [Mhm.
162. disappointed that I have put the weight
163. on, cos I th[ink if I'd uh
164. Doc: [mm?
165. come just before Christmas,=
166. Doc: =mhm.
167. .hh I would ave lost wei::ght.

- **Extract 1a: Atif DOC 8th May**

1. Doc: †Okay. Uh:m
2. (0.8)
3. Doc: Ptck
4. (0.8)
5. Doc: No:w, .hh
6. (1.8)
7. Pat: .hhhh
8. (0.6)



9. Doc: >I'll tell you what I: < thuh I'll tell
10. you in a sec what I thinkhh the
11. options are, .hh from your poi:nt of
12. vie:w what would you [say the: (0.5) the
13. Pat: [.hhhh
14. [major issues a:re? wuh how do you
15. Pat: [hhhh
16. want tuh take things forward?
17. Pat: E:r I want to lose weight but I've
18. exhausted, (.) in my own mi:nd .hhh I've
19. exhausted every avenue I've driven down.

20. (1.2)

21. Doc mh:m.

22. Pat: I I mea:n I've taken medication for it,

23. .hhh I've done abou seventeen mihhhllion

24. duhihets .hh hhhuh and e:r (0.4)

25. well here I am you know?

26. Doc: mm.

27. Pat: still (0.7) chunky un large

28. Doc: h:mm.

29. Pat: .hhh and er I:'m becoming quite

30. disheartehuhned abouhht i:t now, so:

31. .hh[hh

32. Doc: [Yes

33. (0.4)

34. Pat: uh I:: (0.6) I know it's er (0.7) .hhh

35. it's (0.4) I'd I'm I:'m not even sure

36. about what the sosh: socia:l ah .hh

37. aspects of it iz, you know I don't wanna

38. do: it: for that I wanna do it .hhh

39. fer me: I wanna be healthy

40. (0.3)

41. Doc: mm[hm.

42. Pat: [Buh I'm notuh

43. (.)

44. Pat: a:nd e:r .hhh I think I've

45. exhausted e all avenuesuh

46. (.)

47. Pat: available tuh me uv doing that

48. (.)

49. Doc: Mmh:m.

50. Pat: .hhh and e:r (0.3) they lea:d (0.4)

51. ptck (0.6) u:p to a brick ro: brick wall
52. und .hhh I ca:n't (0.4) get (anything
53. done)
54. .hhh
55. Doc: °1Okay°.
56. Pat: hhh
57. Doc .hh >So what do you see: as< thu:h sort
58. uv next step
59. Pat: I don't know,
60. (.)
61. Pat: I: (.) I like I said I've come to a .hhh
62. comple:te e:r halt on .hh everything.
63. (0.7)
64. Doc: mmh[:m.
65. Pat: [I've trie:d die:ts, I've tri: (0.3)
66. de:r.hhh er I did the atkins die:t u:n I
67. I did uh.hhh a sugar free die:t suh've
68. done hhh.hhh I've done the cabbage sou:p
69. diet,
70. Doc: mm[m.
71. [I've duhhne ehheverything, I don't
72. Pat: think there's a di:et: they've written
73. abou .hh which I haven't do:ne hh
74. (1.0)
75. Doc: °1Okay°
76. Pat: But the:n you hear one person's .hh
77. perspective over ano:ther: some people
78. say that di:eting iz: .hhh the way
79. forward un swear by it, and other
80. peo:ple say that if you diet you just
81. .hhh e::r you're just punishing yerse:l:f:

82. (.)

83. Pat: for no results, uh I dunno .hhh hh I've

84. done both.

85. (0.6)

86. Pat: .hhh Yuh know.

87. Doc: Ptck °okay. °

88. (0.8)

89. Pat: .hhh

90. (0.7)

91. Doc: I think?

92. Pat: .hhh

93. (1.4)

94. Doc: there're two possible (.) roads we cun

95. go do:wn two possible paths we

96. cun go down.

97. (1.0)

98. Doc: Ptck.hhhh the first

99. (0.2)

100. Pat: mmm

101. Doc: i:s to say, .hhh ↑okay we:ll you've

102. tri:ed (0.3)rimonabant, we've tri:: well

103. [we've thought

104. Pat: [.hhh

105. Doc: about trying sibutramine, you've tried

106. orlistat, you've tri:ed .hh a whole host

107. of different medications and you've tried

108. uh (1.6) different diets and so o:n

109. (0.4)

110. Doc: uh:m ptck.hh we:ll (0.3) clearly they've

111. no:t wo:rked

112. (1.3)

113. Doc: One >uv the things< we cud thi:nk about
114. doing would be: (0.5) uh would be:
115. surgery
116. (1.0)
117. Doc: .hh becus you are quite right (0.2) to:
118. identify the major issue behind the
119. diabetes, .hh as the weight. .hh get the
120. weight ri:ght, the diabetes will go
121. (alright) .hh un without getting the
122. weight right the diabetes will be very
123. difficult tuh contro:l.
124. (2.5)
125. Doc: So:, one of the things we do: fer
126. (°people °) we do sometimes do for people
127. in your situation, .hh i:s uh is goin fuh
128. ah is (.) ask.hhh (0.7) uh:m ask people
129. if they wuh want to have surgery.
130. (0.6)
131. Doc: ptck.hhh the sorts of surgery which
132. people ha:ve in this situation, .hh uh is
133. gastric banding
134. (0.5)
135. Doc: .hh sort of thing thut you see on tee vee
136. a bit,
137. Pat: [mmhm
138. Doc: [these days. Basically wha:t that
139. involves is a telescope (test) going
140. through to the stomach un putting a band:d
141. an elastic band:d >if you like< an
142. inflatable band arou:nd the stomach,
143. (1.0)

144. .hhh er this limits the amount of food
145. thut cun get into the stomach.
146. Pat: .hhh
147. Doc: kk.hhh the up side to i:t (0.4) is thut
148. it's very effective,
149. (0.3)
150. Doc: .hh in getting uh the weight do:wn
151. (0.4)
152. Doc: .h and hence actually it will improve
153. yer diabetes
154. Pat: .HHH
155. (0.4)
156. Doc: .h it will also improve the fats in your
157. bloodstrea:m, which're a:ctually at
158. fairly dangerous levels at the moment.
159. (1.3)
160. Doc: .h That's number one.
161. (0.8)
162. Pat: Ptck.hh Is there not a do:wn side to
163. ihht?
164. (1.0)
165. Doc: Yup e::rm
166. (0.4)
167. Doc: tha:t's >when I say number one< that's
168. thuf that's the [first upside
169. Pat: [Okahhuy. Sorry .hh huh
170. sorry (go on)
171. Doc: Uh::m ptck the: other u:p side to i:t,
172. .hh um is thut .hh uh so >it makes you
173. weight [basically, and secondly it
174. Pat: [.hh

175. actually lose improves everything that
176. goes with the weight, .hhh und thirdly
177. i:t's a one off procedure, you have i:t
178. done and that's it.
179. (0.3)
180. Doc: ptck.hh the downside to it: (0.3) is that
181. it's a surgical operatio:n
182. (0.3)
183. Pat: mmm
184. (.)
185. Doc: Ptck.hhh u:nd as with any surgical
186. operation you cun ge:t (.) infections
187. (or blee::d)
188. (0.4)
189. .hhh and specific to this operatio:n
190. is that .hhh uh you need a general
191. anaesthetic, with all the risks of
192. anaestheti:c.hhh you ha:ve problems with
193. (.) uh the fact that once the band is i:n
194. .hh (0.5) it's not normally taken ou:t
195. its u:sually left in long term
196. (0.2)
197. Doc: ptck so: it's basically a one way
198. decision.
199. Pat: mmhmm.
200. Doc: ptck.hh the: other tuh the major
201. difficulty that people find, is that it's
202. that you have tuh alter your ih eating
203. habits .hhh
204. (0.3)
205. Doc: drastically. .hhh Becuz what happens iz

206. thut coz yer suh becuz yer stomach suh
207. .hhh content space is so sma:ll, .hhh if
208. you eat more than just uh little bi:t
209. you will vomit.
210. Pat: mmhmm.
211. (0.9)
212. Doc: A::nd if you do tha:t (.) long enough and
213. offen enough .hh you cun actually
214. displace the ba::nd un cause internal
215. problems.
216. Pat: °O:kay °
217. (0.8)
218. Doc: ptck so:: it's NOT something to be taken
219. lightly
220. (0.8)
221. Doc: But it is very effective
222. (0.5)
223. Doc: .hhh O:nce the band is in place, you
224. would need tuh go back (.) tuh ha:ve
225. (0.4) u:h to have the ba:nd inflated
226. or deflated at intervals
227. (2.6)
228. Doc: PTCK What're yer thoughts?
229. Pat: .hh HHHH .hh E::r hhh
230. (2.2)
231. Pat: HOw duz it weigh up?
232. (0.5)
233. Pat: I mea::n (1.4) °(I dunno maybe that)
234. sounds a bit (.) dodgy,° but uh:m .hh
235. me ptck (0.7) some good poi:nts and bad
236. you've given points but >how duh they<

237. weight up? IS .hh I:S the RIsk o:f (0.2)

238. what you just told me, the: .hh the

239. downside is it wo:rth .hh (0.4)

240. u:ndertakin: (0.2) simplify for the: the

241. benefits thut you gai:n (or [what])

242. Doc: [ptck okay

243. .hhhhh

244. (.)

245. Doc: Uh:m (.) I gue:ss I would pu I wuh tend

246. to think of it in another way.

247. (0.5)

248. thu::t the:: (0.5) if you do:n't have it

249. done: (0.2) what uh the risks and what ur

250. the benefits. .hh[h

251. Pat: [OR I know I know which

252. way it would be goi::ng

253. Doc: The: risks of no:t having it done,

254. (thut'suh)

255. Pat: mmm.

256. Pat: [Is far greater than ()

257. Doc: [You're very familiar with all of them.

258. .hhh um und the risks o:f having er of

259. (0.4) sorry the benefit of not having it

260. done, is thut you avoid the surgery.

261. Pat: Yeah. .hhhh

262. Doc: So on balance there is kwuh (0.4) thur is

263. quite a: (0.7) quite a lot of adva:ntages

264. to it .

265. Pat: P.hhh

266. Doc: BUt (.) they only apply: if yer able

267. to be very disciplined with your diet,

268. Pat: mm:hm.

269. Doc: If yuh have long term commitment to

270. see it through.

271. (0.9)

272. Doc: .hh if >you say to me< we::ll I'm not

273. really that concer I don't >really mi,< I

274. don't really want to change things .hh if

275. (.) yuh know, if someone says tha:t to:

276. me,

277. Pat: .hh[h

278. Doc: [then I sa:y [that's not fer you.

279. Pat: [Ah

280. Pat: We:ll that's tha:t's notuh thu:h thoughts

281. going in my mind. .hhh [see in my mind uh

282. Doc: [° Right. °

283. Pat: I I want this weight off: .hh I want if

284. off long term,

285. Doc: ° mhu:h°

286. Pat: .hh e:r I don't want it back I mean uh

287. I've .hh I've been friends with it for

288. tweny fihhve yea:rs, I wan it to get ou

289. no:w

290. Doc: m[m.

291. Pat: [.hhh you kno:w it's li:ke that

292. annoying quest that just doesn't leave

293. °huhuh° .hh hh

294. Doc: The alTe:rnative >suh I said there was<

295. u:h=

296. Pat: =mmm.

297. Doc: fork in the ruh path fork in the roa::d

298. fork in the path, .hh so that's one=

299. Pat: =th[ah

300. Doc: >°route we could go down°,<

301. (0.3)

302. Doc: a:h to: go down the surgical (0.2)

303. surgical o:ption .hhhh the †other option

304. we cun think abou:t, .hh um i::s uh i:s

305. (0.2) changing the insulin agai:n, what I

306. would want to do is give you a more

307. concentrated form of insulin .hhh [FIVE

308. Pat: [mmhm.

309. Doc: times the stre:ngth so you've only

310. have to take a fifth as much

311. [.hhh so instead of taki:n the::

312. Pat: [mmhm.

313. (1.2)

314. Pat: ((SNEEZE)) °ex[cuse me°

315. Doc: [FOur mils of insulin a

316. da:y you'd take only: less than a mil of

317. insulin a da:y .hhh so a lot less. .hhhhh

318. THE: uh other things we cou:ld do: (0.6)

319. ptck

320. Pat: .hhhh

321. you know we wuh trea: (0.5) one of the

322. fats in thuh bloodstream's quite hig:h we

323. would think about treatments for that,

324. .hh uh:m one of the::: .hh u:m

325. (0.2)

326. Pat: ((SNIFF))

327. Doc: ptck

328. (1.6)

329. Doc: .hhh

330. (.)

331. Doc: wuh wuh

332. (0.4)

333. Doc: PIck off the things on the

334. surface, thut we cou:ld .hhh ah think >we

335. cud< sa:y well actually thuh are new

336. trea:tements coming out for diabetes in

337. the:.hh next (0.5) few mo:nths a:nd .hh

338. uh:m (0.5) you know you mi:ght be very

339. suitable fo:r that.

340. (1.0)

341. Doc: For example. Suh the:se .hh that's (0.8)

342. path number two.

343. Pat: mmm.

344. (2.0)

345. Doc: I have to say thut (.) personally I would

346. be very surpri:sed if any of the new

347. treatments, if a:ny uv the: (0.8) if any

348. of the other o:ptions .h actually wuz

349. (0.4) we:re (0.5) were suffi:cient to deal

350. with the underlying problem.

351. Pat: mm[m.

352. Doc: [ptck >by giving you< more i:nsuli:n

353. we're not dealin:g [wi:th the problem.

354. Pat: [Not dealing with

355. Pat: °the problem yeah°

356. Doc: We:'re trying to cover it up with more

357. insulin

358. Pat: °Yeah°

359. (1.1)

360. Doc: So I'm not convincd thu:t .hh uh

361. (there'll) be uh long te:rm solution
362. (0.4)
363. Doc: Go[ing down the path uf ()
364. Pat: [mm I have had a lot uf long te:rm
365. solution.
366. [mmm.
367. Doc: [ptck.hhh There are ne:w dru: guh (0.3)
368. Doc: drugs co:ming on the ma:rket fer
369. di:abetes, >thuh's going to be a little<
370. explosion in thuh ne:xt year or two
371. Pat: mmm.
372. (2.2)
373. Pat: .hh HHHH
374. (0.8)
375. Pat: °I dun° I dunno: er:m .hhh uhm (1.7)
376. .hh Li:ke I said I: min (0.2) tuh take
377. new drugs iz jus .hh it creates problems
378. in its o:wn self doe[sn't it
379. Doc: [ptck That's very
380. true actually
381. (0.2)
382. Doc: °Yes.°
383. (0.4)
384. Pat: So: e:r
385. Doc: No drug is without its side effects.
386. Pat: Indeed.
387. (3.2)
388. Pat: The: uf: >the: uh< the: (4.1) .hhh I min
389. °.hh° WItH (.) with the first (0.6)
390. option, (.) with this option of surgery,
391. .hh once i:tsuh (0.4)o:nce it's bi::n

392. (0.5) implemented .hhh it ta:kes (0.2)

393. ehh:r everythi:n (1.0) takes all the

394. control away from you doesn't it?

395. Doc: PTck o:h no no no n[o

396. Pat: [Nuh uhm I I do[:n

397. Doc: [YOU

398. yuh nee you need to watch: things really

399. care[fully [so

400. Pat: [Yeah [no: I di:dn't it didn't quite

401. come out the way ()

402. wanted to express it. E:r (0.2) .hhh what

403. I'm trying to say i::s it beco:mesuh .h

404. mandaturee,it's no:t (.) no longer a case

405. of .hh ahh I don't feel li:ke it today,

406. (.)

407. Pat: .hh it beco:mes sort u:f we:ll it has to

408. be enforced .hhhhh

409. (1.2)

410. Pat: whereas any other (.) solution like drugs

411. or .hh or increasing un insuli:n .hhh or

412. cha:nging the insuli:n I mea:n ih that

413. can be:: (0.3) .hh .HHHH e::r HHHH how do

414. I put it? I mea:n (0.3) people cun always

415. LA:::x on that can't the[:y?

416. Doc: [mmhm. ptck

417. d'you:fi:nd that happens to you e:very

418. now and again?

419. (0.4)

420. Pat: It does sometimes, I do sometimes forget

421. to ta:ke my insul[in.

422. Doc: [Ptck well your on four

423. injectuh four big injections a da:y

424. Pat: Ye:ah

425. Doc: Su:h

426. Doc: [Prhaps not surprising

427. Pat: [Suh I mea:n

428. Pat: Ehh hah I don't kno:w, .hh sometimes I

429. don't wa:nt to cos I'm developi::n li:ke

430. this (0.5) .h brui:se arou:[:nd

431. Doc: [Ma:y ma:y may

432. I see?

433. (0.6)

434. Pat: () .hhh um

435. (1.7)

436. Pat: I:t's

437. Doc: O:h () hu how about the

438. other side?

439. (0.5)

440. Pat: Yea:h I've got one

441. (0.3)

442. Pat: U::nd

443. (1.5)

444. Doc: You nee:d to avoid that side (don't you)

445. Pat: mmm.

446. Doc: Cos it's beginning tuh scar u:p

447. (0.7)

448. Pat: Yea:h so: I mea:n thah that's what's

449. happened. (JUS WHILE UM) .hhh hhh HUH

450. (0.7)

451. Doc: ptckuh

452. (.)

453. Pat: So: hh

454. (0.8)

455. Doc: Ho:w d'you feel about surgery?

456. (0.6)

457. Pat: .hhhhh LI:ke I said last time it's a

458. radicu:l e:r decision, .hhh but if it

459. helps me: the:n uh I'd be up for it.=Like

460. when I saw you first time,=

461. Doc: =°O[kay°

462. Pat: [.hhh I said I'm willing tuh try

463. A:Nything un everythin.

464. Doc: Right.

465. (1.9)

466. Doc: Oka:y

467. (1.2)

468. Doc: Fine. .HHH Wha:t I'm going to do i:z uh:m

469. (0.5)

470. thur's uh lot uh paperwork associate:d

471. with this sort of thing. [The su:rgery

472. Pat: [()

473. Doc: isn't done he:re, it's done in Cleedon

474. [.hhh um and I'll fill

475. Pat: [mmhm.

476. Doc: out the paperwork tuh give to yer gee

477. pee, un yer gee pee then needs tuh send

478. it to Cleedon,=we'll sort all that out

479. for [you.

480. Pat: [mmm.

481. Doc: .hhhhh uh:m ull take a little whi:le, and

482. there is a waiting list to be see:n, un

483. seen thuz another waiting list to be: (.)

484. after yer assessed in more detail un .hh

485. so thuh it's a bit of a long process it
486. takes a few months for all uf this to
487. happen if not about a yu .h six months to
488. a yea:r [sort of time. So i
489. Pat: [mm:hm.
490. Doc: it's a bit >uf a slow process,<
491. (0.3)
492. so bear with us.
493. Pat: mm [that's no prob[lem.
494. Doc: [.hh [We'll get the ball
495. rolling.
496. (0.3)
497. Doc: .HHH in the mea:nti:me, the other thing
498. which I want tuh happen: is I want e:r
499. (0.4) want to change around .hh er your
500. insulin un yer tablets.
501. Pat: uhkay.
502. Doc: .hhhh I: think you're o::n (.) such a
503. large volume of insulin, I'd be kee:n on
504. switching you to: a differe:nt different
505. ty:pe of insulin which is more
506. concentra[ted. .hhhh um an
507. Pat: [mmh:m.
508. Doc: uh?
509. (0.2)
510. Doc: THAT .hhh um I will sort that for you
511. [as
512. Pat: [O:kay.
513. Doc: well..hhh that will take some time I'm
514. afrai:d °hehh° .h[hhh
515. Pat: [Okhhhay that's no

516. pro:bl[em.

517. Doc: [because: they are withdrawing

518. one insulin from the market, .hh and

519. we're trying tuh find a rePLAcement

520. for it at the moment. .hh so >as

521. soon as we< find i:t which is >likely to

522. be in the next< two or three mo:nths,

523. (0.3) I'll let you know.

524. Pat: Okay.

525. Doc: .hhhhhh the other thing which I'm

526. concerned about, is (.) uh one of the fat

527. levels in your bloo:dstream's very high

528. (0.9)

529. Doc: PTCK uh::m a:nd (0.3) it's beginning to

530. reach dangerous sorts uv lev[els.

531. Pat: [.hhh Is that

532. the: uh e:r el dee el (.) one? [()]

533. Doc: [(No it's)

534. (.) it's the:: triglycerides.

535. Pat: Tri°glycer hokay°

536. Doc: K.hhhhh hhh ptck .h

537. (0.4)

538. Doc: I:'M I'm going to suggest to yer doctor

539. that we start you off on a tablet for

540. that, (0.4) .hh but (0.6) >as I said

541. jus now< all tablets have side effects

542. the wuh the side eff[ects .hh

543. Pat: [Yea:h

544. Doc: the wuh thut the si:de effects I want you

545. to watch out fo:r with the:se tablets,

546. (0.2) .hhh is thut you cuh get very ba:d

547. muscle aches.

548. Pat: °Hokay°

549. (0.3)

550. Doc: .hhh If you get very bad muscle aches,

551. you mus stop these table:ts

552. (.)

553. und the simpostatin,

554. (0.1)

555. Doc: and see yer doctor.

556. (0.7)

557. Pat: Stop thuh simpostatin as well?

558. Doc: Yeah. Because bo:th .hh becus both uv

559. them target fats in yer bloodstrea[:m

560. Pat: [°Yeah°

561. Doc: both of them cun cause muscle aches. .hh

562. un if you get muscle aches you need to

563. STOp both and see and see your doctor.

564. Pat: °Hokay°

565. Doc: kay. .hhh and what'll proably happen is

566. then he'll just restart the simpostatin

567. (.)

568. Doc: by itself again:="

569. Pat: =mmm.=

570. Doc: =after a ga:p

571. Pat: .hh okay.

572. (6.8)

573. Pat: .HHHH

574. (0.2)

575. Pat: the e::r thu::h roseyverstatin,

576. Doc: mmm.

577. Pat: e:r whuh why: wuz I tuh taken off

578. [thu:h (.) roseyversta[ti:n
579. Doc: [ptck [Because your
580. kidne:ys (.) ahh have a little bit of
581. protein coming out of them
582. Pat: ahhh °okay°
583. Doc: And >one uhthe things< about the
584. roseyverstatin, is thu:t is that there's
585. a suggestion that that can make that
586. problem worse
587. Pat: O::kay.
588. Doc: No:w, it's only a suggestion it's not
589. definite.hh [but
590. Pat: [But why take risks.
591. Doc: Absolutely.
592. Pat: °Yeah.° O↑kay
593. (7.7)
594. Doc: ptck o:kay, .hh so: a::h I need to write
595. to the es en, >to the diabetes nurses<
596. about the insuli:n, .hh I need to write
597. to yer gee pee about the surgery, an I'll
598. also write to gee your gee pee about the:
599. tablet fo:r the: (.) cholesterol
600. Pat: hh
601. Doc: °Okay°
602. Pat: .hhh uh:m? jus one thing abou:t the
603. surgery,
604. Doc: mmm?
605. Pat: Is it e:r (.) hah is it (.) privately
606. funded o[:r?
607. Doc: [No
608. (0.5)

609. Pat: °Okay.° .hhh cuh hahh wouldn't have the
610. funding for ihhht.
611. (1.5)
612. Pat: .hhhh hhhh
613. Doc: .hh° Okay.° .hhhhhh Atif the >other thing
614. Doc: I have tuh she< I have to tell you is
615. that I'm actually going to be lea:ving
616. Franingham
617. (.)
618. Doc: in the near futu:re
619. Pat: mh:mm.
620. Doc: so I not see you here again

- **Extract 2: Rupert DOC 13th March**



↑

1. Doc: Whe:re do you think we're going?
2. (.)
3. Doc: Whe:re d'you think u:h (0.5) we should go
4. [from here
5. Pat: [.hhh hhh
6. (0.6)
7. Doc: °from your° point uv view

↓



8. Pat: I've GO:tta u:p (.)up my exercise.

9. (0.7)

10. Doc: mh:mm

11. Pat: s'the: uh s'the ang? .hh u[:h

12. Doc: [Do you think

13. that's achievable?=Becus yuh you know

14. you're looking after yer MO::ther, it's

15. .hh must be quite tough at the moment.

16. Pat: .hh °hu:h° Yeh it is but oh::n (0.3) I

17. don't want tuh go do:wn the: medication

18. route.

19. (0.7)

20. Pat: I'd sooner sort u:f (0.6) get rid of it

21. naturalle:y if I can.

22. (0.5)

23. Pat: .hh uh:m °puh° .hhh

24. Doc: ANd d'you think? How doable do you

25. think that is?

26. (0.9)

27. Pat: u::hm

28. Doc: (° ° ° °)

29. (2.4)

30. Doc: If you CA:n uh I'd [be really happy.

31. Pat: [Yeah

32. Pat: ah ahsuh ah think I it's a sort uf (0.9)

33. uh:mumuh (1.3) say a sixty forty (do it)

34. Doc: °Okay°

35. Pat: (°yuh°/°um°)

36. (0.5)

37. Pat: Suh very MArginal ay en .h uh? .h I

38. think? (0.7) if (0.9) if I can get into:

39. like the: (0.5) e:r (0.5) routine

40. realle:y uh uv of just just going

41. to the gy::m

42. (0. 8)

43. spending tha 'our an a 'alf there

44. Doc: Ptck But you have other commi:tmē:nts

45. (don't you)

46. Pat: .hh ye:ah: but [I

47. Doc: [ANd when you get a jo:b

48. things'll be even bu:sier

49. Pat: .hh hhh

50. (1.3)

51. Pat: °uh° .hh But uh ah I'm >a bit uf a

52. believer< if you want tuh

53. do something you:: °yuh cun° find the

54. ti:me

55. Doc: °Ptck°

56. (0.7)

57. Doc: Um ye:ah: but y'know you are very [BU:sy,

58. Pat: [Yeah

59. Doc: you've had an [a:wful lot o:n recently

60. Pat: [Yeah

61. Doc: [you know with yer mother and thi:ngs,

62. Pat: [Yeah

63. [you know it'suh .hhh bin hectic

64. Pat: [ye:ah

65. (0.8)

66. Pat: Bu:t u::h

67. Doc: And you kno:w yuv (.) confidence in yer

68. knee:, a:n you know they been a lot of

69. ba:rriers

70. (0.5)

71. Pat: YE:ah buh uh thin: uh::m (0.3) ptck (0.6)

72. what's i:t °uh° (2.1) I'm qui:te

73. confident as long as I do:n't do anything

74. silly with me knee,

75. (0.5)

76. NOw it's not gonna give in on it

77. (0.3)

78. Doc: °kay° so that's your knee[: bu:t (.)

79. Pat: [()

80. Doc: you kno:w yuh you:

81. (.)

82. Pat: Yeah

83. Doc: you know yer caring for your mother

84. Pat: Yea:h

85. (.)

86. Pat: Well (0.6) Bu:h u::m .hhh uh

87. thi:nkuh buh suh-she

88. >comes to the hospital tomorrow<

89. Doc: °O[kay°

90. Pat: [un I'm HOping .hhh that there a:re

91. they gonna say yeah the bleeding has

92. stopped, (.) .hh becus I think her

93. Pat: eyesight is actually improving in the

94. la:st (.) couple uh weeks,

95. Doc: Kay

96. (0.5)

97. Pat: o:r thev they'd give er the o:ther

98. Doc: mmm

99. Pat: option if it hasn't stopped they're gonna

100. give er some laser treatment on it

101. Doc: Okay

102. Pat: .hh erm ptck she WANTS to be active ptck

103. [she

104. Doc: [Buh EIther way she's going to

105. need a

106. Pat: [Yeh well

107. Doc: [a reasonable amount uf support

108. Pat: [SHE she'll need

109. Pat: Yeh

110. (.)

111. Pat: U:m

112. Doc: A:nd you time's gonna be [taken up with

113. Pat: [Yeh

114. Doc: that=

115. Pat: =But we have (.) we have got a carer who

116. can come in

117. (0.7)

118. Doc: Who currently comes in?

119. (.)

120. Pat: Er at the moment ee doezn't becuz I'm

121. there,

122. Doc: Right.

123. Pat: But if I'm not there (.) I cun jus phone

124. im up and e'll come in

125. Doc: Right.

126. Pat: That thas .HHH not a major problem.

127. Doc: Ri[ght.

128. Pat: [Because I don't want tuh sort uf .hh

129. erm (1.7) stop his care allowance un aind

130. thuh other things

131. Doc: Okay >can't he come in< now und when you

132. are there?

133. Pat: Well ee CAn ee DO:es, I mean ee comes i:n

134. .hh u:h (.) probley three times a weekuh

135. now

136. Doc: () suh for ho:w long each time?

137. (1.2)

138. Pat: Wull MAInly ee jus ee jus comes i:n .hh

139. e:rm becus he goes ou:t he doez a lot uh

140. shopping un around (like you say)=

141. Doc: =ok[ay

142. Pat: [.HH he'll pick things up phuh [a:nd

143. Doc: [So

144. Pat .hh he will do some uh the shopping for

145. me:, and things like that,

146. Doc: °Okay°=

147. Pat: =but I mea::n (0.6) IF if I could

148. arra:nge to get >tuh the< gym (1.0) .hh

149. ut certain time:s which at the moment .hh

150. not possible buh the gym is bei:ng (.) er

151. used by the local school, at certain time

152. Doc: Right.

153. Pat: ptck

154. (.)

155. Pat: So: if I cou:ld .hh like find an

156. alternative gym or something (.) .h I I

157. could do: tha I could >sort uf say< .hh

158. (.) can yuh- can you come in o:n such an

159. such a day, (0.3) fer an 'our

160. an 'alf or some[thing like that.

161. Doc: [Right.

162. (0.3)

163. Doc: Do you think tha:t's feasible? I:t'suh
164. doable?
165. Pat: I:t it it A:Ll dePE:Nds on what happens
166. tomorrow (with mo:ther)
167. (0.5)
168. Pat: Iffuh if the doctor says (0.4) thuh the
169. bleeding has stopped,
170. Doc: mhm=
171. Pat: =she doesn't need any treatment. [and her
172. Doc: [mhm
173. vision is is gonna [improve
174. Doc: [>She's alrea:dy had<
175. laser therapy has she
176. Pat: .HHH She has, er she had uh:m (1.0) tcuh
177. cataract a::nd she's had an implant
178. Doc: O:kay.
179. (.)
180. Pat: e:r but it wasn't successful
181. (0.4)
182. An they din't want to do the other (eye)
183. Doc: mmhm.
184. Pat: so: thas so: (0.4) itsuch a case uf e:rm
185. (1.0)°muh° °mu° they don't want to:: like
186. really sort uf (0.4) do any more just in
187. case it does muh-make matters worse.
188. (0.5)
189. Doc: What †TROub↓les me, (0.9)
190. Pat: °Yuh°
191. Doc: °°tch°° what concerns me, iz thut .hh
192. we first met in july two thousand und
193. six,

194. Pat: Yeh

195. Doc: .hh and we are no::w:

196. (0.7) ((doc looking at notes))

197. wha:t (.) nine months on from that.

198. (1.0) ((Doc shifts in chair to look at notes))

199. Doc: The fi:rst time you came,

200. (4.1) ((Doc looks through notes))

201. Doc: >see where your weight< was (.) erm

202. (2.5) ((Doc looks through notes))

203. Pat: I wuz: (.) lighter

204. (0.3)

205. Pat: than I am now

206. (1.1)

207. Pat: tho:, (0.6)

208. Doc: °°tch°° (.) An:d,

209. (1.6) ((Doc moves his head to one side))

210. Pat: Bu:h- but we did >sort of< say that
 ((Doc looks at patient and makes rolling
 'carry on' motions with his hand))

211. (.) that wuz probabley .h becuh I went

212. on to the rosiglitazane.

213. Doc: Point taken I think that's a very fai:r-

214. [I think that's

215. Pat: [Right

216. Doc: a very reasonable point act[ually

217. Pat: [yeah

218. (0.6)

219. Pat: I say i i it's .hh it's not uh (.) HUge

220. increase, but you: could sort uv say er

221. (1.2) isn't five per cent of thee sort uv

222. body mass (.) extra water wuh

223. Doc: Yuh

224. (.)

225. Doc: .hh I gue:ss wu-what worries

226. me, thou:gh is thut .hh u:m

227. (1.6)

228. Pat: slippery slope

229. Doc: Yea:h: [um um

230. Pat: [Right.

231. (1.6) ((Doc makes rolling 'carry on' gesture with his hand))

232. Doc: We're jus no:t making the progress we

233. need to ma:ke=

234. Pat: =YEh

235. (0.5)

236. Pat: °yuh huh°

237. (1.1)

238. Pat: I to:tally agree with you

239. (0.3)

240. Pat: uh huh

241. (1.0)

242. Doc: Ptck so:, if that's thuh case, the:n we

243. need tuh sort uv say well .hhh if our

244. go::al is to try: und .hh er (0.5) try

245. und er protect your hea:lth in terms uv

246. .hh your eyes yer kidney yer heart yer

247. yuh luh ye[(brain) yuh know .hh

248. Pat: [mhm

249. Doc: >if we try un< keep you healthy,

250. Pat: Yeah

251. Doc: How duh wu-if tha:t'suh what we're aiming

252. for,

253. Pat: °Yuh° How duh we get there.

254. Doc: >How do we get there.< Well the first

255. step (0.4) or the step beFO:re (.)

256. keeping healthy is keeping good diabetes

257. control, getting yer sugars right getting

258. yer [blood perssure right.

259. [Yeah

260. Doc: .hh yer >blood pressure's< pretty goo:d

261. so that [leaves us with your blood

262. Pat: [mm

263. Doc: sugars, .hhh uh:m (0.4)

264. Pat: What were the last ones? ()

265. Doc: Thuh well I don? (0.2) Have you had any

266. done recently?

267. Pat: No: I hah I han I literally had them done

268. the day I first seen you

269. Doc: °Right°. The BLO:od SUGars when you came

270. wuh-were actually pretty good.

271. Pat: Ri:gh[t.

272. Doc: [Um But obviously I've I've I don't

273. have any [up to date ones.

274. Pat: [Yea:h

275. (.)

276. Pat: °Righ°

277. Doc: .HHH The: the thi:rd issue is we:ll okay

278. that's all very well, what's going to

279. happen with the diabetes in the long

280. te:rm if we jusst carry on as we are.

281. Pat: Yeah

282. Doc: What will happen is that gradually

283. the sugars will cli:mb .hh will becumuh
284. (.)wull (.) climb higher and higher becus
285. that's the natural pu-progression (°uv°)
286. diabetes.
287. Pat: Yep
288. Doc: .hh the only thing which realistically
289. slows it do:wn that we kno:w of, (0.7)
290. i:s to control thuh weight
291. (0.4)
292. Pat: Ptck ri:ght.
293. Doc: Tch So: I THi:nk you've actually done
294. really well, becus yuhv actually got a
295. number uv (0.3) number of the steps
296. sorted out already,
297. Pat: Ri:ght.
298. Doc: .hh buh the next >one thu< we need to
299. address is the weight.
300. (0.5)
301. Doc: Ptck.hhh
302. (0.4)
303. And what conce:rns me is we've been kind
304. uv (.) trying to do that, but we haven't
305. rea:lly been making progress wi[th it
306. Pat: [.hh Yeah
307. (0.5)
308. ?Pat: (muhmum)
309. (0.6)
310. Doc: .hhh an:d what WO:rries me is that you'll
311. co:me back next time, you'll say to me::
312. (.) you know, yes (bluh bluh blu:h)
313. (1.0)

314. Doc: had un had an eye appoint[ment,

315. Pat: [°Yeah°

316. Doc: and things were oka:y, un .hh din't go to

317. the gym for a bi:t, buh you kno:w, .hh it

318. was difficult to arra:nge becus .hh

319. actually it was very difficult [because

320. Pat: [°Yeah°

321. Doc: of the schoolsit was the school holidays

322. u:nd er because the schools (being)

323. () in the holidays,

324. but actually .hh you know it was just

325. it kind the easter holidays, en then

326. after that of petered out becus [they.

327. Pat: [mmm

328. Doc: came back again.hh you know that's wha:t

329. I really need to do, I really need to go

330. to the gym doctor Lin, uh I really

331. nee-.hh and WI:th that I know I can

332. lose wei:ght.

333. Pat: [Yeah

334. Doc: [Next time, >you know< this isuh .hh

335. we're in june:

336. (0.3)

337. Doc: uhm I said that back in march hhh

338. [but you know I know we're in ju:ne july:

339. Pat: [Yuh

340. Doc: no:w but it's summer holidays soon I I'll

341. I will lose weight again, be su:mmer I'll

342. be able [tuh get out mo:[re.

343. Pat: [°huhuhuh° [.hhh

344. Doc: And I'm going mm:hm: PT[ch

345. Pat: [mmm

346. Doc: and then you're >saying to me,< I

347. REally don't want >tuh go on< medication

348. beucs I REally think I nee- I I I I cun

349. get rid of this [weight, .hhh and I'll go

350. Pat: [Yeah

351. Doc: o:kay:

352. Pat: Yu:h

353. Doc: an::d (0.7) then we'll go around to the

354. next vi:sit. .hhh er

355. (1.0)

356. Pat: [THE THing is (actually)

357. Doc: [Um um

358. Doc: I'm happy to keep as [we are if wih muh

359. Pat: [Yeah

360. Doc: if (0.4)

361. Pat: Ya:h

362. Doc: if tuh carry on wu-with what we're doing,

363. if (.) actually we're=

364. Pat: =If we're getting somewhere

365. Doc: Yea:h un if we've got a common go:al,

366. Pat: yeah

367. Doc: and we'[re () heading to the

368. Pat: [Yeh

369. Doc: same spo:t, .hh But I guess I'm ju:suht

370. (.) .hhh wuh-WO[rried

371. Pat: [Yeah

372. (0.5)

373. Pat: Un ah I know, it's uh ai:nt U::hm (0.4)

374. .hh I THOu::ght that uh (0.4) I honestly

375. thought when I came in today, that I

376. would uv lost (.) more than I have,

377. Doc: Okay

378. Pat: Ah .hh

379. (0.4)

380. Pat: You know ow yuh you can sort of tell

381. about yer bodey,

382. (.)

383. Doc: [(°Yeah°/°Okay°)

384. Pat: [I physically, I >DON't go on the<

385. Scales,cos: er .hh I've been told by

386. lo:ts of people thut ske-.hhh

387. standing the:re luh looking at

388. yer weight every day is gonna [get ()

389. Doc: [I wouldn't

390. check it every day,=

391. Pat: =Yeah [or whatever

392. Doc: [but once a once a week is [not

393. Pat: [Yeah

394. Doc: unreasonable.

395. (0.3)

396. Pat: Yeah .hh u:m (0.8) But I did think that I

397. would uv actually lost some sort

398. of physical si::ze, cos .hh like .HHH

399. (0.3)clothes feel different ye::ah.

400. (0.4)

401. Doc: †Okay, we:[ll

402. Pat: [Yeah P.HHH

403. Pat: But I (mea:n) (.) e:[r

404. Doc: [ER I gues:ss yu-I

405. guess that's one of the: [.hh important

406. Pat: [Yeah

407. Doc things about measuringuh .hh [(along)

408. Pat: [Yeah

409. Doc: your waist and [the fat on [your ar:ms

410. Pat: [Yeah [An you can

411. say look

412. Doc: It hasn't chang[ed

413. Pat: [It hasn't tuh (.) no tha

414. ih.HHH yeah.

415. (0.3)

416. Pat: U:hmm

417. (2.0)

418. Pat: I know I ave (.) definitely cut certain

419. things out of the diet,

420. Doc: Great.

421. Pat: T^Otally

422. (0.7)

423. Doc: Such as?

424. Pat: .hhh biscuits,

425. (1.1)

426. Pat: cakes,

427. Doc: °Okay°

428. (0.8)

429. Pat: (ri:gh) full stop.

430. Doc: Goo:d

431. (0.4)

432. Pat: Uh:m ptck yu::hs probley still eat too

433. mu:ch: of fruit,

434. (1.0)

435. Pat: °Uh° I e:r .hh (0.4) ah e:r (1.3) I'll

436. have wha:t two three: (0.9) sorts uh

437. fruit everyday

438. Doc: mhm

439. Pat: °Yah° .hh becus I would sooner

440. Pat: have tha:t, °uh° (.) than cake o::r

441. °something° like that. WHIchuh I used tuh

442. Doc: °Ptck° †okay

443. Pat: Uh:m

444. (0.6)

445. Pat: Yea:h uh I do:n't drink any sort uf

446. .hh fizzy drinks at all

447. Doc: °°Oka[y°°

448. Pat: [yuh

449. Doc: .hh Ah cos I know you've seen the

450. dietician and discussed a lot of [these

451. Pat: [Yeah

452. Doc: (0.4) details

453. Pat: I wuz supPOsed to see her today,

454. Doc: Right.

455. Pat: But they're off: on:: some diabete-

456. [conference or something [buh

457. Doc: [°Kay° [So yuh-you're

458. Doc: going >to see her again< soon?

459. Pat: .hh

460. (0.3)

461. Pat: I've gotta phone u:p un find out when

462. I can see her

463. Doc: Okay

464. (0.5)

465. Pat: °Ahh°

466. (0.8)

467. Pat: Uhm

468. (0.3)

469. Pat: Yeh I've started doing the things li:ke
470. (0.4) drinking water before the mea:l
471. Doc: °Okay.°
472. Pat: .HHH
473. (0.3)
474. Pat: Uhm
475. (0.5)
476. Pat: Ptck I've cut do::wn (0.6) uh mea:t
477. portions
478. (0.8)
479. Pat: .hhh °ptck° uhm
480. (0.6)
481. Doc: Ptck .hhhhh I guess?
482. Pat: °Yeh°
483. (1.2)
484. Pat: Ih an I know wuh-ih it's the: .hh (1.0)
485. lack of that sort u:f (1.8) extra
486. physical effort. >[I mean< .HH you can do
487. Doc: [°mmhm°
488. Pat: certain: things without burning off any
489. (.) extra fats and things like that, .hhh
490. an I do understand at the moment I've
491. probley got a lot more brown fats than
492. white fats (and think tha) an you can't
493. .HHH get at them to: (0.4) tuh burn them
494. .hhh li:h ih (0.4) extra exertion.>you
495. can do< off withou:t a certain amount of
496. exertion, and you cun burn off some of
497. the fats .HHH
498. (0.4)
499. Pat: but unless you: sort uv go past that

500. you'll never get on to the (1.2) li:ke
501. (0.5) extra storage. hh .HHH
502. °°huhuh[uh°°
503. Doc: [Right.
504. Pat: °°huhuh .hh hh°°
505. Doc: UHm I I guess I'm I':m (0.9) I have >tuh
506. amit< ah I um .hh I take a very simple
507. (0.7)simple view uv it, un cos you know
508. the brown fat white fat story's tru:e,
509. [if you're a rat .h or
510. Pat: [mmm
511. Doc: a mouse, but it's not true if you're
512. Doc: humans unless you're a baby becus brown
513. fat >disappears at the age of about< two
514. mo:nths
515. Pat: O:h that's [faihr enouhhhhgh hhh
516. Doc: [()
517. so:, er I doubt >if you actually have
518. much bro:wn fat< an I-you kno:w I.hh=
519. Pat: =Oka[y
520. Doc: [It's uh BAnk acco:unt you [know
521. Pat: [Yeh
522. you're currently putting i:n (.)
523. Pat: more than I'm taking ou,-OR the same.
524. °°huhuhuhuh°°
525. Doc: Or the sa-uh the [same or perhaps .hh
526. Pat: [Yeah
527. Doc: you [know yuh you're building up a slight
528. Pat: [Yeah
529. Doc: overdraft=but >only a very small one.<
530. Pat: Yeah

531. Doc: You know, I think you need to: (0.7)

532. Pat: Yuh

533. Doc: [withdraw mo:re

534. Pat: [(We'll see: i:f) (.) buh it's sort uv

535. (0.8).hhh thuh-I think? (.) wu:n once

536. I've actually sort uvf: (0.9) got past

537. that sort uv tipping poi:nt,

538. (0.2)

539. Doc: ptck o:kay, .hh I gue:ss that >brings uz

540. on<to the: concept of medica:tions,

541. (whether or [no:t) .hh (0.3) a:h anything

542. Pat: [Yah

543. Doc: thut might help you: rea:ch that tipping

544. point.

545. Pat: Ya:h

546. (1.9)

547. Pat: Ah thuz (0.6) as I said las (0.3) uh:m

548. (1.6)I'm: I'm not sort uv (.) like (0.8)

549. pro medication.

550. Doc: °Okay°

551. (0.4)

552. Pat: °Yuh°

553. (0.4)

554. Pat: Uh:m

555. (0.5)

556. Doc: That's absuh-I'm a HUNDred per cent

557. behind that,

558. Pat: °Yuh°

559. Doc as long uz the next time you come you've

560. lost weight

561. Pat: Righuhht hokay ye:p .hhh

562. (1.3)

563. Pat: °Uhuh°

564. Doc: I'll be a bi:t (0.4) grumpy I have to

565. admit, if (.) if you >(sort of say) I'm

566. REally into medication and then nothing

567. happens,

568. (0.5)

569. Pat: Yeah

570. Doc: You know [I I don't think that's

571. Pat: [(you're right.) yeah

572. Doc: reasonable.

573. (0.4)

574. Pat: Yea:h

575. Doc: You know I I: I need a commitment from

576. you:

577. (0.3)

578. Pat: Ye:h I mea:n whe:n [I say I mu:h (1.1) I

579. Doc: [()

580. Pat: du:h (.) I physically DO WANT to lose

581. some weight, it's not like it's not

582. [li::ke it's not like

583. Doc: [absolutely

584. Pat: e:h oh you know >I'll got out the door<

585. und say that's the end of i:t

586. Doc: VErY few people come he:re say anything

587. else

588. Pat: Oh ri:ght, fair enough yea:h .hhh yuh

589. IT's: (0.6) [uh

590. Doc: [Ookay so le:t's let's try u:n

591. (.) let's try un translate this intu

592. practice then,.hh[h (cun you) (0.2)

593. Pat: [Right.

594. Doc: you've ta:lked about dietary manoeuvres

595. and those sound=

596. Pat: =Yah=

597. Doc: = all appropriate an:d good

598. Pat: Yeah

599. Doc: .hhh uh:m activity? .hh

600. (0.7)

601. Doc: gym?

602. (0.7)

603. Pat: Gym ye:[ah

604. Doc: [Okay >we seem to< be: (.) close

605. on the gym, that's absolutely fine, .hh

606. Pat: [Yeah

607. Doc: you were going three times

608. a week last time [you came .hhh

609. Pat: [Yeah

610. Pat: Ye:ah.

611. Doc: How offen do you think you could be going

612. by the next time you came back here?

613. (1.0)

614. Pat: Uh::m. (2.1) U:h I wu:h (.)

615. Pat: I would ↑thin:? kuh (0.4) ↓u:m

616. (0.7) ASSuming thu:t u:m (0.7) I don't

617. get a jo:b I wuh (0.4) I will try and

618. go: .hh four or even five times a week

619. (0.3)

620. Doc: O:kay, for how long before your next

621. appointment here?

622. (0.7)

623. Pat: E::r

624. (0.5)

625. Pat: wull fuh fer un suh

626. (1.0)

627. Pat: starting say next week, ASSuming

628. everything goes alri:ght, (alright I

629. think)

630. Doc: Okay

631. (0.7)

632. Pat: °Ah°

633. (1.5)

634. Pat: Ah

635. (1.2)

636. Doc: ptck () 'm putting four to five times

637. per week, gym: .hh uh:m fo:r (0.8) e:r

638. let's sa:y three months [leading leading

639. Pat: [u: Okay

640. Doc: u:p

641. Pat: Yeah

642. Doc: to: next appointme:nt

643. (2.2)

644. Doc: ptck oka:y uh:m

645. (0.9)

646. Doc: a:nd (1.0) and IF you

647. do get a jo:b (.) how many times d'you

648. think you'll be able to go?

649. (1.6)

650. Pat: Probley twice a week then [if

651. Doc: [u: Okay

652. (0.2)

653. Doc: if job

654. (0.7)

655. Pat: mmuh
656. (1.6)
657. Doc: a:h then (0.5) two times a week
658. Pat: Yuh
659. Doc: for three months leading (0.7) u:p to:
660. next appointment.
661. Pat: Yuh
662. (1.1)
663. Pat: Sounds reasonable
664. Doc: °kay° deal?
665. Pat: °Deal°
666. Doc: .hhh I gue:ss the other thi::ng thu-thut
667. mi:ght worth explo:ring is, (1.0) eh-the
668. concept uv >whether or not it's<
669. worthwhile.h trying to: (0.7) GEt your
670. exercise anywhere other thun the gym?
671. (0.7)
672. Pat: Yea:h
673. (0.7)
674. Doc: chee bi:ke, exercise bike hhhh running,
675. walking,=
676. Pat: =mmm
677. (0.6)
678. Pat: Ptck .hh yeah.
679. Doc: A:re any uf tho::se (0.5) fea:sible
680. o:ptions for you: or not?
681. Pat: Phuh hhhh
682. (1.7)
683. Pat: uh:::m
684. (3.1)
685. Pat: †Once I've bi:n, (1.5) >when I've

686. been going to the gym,< I've got? like uh
687. (0.2) a reasonably sort of (0.2)
688. formatted regime, uh .hh I go: (0.7) un I
689. sta:rt off: with u:h (0.9) uh:m a set
690. distan warm up o:n (0.7) mm bike
691. Doc: Right.
692. Pat: Ri:gh .hhh a:n
693. (1.7)
694. Pat: I started to: >step ladde:r< (.) un I
695. started getting pain on me knee:
696. (0.8)
697. Pat: °Righ.°
698. (0.5)
699. Pat: So: .hh uh:m
700. (1.9)
701. Pat: I wou:ldn't buh be all
702. that happy: doing a lot of bike work
703. Doc: °Okay.°
704. Pat: .hhh e:r I bin doing some li:ke low
705. impact jogging, .
706. (0.4)
707. Pat: HH e:r un then everything e:l[se
708. Doc: [What ud
709. happen i:f you:: did the low impact
710. jo:gging,not on the running machine buh
711. (.) outside the back door of yer house?
712. Pat: hh
713. (0.8)
714. Doc: >Mi:ght be a bit< cheaper.
715. ?Pat: °huhh°
716. (.)

717. Pat: Wuh it doesn't? ih ih it doesn't
718. physically co:st me anything at the
719. moment, to go to the gym.
720. Doc: O:kay.
721. Pat: .hh right it's a community gym,
722. (.)
723. Doc: O:k[ay
724. Pat: [Un that's > why I said< .hh I can't
725. go during the day,
726. Doc: Ri:ght.=
727. Pat: =because the schools use it.
728. Doc: So evenings and thu weekends
729. Pat: Evenings and weekends it's it's so: it
730. does it doesn't physically cost me
731. anythi:ng
732. Doc: Ri:ght.
733. Pat: .hhh uh:m
734. (1.5)
735. Pat: Yeh?
736. (.)
737. Pat: I could probley do that, I-I might
738. Pat: even be able to sort uf .h jog to and
739. fro:m the gym.
740. (0.5)
741. Doc: Okay
742. (1.2)
743. Pat: °°mm°°
744. Doc: °fine°.
745. (.)
746. Pat: uhhm
747. (0.8)

748. Doc: LEt's see >[how yuh do thu< next time you

749. Pat: [^{oo}mm^{oo}

750. Doc: co:me

751. Pat: Ye:h

Appendix E: Transcripts of closings in the fieldwork consultations

This appendix shows the full transcripts of closing sequences in the fieldwork consultations. Extracts a and b are extended examples showing how a closing relevant environment is built up towards the end of the consultation. The remaining extracts are organised according to which actions initiate a move into closing. Highlights in bold show the verbal turn which is responded to by the patient with preparations to take leave of the doctor and exit the room. In some extracts, non-vocal actions and other relevant details are indicated inside double brackets. A * indicates that the extract (or part of the extract) was also presented in chapter 8.

Extract a: Pam DOC 9th Jan. Establishing a closing relevant environment in the Diabetes and Obesity Clinic



↑

1. Doc: How do you feel about starting these
2. uh (.) tuh tablets?
3. (2.7)
4. Pat: I will tr:y the:m
5. Doc: °okay°
6. Pat: I will try th[em.
7. Doc: [mm.
8. Pat: But like I say I do-d'you know when you
9. say side effects, ih you kno:w
10. (0.5)
11. Doc: A:ll tablets [huv side effects
12. Pat: [YE:S yes I know they do.
13. Yeh
14. (2.7)
15. Doc: But you look at something like
16. the xenica:l for example, [you

17. Pat: [°mmhm°

18. Doc: wouldn't want to be withou:t them

19. (0.4)

20. Pat: NO huhuhuh

21. (1.2)

22. Doc: Now

23. Pat: .hhh No: exackley

24. (2.7)

25. Doc: Un I hope you'll feel the same way about

26. the:se tablets, once they we:rk.

27. Pat: mmh:m.

28. (2.5)

29. Doc: ptch .hhh

30. (8.6)

31. Doc: I know we talked before abou:t .hh (.)

32. uh:m you: needing to see your doctor

33. about tha:t

34. Pat: Ye:s. Yes

35. (3.7)

36. Doc: Okay

37. (0.6)

38. Pat: o:[key do:ke:ys

39. Doc: [So that's fer you to take to yer

40. doctor,drop off at your doctor [an you

41. Pat: [Yes

42. Doc: cun pick up the prescriptio:n

43. (.)

44. Doc: as be[fo:re

45. Pat: [o:key dokeys ye:p

46. (4.3)

47. Doc: .hh D'you see a poDI:atrist

48. Doc: about yer [feet?

49. Pat: [I do ye:s

50. Doc: °°Good°°

51. (1.5)

52. Doc: >That's one uh these boxes to fill in.<

53. (9.1)

54. Doc: 'hh kay: THat's toDA:Y's blood pressure

55. for your reco::rds,

56. Pat: Ri:ght [yes

57. Doc: [So you cun jot that in your blood

58. sugar book, [so you've got

59. Pat: [Yes

60. Doc: uh 'hh a runni:nger (.) running total

61. running sco:re

62. Pat: O:key dokeys

63. (0.6)

64. Pat: Yup

65. Doc: Ptck

66. (10.5)

67. Doc: But you do look,

68. (0.6)

69. Doc: a lot better ((door makes loud slamming noise))

70. Pat: °huuhuh°

71. Doc: °a lot better°

72. (1.0)

73. Doc: °good. °

74. Pat: I do fee:l? (1.0) I been fee:ling better

75. Doc: mmh:m.

76. Pat: Like I suh-bit more energy, yeh

77. (1.5)

78. Pat: More get up un go: °huuhuh° heheheh .hhhh



↑

79. Doc: I'd like you to:, >hand this in to
80. reception,<I'd like to to see [you again
81. Pat: [Yes
82. Doc: in four months' ti:me,
83. Pat: Yeh
84. Doc: we'll see ho:w the weight's going, >we'll
85. obviously< weigh you on the same sca:les,
86. Pat: Yes
87. Doc: **a::nd we cun take it from there.**
88. (0.3)



↑

89. Pat: Opefully you'll see some more cha:nge.

↓



90. Doc: I'm sure I will=

91. Pat: hehh huhuhuh

↓



92. (0.4)

93. Pat: .hhh

94. (4.4)

95. Doc: Bye bye Pam=



96. Pat: =Thanking you:

Extract b: Brenda WMC 31st Jan. Establishing a closing relevant environment in the WMC.



↑

1. Doc: †Okay.
2. (0.4)
3. Doc: Goo:d
4. (2.0)
5. Doc: °Ptch° anything e:lse you wanted to ask?
6. Pat: °Ptch° .hhh erm? (.) Not really no:oh uh?
7. I mean I > jus wanted to know<
8. thu:t everything WAS going
9. we::ll, [Buh I'm quite
10. Doc: [Mhm.
11. disappo:nted that I have put the weight
12. on, cos I th[ink if I'd uh
13. Doc: [mm?
14. come just before Christmas,
15. Doc: mhm.
16. .hh I would ave lost wei::ght.
17. Doc: [°okay°

18. Pat: [Bu:h (.) over Christmas und then the
19. stress with this (0.3)
20. Doc: It's got [worse since Christmas
21. Pat: [(with my new bo:ss it's) (.)
22. Pat: it's a problem, but hopefully .hh I'll
23. get this new job ()
24. Doc: °What sort of job did you appl:y for?°
25. Pat: .hhh It's actually in Cleedon, an:d it's
26. business desi:gn which is somethi:ng
27. (0.4) that [um
28. Doc: [mhm.
29. qu:ite good at. So:::
30. Doc: °Right. °
31. Pat: Yeah
32. (.)
33. Pat: [(That'll be good)
34. Doc: [And you live in? Ashton on Dean?
35. Pat: YE:[s
36. Doc: [So is that >quite a long< commute?
37. Pat: .hhh um ye:h ah I mean I live in
38. Arlingfo:rd
39. Doc: °°okay°°
40. (1.0)
41. Pat: I >mean I werk in Arlingford< now, so
42. it's not a (prablem), I've worked in
43. Arlingford for ye:ars, so
44. Doc: mmhm.
45. Pat: is shuh sa it'll be quite funny to go to
46. Clee:don really.
47. (1.3)
48. Pat: It's a lot easier HUH

49. Doc: >Let me do a quick let-letter on you< fer
50. a second,
51. (.)
52. Doc: Brenda.
53. (0.4)
54. Yours sincerely ((*playback from voice recorder*))
55. Doc: Ptch Thu next patient is Brenda Green,
56. hospital number
57. (3.0)
58. Doc: 79133F for foxtrot
59. (1.3)
60. Doc: ptch .hh Brenda came to the weight
61. management clinic today, full stop she
62. ha:s >o:pen inverted commas< put a lot of
63. weight on. >Close inverted commas< full
64. stop. She has problems wi:th (.) her
65. boss a:nd .hhh um has been feeling
66. rather stressed at work, full stop. She
67. has >actually applied for a job<
68. elsewhere, (0.8) a:nd is waiting to hear
69. (0.7) the outcome of this, full stop.
70. (0.3)
71. Doc: .hh NEw paragraph, (1.1) Ptch As
72. a result of all of this, > comma< she
73. ha:s bee:n (0.5) eating a:nd (0.5) her
74. weight has climbed by three ki:lograms,
75. full stop.
76. (.)
77. Doc: .hh Having SAid tha:t, comma,
78. (1.0) ptch part of this may be (0.4) pre-

79. menstrual fluid retention.

80. (1.4)

81. Doc: Open brackets, which us been more

82. marked since starting the: IUD one year

83. ago,>close brackets< full stop.

84. (0.3)

85. Doc: .hhh .hh Her weigh gain has occurred

86. despituh (.) an increase in her

87. sibu:tramine to fi:fteen milograms two

88. months ago.

89. (1.3)

90. Doc: Full stop. >I understand< you: are

91. very ki:ndly keeping an eye on her blood

92. pressure, full stop. .hh She has notisseh

93. a de:crease >in her appetite

94. over-thuh past< three of four weeks.

95. Full stop.

96. (2.3)

97. Doc: ptch New paragraph, ptch

98. .hh The other reason for her weight

99. gain (0.7) er >that she describes< ih

100. is that she injured he:r (0.6) le:ft

101. knee?

102. Pat: Yes

103. Doc: LEft knee

104. (2.1)

105. Doc: when she fell over recently,

106. full stop. .h This huz limited her

107. wa:lking

108. (0.4)

109. Doc: a:nd swimming.

110. (.)

111. Doc: >Open brackets,< she still goe:s three

112. times a week, .h but finds that she

113. is not able to be as a:ctive. Close

114. brackets, full stop. .h This is improving

115. un she expects (0.7) tuh >be able

116. to be< more mobile a:nd exercise ut (0.8)

117. more mobile ((doc's voice on playback))

118. ptch and exercising three hours per

119. week,=

120. Pat: [= °Yes°

121. [= .h by >thuh next time< she comes.

122. Full stop. .hhh New >paragraph,<

123. she >has an appointment with Debra Smith

124. our dietician:n< full sto:p

125. (1.3)

126. Doc: I understand you are monitoring (0.9)

127. Brenda's thyroxine dose, full stop.

128. (0.2)

129. Doc: New paragraph .hh (1.8) We talked about:

130. gastric ba:nding, (0.4) again, a:nd

131. >this iz something< Brenda will

132. consider, full stop. >Interestingly she

133. had a conversation< wi:th .hh some o::f

134. (0.5)ah ou:r other patients, (1.3)

135. who've ha:duh gastric bands (0.4)

136. inserted, in our waiting roo:m,

137. (1.5) un I think this hus (0.9)

138. stimulated some thoughtsuh

139. for Brenda. Full stop. .hh

140. >We also discussed about< tuh

141. (0.3) Full stop ((*doc's voice on playback*))

142. We also discussed other (0.4) alternative

143. medica:tion: >such as< rimo:nabant, full

144. sto:p

145. (0.7)

146. Doc: Ptch Brenda will thi:nk about all of

147. this,a:nd (0.5) we'll meet up agai:n, to

148. discuss this.

149. (0.4)

150. Doc: Yours sincerely

151. (0.7)

152. Doc: ka:y [.hh

153. Pat: [°°yeah°°



↑

154. Doc: Next appointment.

155. (7.1) ((*doc reaches for piece of paper and looks closely at it*))

156. Ho:w would the: (0.4) >eighteenth of

157. April<suit you?

158. (0.6)

159. Pat: ↑Yes that's fine

160. (0.7) ((doc places paper away for him and reaches for notes))

161. Doc: So that's about three months awa:y ((doc writing in notes))

162. Pat: I think that's just ((doc writing in notes))

163. (2.2) ((doc writing in notes))

164. Pat: after m:y (0.3) third appointment ((doc writing in notes))

165. >isn't it<with erm () ((doc writing in notes))

166. Doc: There you a:re [well that's (.) that's

167. Pat: [That'll be goo:d

168. Doc: good timing

169. Pat: °Yeah°

170. (4.7)

↓



((Doctor takes a sticker from back of notes and places it on a piece of paper, then closes notes and moves them away. He then moves them back and away again))



↑

171. Doc: .hh Good
172. (0.4)
173. Doc: Any questions? yushuh
174. (0.4)
175. Doc: [**Any other questions?**
176. Pat: [No: that's great. Tha:nk you:

↓



177. (.) ((doc and pat shake hands))
178. Doc: [Really nice to see you again Brenda
179. Pat: [Thanks a lot



↑

180. Pat: Eh huh right

181. (2.7) ((doc walks over to the door and holds it open, patient moves towards the door))

182. Pat: [Thank you:

183. Doc: [Buh bye buh bye ((patient walks out of the room))

184. Pat: Bye

References to future arrangements

- **Brenda WMC 25th Oct**

1. Doc: **So if we see you at the end of January?**
2. Pat: Ye:h that's fi:ne.
3. (1.6) *((Doc moves calendar away from him on desk))*
4. Doc: Right.
5. (1.2) *((Doc moves notes away from him, pat shifts in chair))*
6. Pat: Un ho:pefully I'll uv lost some
7. (0.7) *((Pat stands, doc begins to stand))*
8. Pat: huh huh huh huh huh .hhhh
9. (1.0) *((Pat picks up belongings, doc moves towards her))*
10. Pat: Tha:nk you very mu:ch
11. Doc: Nice tuh meet you. *((They shake hands))*
12. Pat: hhalright.

- **Becky WMC 25th Oct** (* Extract 3 in chapter 8)

1. Pat: Do you want me:to: ri:ng whe:n I've ad
2. it?
3. (0.4)
4. Doc: .hh Wull wha:t I suggest that we do, is
5. just to make thu:t the:: thut the: (0.3)
6. ah:m operation's going to happen and thut
7. everythi:ng's .hh okay for tha:t .hhh
8. why don't >I give you< an appointment

9. fo:r um January some time

10. Pat: Yea:;h

11. (0.2)

12. Pat: Al[right.

13. Doc: [Um a:;nd the:n we cun um we cun meet

14. up and er

15. Pat: [↑Alright.

16. Doc: [jus >so we cun see< how the Xenical's

17. going and so on.

18. (0.3)

19. Pat: Alright.

20. (0.7)

21. Doc: [And so:

22. Pat: [Thas fine.

23. Doc: [**have a: uh very rabbit christmas**

24. Pat: [Thank you

25. (0.3)

26. Pat: Yea:h. O:h yea:h. christmas agai::n.

27. Mum: Heh

28. Pat: it's A:llwahhhys [christmas

29. Mum: [huhuhuhuh ((Doc shifts forwards in his chair))

30. Pat: Me birthday's fuh four days before un

31. a:ll you know .hh hhhhh ((Pat rises from her chair))

32. Mum: heh heh heh

33. Doc: Ha[ppy birthday. ((Doc and pat shake hands))

34. Mum: [heh heh heh

35. Pat: [.hhh Thhthank you:

36. Mum: [heh heh heh heh heh

• **Desmond DOC 14th Nov**

1. Doc: E::r
2. Pat: That's me (.) [prescription
3. Doc: [Yeah ((Doc gives pat
form))
4. Doc: That's the: (.) u:h weh weight tablets
5. Pat: Yea:h
6. (0.3)
7. Pat: (O[kay)
8. Doc: [Hand these to the nurses outsi::de,
9. (0.3)
10. Doc: They'll tell >you where you can go< fuh
11. we:ll (.)the blood tests I'm afraid will
12. have to be he:re, .hh
13. Pat: mmhm
14. Doc: because you can't have it do:ne uh
15. [at yer gee pees.
16. Pat: [>Well that's no problem< I cun call in
17. fuh uh I mea::n >you know,< I goh got a
18. car, it's only a matter uf (0.2) [ten
19. Doc: [I:f
20. minutes down [the road
21. **[If you give**
22. **those two to the nurses they'll send**
23. **off the echocardiogram un the chest**
24. **x-r[ay, ((Doc hands pat forms))**
25. Pat: [Thank you. Thank you very mu:ch ((Pat
holds out hand to doc))
26. (0.5) ((Doc moves hand towards pat))

27. Pat: Thank you very very much ((*shaking hands*))

28. Doc: Un I need to give you another appointment

29. Pat: Okay

30. (.)

31. Pat: hhhhh

32. (1.5)

33. Doc: So [I'll see you agai:n i:n (.)]

34. Wife: [Can't wait cun you to get ou:t

35. Doc: sort uv [three tuh four months

36. Wife: [huh .hh

37. (0.2)

38. Pat: Kay

39. (4.1) ((*Doc writes on form and begins to move it towards patient*))

40. Doc: **That's >fer you tuh<[(**)
((*Doc hands pat form*))

41. Pat: [Bless you. Tha:nk

42. you

43. (0.3) ((*Doc begins to stand*))

44. Wife: Thank you.

45. Pat: Thank you [very mu:ch

46. Doc: [Nice tuh meet you

47. Wife: Thanks very much ((*Doc and wife shake hands*))

48. Pat: Very ni:ce, very nice tuh uv met

49. yuh.Thank you ((*Doc and Pat shake hands*))

50. Doc: ()

51. Wife: Bye::.

- **Rupert DOC 14th Nov**

The doctor has handed the patient various forms and now a medical student in the room is taking the patient's blood pressure. The doctor is writing in his notes. When the student releases the pressure cuff, the doctor looks up

1. Stu: One one ()
2. (1.1) ((Doc writes in notes, student begins to remove blood pressure cuff))
3. Doc: °°Okay°°
4. (1.7)
5. ?: .hhh
6. (1.9)
7. Doc: Okay not bad.
8. Pat: (We'll/I'll) settle for tha:t .hh heh heh
9. heh [.hhh ((Pat moves forward in his chair and doc begins to stand))
10. Doc: [()
11. Doc: **Okay so: let's see ho:w how things go:**
((Doc stands))
12. (0.2) ((pat begins to stand))
13. Pat: Yup
14. (1.0) ((Pat stands and shakes hands with the doc))
15. Doc: Thank you fer comi:ng nice to see you
16. ag[ain
17. Pat: [Yep .hhhhh Is it wuh? (0.2) think it
18. wuh be better i:f(0.6) get in the
19. mor::nings.hh or iz, iz there any
20. differen between your mornings and

15. (.)

16. Pat: Me soup. Me to:ast.

17. Doc: >Cos I thi:nk< (0.2) that's just the

18. right thing to do. [**Hand that in to**

19. Pat: [()]

20. Doc: **reception for your next appoi:ntment.**
((Doc hands pat blue form))

21. Pat: Ri:gh thank you very much. *((Doc stands))*

22. Can I just. ELp meh just uh

23. Doc: Cou:irse *((Doc moves towards pat))*

24. Jus let me just .hh cos I can't get out

25. the SEat

- **Atif DOC 12th Dec**

1. Doc: But .hh I think we need to think about

2. other ways to help you.

3. (.)

4. Doc: Such as the weight.

5. Pat: mmhm.

6. (1.1)

7. Doc: .hh uh:m >so I want to see you< in abou:t

8. six months so that takes us through to

9. ma::y, (0.8) see you on the eighth

10. Doc: of may.

11. (0.8)

12. Pat: °Okay.°

13. (5.0) *((Doc fills out form then holds it
out to patient))*

14. Doc: Okay. *((Pat takes form))*

15. (0.4)

16. Doc: **Good Ati:f. So you'll get mu: my letter**

17. (0.4) *((Doc and pat both rise from chairs))*

18. Doc: **u:h to, >you'll get a< copy of the letter**

19. **thut I'll send to doctor luh lowry .hh**

20. **un when you get that then make an**

21. **appointment to see him to ge:t the new**

22. Doc: **tablets.** *((Doc holds out hand))*

23. (0.3) *((Doc and pat shake hands))*

24. Pat: °Thank you so much.°

25. (0.3) *((Doc begins to move towards door))*

26. Pat: Hopefully yuh know,

27. (0.5) *((Doc and pat move towards door))*

28. Pat: [()]

29. Doc: [(you'll get a pedometer with the new

30. tablets)

31. Pat: Yes it's it's uh

32. Doc: Ten thou:sand steps.

- **Gwen DOC 12th Dec**

The doctor has given the patient a yellow prescription form for a new tablet.



↑

1. Doc: Some blood tests for today. >If you<
2. [gi:ve thut [to the nurse,
3. [Right. [Ri:ght.
4. .h it mi:ght be that they've
5. got enough sample from befo:re,
6. Pat: Ri:[ght.
7. Doc: [°But if not they'll need ()
8. [() °
9. Pat: [All ri::ght. Yeh it's fi:ne.

↓



10. Doc: But I do wa:nt thut duhthat done as

11. soon as po:ssible:

12. (0.5)

13. Pat: °Ri:ght.°

↓



14. (1.1)



↑

15. Pat: E:r? wha:t do I do about me next

16. appointment?

17. (0.3)

18. Doc: Ooh right. You're quite right.



The doctor returns to his desk and fills in a date on the patient's blue form. As the doctor hands it to her, she asks a question about telling her GP about changes to her tablets. The doctor answers and the patient leaves the room with closing greetings.

- **Desmond DOC 9th Jan**

The doctor and patient have agreed to apply for a bariatric surgery consultation. The patient's wife has just asked a question about how many calories the patient should be consuming. Whilst discussing this topic the doctor has been holding a blue form in his hand, leaning away from his desk and towards the patient.

1. Wife: If ee's ungry ee's jus aving more soup.
2. Pat: mm.
3. (.)
4. Pat: It's the ole ide:a, if I get ungary I fill
5. up on soup cus it's fi:lling

6. Wife: One sli:ce uh bread.

7. (0.7) ((Doc hands form to patient))

8. Pat: [Thank you very much.

9. Wife: [huhuhuh

10. Doc: Cou:ld you ha:nd these in to re[ception

11. Pat: [I can

12. Doc: und they'll send those off cos I presume

13. your address might uv changed

14. on [those

15. Pat: [Yes it as. [Yes

16. Doc: [So: (.) **ask them to put**

17. **some new stickers on**

18. Pat: Okay. I will

19. (0.5) ((Pat holds out his hand as doc and wife move forward in their seats))

20. Pat: Thank you doctor Lin. ((Pat, wife and doc all rise and pat and doc shake hands))

21. Doc: Nice to see yo[u:

22. Wife: [Oooh

23. Pat: [(privilege) to see yuh

24. (0.2)

25. Doc: Good[bye Lindsay

26. Wife: [Thank you:

- **Pam DOC 9th Jan** (* same as extract a, also extract 2 in chapter 8)

79. Doc: I'd like you to:, >hand this in to

80. reception,<I'd like to to see [you again

81. Pat: [Yes

82. Doc: in four months ti:me,

83. Pat: Yeh

84. Doc: we'll see ho:w the weight's going, >we'll

85. obviously< weigh you on the same sca:les,

86. Pat: Yes

87. Doc: **a::nd we cun take it from there.**

88. (0.3)

89. Pat: Opefully you'll see some more cha:nge.

90. Doc: I'm sure I will=

91. Pat: hehh huhuhuh

92. (0.4)

93. Pat: .hhh

94. (4.4)

95. Doc: Bye bye Pam=

- **Kevin DOC 13th Feb** (*extract 1 in chapter 8)

1. Doc: This (.) blue form to the reception fer

2. yer next appoi:ntme:nt ((Doc hands pat blue form))

3. Wife: mm[m

4. Pat: [Thank you very mu:ch

5. (0.3) ((Doc hands pat white form))

6. Doc: This one:, if you hand that in they'll

7. send it OFf for me, that's thuh sca:n

8. (0.2) er [request

9. Wife: [(Ri:ght)

10. (.)

11. Pat: Alri:ght yeah

12. Doc: U::m

13. (0.3)

14. Pat: Yep

15. Doc: if yuh could hand this to the lady

16. takih took your blood, .hh un ask if

17. they've got enough uv the sample to

18. on the blood they've taken already,

19. Wife: Right.=

20. Pat: =Ri[:ght.

21. Doc: [If they ha:e fine un if not we:'ll

22. have to stab you agai:n .hhhh u:m

23. the:: **fi:nal thing is don't fo:rget tuh**

24. **get yer height mea:sured.**

25. (0.8) ((Pat makes thumbs up gesture
towards doc))

26. Wife: Yeh

27. (0.3)

28. Pat: ptck Right. Yes ((Doc and wife stand, pat
puts hands on arms of his chair))

29. (0.7)

30. Wife: Ri[:ght?

31. Pat: [Ooo:::huh ((Pat rises from chair))

32. (0.8) ((Doc hands pat his gloves))

33. Wife: [(° °)

34. Pat: [Thank you very mu:ch sir

35. Doc: Nice >tuh see you< Kevin ((Doc and pat
shake hands))

36. Pat: Thank you doctor

37. Doc: See you in three months

38. Wife: (° °) ((shaking hands))

The patient and his wife leave the room.

- **Gwen DOC 23rd March**

1. Doc: But I will no:t but I'm leaving
2. Pat: O:hh: huhhhh
3. (0.8)
4. Pat: Suh shame.
5. Doc: Got a new jo:b
6. (0.6)
7. Doc: So:, but I'm actually going to Clee:don
8. Pat: †Oh are yuh?
9. Doc: **So I might see you in Cleedon.** ((Doc moves pen away from him and puts it on top of his notes))
10. (1.4) ((Doc stands up))
11. Pat: Well tuh be ho:nest with yuh they
12. always sending for me from Clee:don.
13. Doc: Ri:ght.
14. (0.5)
15. Pat: I think it's cos I live in Leeford
16. (0.4) ((Pat begins to stand))
17. Doc: Well if you wa:nted to come to the
18. Cleedon diabete clinic, [once I'll be
19. Pat: [Oh ((Doc moving to door))
20. Doc: seeing peo:ple the:re So .hh wull (.) but
21. I'll see you probley in the:
22. (0.2) cos I: I'll be (.) seeing people
23. before they have surgery,
24. un things i:f (0.5)> you
25. want tuh go down<that route.
26. Pat: .hhh hhhh ((Pat gathers belongings))

27. (0.3)

28. Pat: Oh yuh doing that are yuh? .hh hhhuhuh

29. () .hhh Right. Thanks very [mu:ch

30. Doc: [Bye

31. now ((Pat leaving room))

• **Damian WMC 28th May**

1. Doc: So I mi:hgt see you in Ca:rlton then if

2. depending upon timing of your [operation

3. Pat [Ye:ah I

4. ope so.I ope so ()

5. Doc: mm:m.

6. Pat: Ye::h

7. (0.4)

8. Doc: **Good luck Damian.** ((Doc holds out hand to pat))

9. Pat: Right. Thanks a lot. ((Doc and pat shake hands))

10. (0.3)

11. Pat: Nice tuh mee:t yuh anyway.

12. (0.4)

13. Pat: Ope you go on alright there unyway. .hhh

14. Doc: Ho:pe things go well the:n

15. Pat: YEah I: do as well. See ow we go on.
((Pat and doc both begin to stand))

16. (0.6)

17. Pat: Right.

18. (0.4) ((Pat picks up his walking cane))

19. Pat Fanks a lot f'ye:lp hhh chee:rs (duck)>

20. whose is the< picture?

The doctor and patient talk about a painting in the room, then the patient leaves.

- **Linda WMC 28th May**

The patient is due for an after-care appointment at Cleedon in the 14th June. The doctor has just told the patient that he is leaving to take up a job at Cleedon.



↑

1. Doc: Fourteenth uv ju:n, fourteenth uv
2. ju::ne
3. (1.4)
4. Doc: .hhh
5. Pat: So >whuh is it< [abuh
6. Doc: [Is that a thu:rsday or
7. something
8. Pat: E:::rm
9. (1.8)
10. Pat: mh:m.
11. (.)
12. Pat: I THink it is actually

13. (1.0)

14. Doc: °Right. It is [thursday°

15. Pat: [yeah ih tis

16. (.)

17. Pat: Thursday

18. (.)

19. Pat: ye[ah

20. Doc: [Right °°okay°° .hh[hh

21. Pat: [°yeh°

22. Pat: [So:

23. Doc: [Okay so [(sa:ll)

24. Pat: [just in for a morning

25. **so:**, [**whe:::n**.

↓



26. Doc: [All the best

27. (.)

28. Pat: Thank you fe::r TO:lerati:ng me a:ll this

↓



29. [TI:me.

30. Doc: [No no:. I'm just REally pleased thut (.)

31. >you know< that (.) progress huz

32. bin ma:de, .hhh [you: know yuh-your new

33. Pat: [An I'm on the ri:ght

34. Doc: look's grea:t,



↑

35. Pat: Yeahuh and I'm on the ri:gh ter I'm on

36. the ri:gh trac:k.

37. (0.6)
38. Doc: Buh bye Linda
39. Pat: O:kay, thank you very much.

- **Miriam WMC 28th May**

The patient has been telling the doctor about some creative projects she is involved in.

1. Pat: What was tha:t one where thu:h
2. men stri:ppers on that wuz uh .hh
3. budget film it made millions .hh
4. Doc: °°huh huh huh°°
5. Pat: So: yea:h we'll see:..
6. (0.6)
7. Doc: [**Good luck miriam**. ((Doc holds out hand))
8. Pat: [But me NExt book should be
9. [ou:t ((Pat holds doc's hand, then still holding it, starts to rise))
10. Doc: [You take care.
11. Pat: I'll be funding that meself as we:ll
12. Doc: Really?
13. Pat: Yea[:h
14. Doc: [Gosh
15. (1.2) ((Pat turns towards her bag. Doc walks towards the door and in the process stoops to pic up the bag.))
16. Pat: .hhhh ah Ta. Thanks
17. (.)
18. Doc: °S'°okay°
19. Pat: SEE you then. ((Pat takes bag)) Good luck

20. with yer new projec[t.

21. Doc: [LOvely to see you

22. miriam ((Doc opens door and pat walks towards it))

23. Pat: A:n if I cun get on your boo:ks up there, put me on. .hhh

24. (0.2)

25. Pat: [Right. ((Pat walks through doorway))

26. Doc: [Part of that's gonna be the funding from

27. yer gee pee, but as long as that's () ((Doc follows Pat out of room))

28. Pat: YEah alright: I'll tell im

The patient and doctor briefly continue talking outside the room.

- **Adam DOC 5th June**

The patient attends with his wife. A medical student is also in the room.

1. Doc: Whuh? What d'you think? .>Sorry<

2. I've kind uv bombarded you a little bit

3. with the surgery, how do you feel about

4. it

5. (0.4)

6. Pat: .hhh .HHHH WHHHHHHH .h ah don't know,

7. (0.2)

8. Pat: E:: R .hh I'm jus gla: glad yer still

9. tryin to elp me Tony, .hh honest to god.

10. .HH I said tuh you out the:re din't I I

11. spected to come in ere today, °un° uh fer

12. you to see that I put weigh on, .hh and

13. [fer you to sa:y

14. Wife: [*((sniff))*]

15. Pat: thut yer gonna wash yer hands uv me

16. (.)

17. Pat: .HHH so fer yuh just tuh kee:p me on,

18. (0.3)

19. Pat: keep > trying help me ou:t<

20. (0.5)

21. Pat: Ptch I'll be more than appy

22. (0.2)

23. Pat: .hh >D'you know what I mean< ah ka:

24. I can't THank you enou:gh I really

25. cahhn't

26. (1.3)

27. Doc: .hh >The o:ther thing< I should say to

28. you is thu:t () er I'm actually leaving

29. (0.7)

30. Pat: Ur yuh hh

31. (0.4)

32. Doc: I've bin offered a new job.

33. Pat: Yeah

34. Doc: So::, I'm [gonna be: so .h so I won't be

35. Pat: [.hhh

36. Doc: he:re, thuh next time you come back=

37. Pat: =Alri:ght

38. Doc: Ptch .hhh I'm actually, (.) moving to

39. Cleedon, tuh suhtart work on thuh on the

40. diabetes (.) service the:re

41. Pat: Yeh

42. Doc: and be working ho:pefully with the: .h

43. [with the obesity surgery

44. Pat: [.hh

45. side there [uz we:ll

46. Pat: [Yeah

47. Pat: Yeah

48. (0.3)

49. Doc: So I'll [probley see you across there.

50. Pat: [.hhh hhh

51. Pat: Yeh no problem .hhh hhh

52. Wife: Yah

53. Pat: Yeh (that's sou:nd/that's su:h)

54. Doc: °Okay°

55. (0.3)

56. Pat: .HHH

57. Doc: **But the: thuh lass who's >taking over**

58. **for me here< she's very good**

59. Pat: Yea:h hh ()

60. (0.6) ((Doc closes notes))

61. Pat: Alri:ght mate. ((Pat shifts in chair))

62. (1.0)

63. Pat: Chee[:rs.

64. Wife: [() ((Pat holding out hand to doc, wife rising from chair))

65. Pat: Thanks for all you've done

66. anyway Tony.

- **Desmond DOC 5th June** (* extract 4 in chapter 8)

The patient has a number of forms in his hand. The doctor has completed other paperwork whilst discussing the new doctor for the clinic and answering the wife's question about a drug the patient used to take. The doctor has told the patient he wants to check the patient's muscle action and has agreed with the patient's own assessment of it.



1. Doc: ↑
Ptch >That's tuh hand in tuh reception.<



2. ↑
It's LOvely tuh see: you again:
3. [Desmond
4. Pat: [Thank you. [And you.
5. Doc: [Be sure you take ca::re.



↑

6. Pat: Good [luck to you
7. Wife: [Thank you:
8. (0.6)
9. Doc: Buh bye Lindsay
10. Wife: Thanks very much. Chee:rs
11. Doc: Nice to see you.

- **Kevin DOC 5th June**

The doctor and patient have agreed that patient will have an open appointment, meaning that he will only attend in the short term if his blood tests require medical attention. The doctor is writing out a blue form for the reception. The patient's wife is present.

1. Doc: So thuit suh u:h you cun always phone up
2. and get another appointment, or [I ku
3. Pat: [Oh
4. ri:ght.
5. Doc: **Or I can activate the system from my end**
6. Doc: **which[ever**
7. Pat: [Yeah yeah

8. Doc: () **when un when and**
9. **as necessary**. ((Doc holds out form and patient takes it))
10. Wife: Yeah. Lovely. [Thank you
11. Pat: [O:kay thank you very mu[ch
12. Wife: [In
13. six weeks toda:y we'll be up in the ai:r,
14. Doc: Have [uh wonderful time
15. [going to Australiahh
16. Pat: Huh huh huh [huh huh huh
17. Doc: [Have a wonderful time. .hh
18. And thank you for spa:re ((Pat stands))
19. cos I know you've ((Doc and wife stand))
20. had a hectic schedule >getting ready for
21. your holidays un things<

- **Pam DOC 12th June**

The doctor has just been telling patient that they need to pay more attention to the acceleration of her diabetic symptoms.

1. Doc: We >jus need to give you< the HElp and
2. support to uh to to enable you
3. to do it. ((Doc writing on white form))
4. (0.8) ((Doc hands form to pat))
5. Doc: .hh >Thas for you to hand in to
6. reception.< FOur months this time, Pam
7. Pat: Okey dokeys. Okey dokey[s
8. Doc: [un **that's for**
9. **you:: to han hand in** ((Doc hands pat another form))

10. **round the front to get some blood tests.**

11. Pat: OKey dokeys

12. (0.7) *((Pat stands up))*

13. Pat: Thanking you:

14. Doc: Nice tuh see you. *((Doc stands up))*

15. Pat: And you:

16. (2.4) *((Pat picks up her bags then walks towards the door, doc walks towards))*

17. Pat: Thank you very much now. *((Doc opens door))*

18. Doc: Bye then. *((Pat walks through doorway))*

19. Pat: Buh bye.

Doctor solicits further patient concerns

- **Brenda WMC 31st Jan** (same as extract a above)

171. Doc: .hh Good

172. (0.4)

173. Doc: Any questions? yushuh

174. (0.4)

175. Doc: **[Any other questions?**

176. Pat: [No: that's great. Tha:nk you:

177. (.) *((doc holds his hand out to patient and they shake hands))*

178. Doc: [Really nice to see you again Brenda

179. Pat: [Thanks a lot *((Doc rises then patient rises))*

180. Pat: Eh huh right

181. (2.7) *((doc walks over to the door and*

holds it open, patient moves towards the door))

182. Pat: [Thank you:

183. Doc: [Buh bye buh bye ((*patient walks out of the room*))

184. Pat: Bye

Summary Assessments

- **Jim WMC 8th Nov** (* extract 5 in chapter 8)



↑

1. Doc: That's fine then. I'm happy [with
2. Pat: [That's why
3. uh
4. Doc: [°Yeh°
5. Pat: [Yeh () wa:sn't (.) I
6. wasn't su:re whether to have a breakfast
7. uh not, and she sez no: and I'd had a
8. .hhh a bo:wl (0.2) a generous bo:wl uv
9. muesli with nuts and whatever .hh
10. (0.4)
11. Pat: I put a handful of bran on the top

12. un a bana:na.
13. (.)
14. Pat: [>every every<day uh the week<
15. Doc: [°okay°
16. Pat: [with skimmed milk.
17. Doc: [**That's**
18. Doc: **Then that'd be fine then.**
19. Pat: So that's whuh? ()



↑

20. Doc: Fiveuh five point six is no:r[mal
21. Pat: [Yea:h yeah
22. yeah
23. Doc: **>in that< situation, mine's five point**
24. **six at that ti:me**
25. (0.8)



↑

26. Pat: O:kay?
27. Doc: Good
28. (1.6)



↑

29. Pat: So: what uhll we be looking for now?
30. Another (.) three months or?
31. (.)
32. Doc: Er: I probably (.) uh four months I
33. [guess.
34. Pat: [Yes
35. Pat: >Yes okay<
36. Doc: okay?

37. (0.3)

38. Doc: [Wuh

39. Pat: [Thanks agai:n

40. (0.3)

41. Pat: Can somebody call me a?

42. Doc: Yeah will do.

43. Pat: porter please.

- **David WMC 8th Nov**

The patient has been to Cleedon for a surgical consultation. As this extract begins, the doctor and patient are sitting down facing each other and have just been talking about the physical appearance of the surgeons at Cleedon.

1. Doc: Need to °be careful° what I sa:y with the

2. camera there: haven't I ((*looking at corner of room where camera is*))

3. Pat: YE:s you see:

4. (1.8) ((*doc looks through notes in front of him*))

5. Doc: **Good** ((*doc closes notes*))

6. Pat: They're no:t my notes are they? ((*doc stands and stretches out hand to p*))

7. (0.6) ((*doc and pat shake hands*))

8. Doc: Er no, your notes are there ((*doc turns to look behind him*))

9. Pat: Thank god for tha:t ((*doc taps pat's notes on desk and turns back, pat begins to rise*))

10. (0.7) ((pat rises from chair, doc steps away from desk))

11. Doc: Nice >tuh see you< again David. ((doc walks towards door, pat starts moving his shirt))

12. (0.6) ((doc moving to door, patient moving his shirt))

13. Pat: Can I: ju:t? ((pat tucking shirt into trousers))

14. (0.7)

15. Pat: put me shirt away

16. Doc: Do yuh ((pat unzips trousers))

17. (8.2) ((pat tucking in shirt))

18. Pat: °Wus? ° (.) I've bin constipated fer 'hhh ((pat tucking in shirt))

19. the last couple uh days, ah bin in real ((pat tucking in shirt))

20. PA:in: wi:th .hhh I got a pain in the

21. si:de here ((pat puts hand on one hip))

22. (1.0) ((pat reaches down to zip on trousers))

23. Pat: >You don't think?< hh 'hhh that's ((pat zips up trousers))

24. anything thu to do with these tablets do

25. you? ((pat secures zip and top of trousers))

26. (1.1) ((pat turns towards chair behind him))

27. Doc: .hh Well A:CTually nohs-that's not quite

28. true:, 'h very RAREly ruh-ramipril can: ((pat picks up pieces of paper))

6. little while, becuz (.) .hh you know I
7. don't think we're actually do-you know
8. I've not changed anything [to ()
9. Pat: [This is the

↓



10. only place I can ge:t wei::ghed
11. Doc: °hah huh° (.) .hhh I don't think there's-
12. wuh ↑pre↑sumably they can weigh you
13. at Cleedon can't [they?
14. Pat: [Ooh ye:s
15. (0.8)
16. .Pat: hh sumwhe:re un:d I asked if
17. was possible, .hhh that when I went
18. for a blood test I could nip in and get

↓



19. wei:ghed
20. Doc: mhm?
21. Pat: An I was told o::h I don't think that'll
22. be a problem,
23. (.)
24. Pat: .hh un when I
25. enqui:red again I was told no: no way.
26. (1.7)
27. Doc: °Gosh°
28. Pat: So:: hh .hhh an then >when I went<



↑

29. tuh the heart clinic, .hhh the: the
30. fihuirst time at Cleedon, .hh she put
31. me in this like wheelchair to weigh me.
32. (1.4)
33. An: uh cou::rse, I didn't feel safe in it
34. an I got me feet on the floo:r, .hhhh
35. an she sayz you're a hundred and
36. seventy [kilos, I sayz Ihuh'm no:t
37. Doc: [°huh huh huh°

38. Pat: huh huh heh (.) I knew I wasn't.



39. (0.7)

40. Pat: .hh An she sayz oo:h did you ave

41. yer feet on the floor, I said yea:h

42. >un I< lifted me feet up but it

43. couldn't weh-it wouldn't [weigh i:t

44. Doc: [so off the top

45. Pat: So::

46. (0.7)



47. Pat: you know I thought uhh forget it

48. (0.8)



49. Pat: So that's when I went and bought



50. me own sca:les.



↑

51. Doc: No that's quite a clever way of doing

52. it e:r (.) ()

↓



53. (.)

54. Pat: mmh;m. THAnk you very much

55. Pat: [doctor.

56. Doc: [Take care mister powell I'll I'll

57. send you an appointment for six

58. months

59. Pat: okay thanks a lot

60. Doc: Bye
61. Pat: Bye

• **Timothy WMC 13th March**

The patient has been discharged from the clinic for making successful progress. The doctor has been telling the patient how he has improved.

1. Doc: So, I I cou:ldn't be: I couldn't be more
2. ha:ppy.
3. Pat: Yeah
4. (0.6)
5. Pat: .hhhhh
6. (.)
7. Pat: hhh
8. Doc: **GOod.**
9. (0.7) *((Doc holds out hand to pat, pat
 begins to stretch out hand to doc))*
10. Pat: Alri:ght then.
11. (0.3) *((They shake hands))*
12. Pat: Good luck in yer ne:w job.
13. Doc: Ptck >Thank you very much< Timothy.
14. Pat: Yeh huh *((Pat reaches down for his coat))*
15. Doc: Ho:pe NO:t to see yuh there:
16. (0.3) *((Doc rises from chair))*
17. Pat: HUUH HUH *((Pat pulls coat towards him))*

As the patient puts on his coat, he tells the doctor about his plan to keep to his exercise regime. The doctor and patient then exchange greetings and the patient leaves the room.

- **Rupert DOC 5th June**

The doctor and patient have agreed to some small changes to the patient's diabetes medication but that it is mostly under control. They have also agreed that his main issue to tackle is his weight, but that, due to certain pressures he is not able to undergo regular weight loss behaviours at the moment. They have agreed that he will be discharged from the clinic, but that if he feels he needs more specialist help he will contact his GP to arrange another appointment. The patient has just been talking about wanting to lose weight but not having time.

1. Pat: It int a:ppning o:r the day isn't expanded
2. enough tu:h tuh get it done. .HHH
3. (0.6)
4. Pat: und u:h work expands to fill the time
5. scena:rio:but
6. (0.4) ((Doc shifts position in his chair))
7. .HH hh huh huh huh [hh
8. Doc: [OKay mister
9. **Bennet.** ((Doc leans forward in his chair))
10. (0.3) ((Doc holds out his hand to the pat, pat stretches his hand towards it))
11. Doc: **Nice >tuh see you< aga[in.** ((They shake hands))
12. Pat: [Yeh
13. Pat: Wuh look after yourse:lf u:n
14. Doc: Thank you very mu:ch
15. Pat: Yea:h I mi:ght see you up at Car:ilton
16. (0.2)
17. doin somethi:n
18. Doc: Absolutely.

19. (0.3)

20. Pat: u:i:hm

21. Doc: mmm.

22. Pat: °u:h°

23. (0.2)

24. Pat: Don't work too ard

25. (.)

26. Doc: Ptck

27. (0.9)

28. Doc: No:

29. (.)

30. Doc: No danger of that () ((Doc stands from chair and moves towards door, pat shifts body in chair))

31. (1.5) ((Doc walks towards door, pat stands))

32. Pat: .HHH if you cun fi:nd your pe:n .HHH hhhh

33. huh

34. Doc: Bu:h bye mister Bennet. >I'll take you

35. out.<

The doctor and patient leave room together.

Patient summary assessments

- **Damian WMC 8th Nov**

After letter dictation, the patient has commented that Dr Lin is his third doctor in the clinic.

1. Doc: Dunno whe:ther or not tuh be flatt[erred
2. Pat: [Ehh
3. Doc: or no:t=
4. Wife: =Eh huh huh huh [huh huh huh huh
5. Pat: [HA HA HA
6. (0.6)
7. Wife: eh huh .hhh
8. Pat: At lea:hhst yuh li:stened un
9. (0.6)
10. Pat: .hhh e:rm
11. Wife: Ee's got nohuh [choi::ce. huh
12. Doc: [What do you do to them?
13. Wife: eh huh
14. Doc: What do you [Damian? I wanna kno:w?
15. Pat: [I don't kno:w hah don't
16. [know.
17. Wife: [heh
18. heh heh
19. Pat: I:'ve=
20. Doc =Wh:y do you chase them [awa::y?
21. Pat: [Getting a bit of
22. **uh co:mplex thinking iz it me: or what?**
((Doc rises from chair))
23. Wife: Eh huh huh huh huh *((Doc stretches hand
towards pat))*
24. Doc: [() NIce to see you.]
25. Pat: [() heh heh heh] And
26. you. *((Doc and pat shake hands))*
27. Wife: a:hhhh: dear
28. Pat: So:: [er *((Pat rises from chair))*
29. Wife: [ne:r mind

30. Doc: Thanks fer coming in missez [Brook

31. Wife: [aah [that

32. Pat: [a:::w.
((Pat stands, doc and wife are also standing and shake hands))

33. Wife: su:h alright.

34. Pat: .hhh ()

35. (0.9) *((Pat and wife gather belongings))*

36. Pat: [Jus see if ee: hhhh if ee'll write to me

37. Wife: [Come on then

38. Pat: [then ()

39. Doc: [But do keep on with the::

40. (0.2)

41. Doc: with [the swimming

42. Pat: [goin swimmin oh I [will do:

43. Wife: [Oh yes

44. Doc: [cos tha:t's (.)

45. >gonna be absultely< key: e:ven i:f even

46. after the surgery: actually. Cos [.hhh

47. Pat: [mm:mm.

48. Doc: you want to buh (.)build [up yer muscles

49. Pat: [best side *((Pat stroking face, looking directly at camera))*

The doctor, patient and wife laugh, exchange goodbyes then the patient and wife leave the room.

- **Kevin DOC 12th Dec**

The doctor has handed the patient various forms. The patient's wife has asked whether the patient will be able to get help for his various health problems whilst they are on holiday in Australia. Before the transcript begins the doctor and wife having been talking about making sure they have a flight stopover on the journey to Australia. The doctor has been comparing stopping over in Hong Kong and Singapore.

1. Doc: So it's a bit more of an uneven split.
2. (0.3)
3. Wife: mmm.
4. (1.4)
5. Pat: mm:mm.
6. (1.0)
7. Pat: **(That could be wiser)**
8. (1.0) *((Doc rises from his chair))*
9. Pat: Heh heh heh heh
10. (0.7) *((Doc holds out hand to pat))*
11. Doc: Very [nice to see you again Kevin.
12. Pat: [Thank you very much sir *((Doc and pat shake hands))*
13. (0.6) *((Wife is standing and holds out hand to doc))*
14. Wife: Thank you very much
15. (0.8) *((Doc and wife shake hands))*
16. Pat: () *((Pat hands his forms to wife))*
17. (1.0) *((Pat puts his hands on the arms of his chair))*
18. Pat: Oooh *((Pat rising from chair))*

19. (10.4) ((Pat and wife gather their belongings and move to the door,. Doc moves to the door and opens it.))
20. Pat: Thank you very much doctor Lin.
21. Doc: Buh bye
22. Pat: Say goodbye
23. (0.4)
24. Wife: Ave a nice Christmas
25. Doc: You: too:

- **Ian WMC 13th Dec**

The patient has told the doctor about a website that shows a video of a gastric band operation. The doctor has asked him to email it to him and has written down his email address. The patient is looking at the paper with the email address on.

1. Doc: So I'll >arra:nge fer you tuh< have an
2. appoi:ntment, this ull be DOwn the line,
3. hopefully >it'll be kinduh< six months
4. after yer [(op) type uh time. .hhh
5. Pat: [Right.
6. Doc: So:[:,
7. Pat: [So that's X Y Z: N H S U K
8. Doc: Yeh
9. (1.3) ((Pat folds paper))
10. Pat: Ye:h I'll do tha:t
11. Doc: Thank you
12. (0.6) ((Pat folds paper))
13. Pat: Thou:ght Helena was going tuh fi:lm this
14. today

15. Doc: It has bin. ((Doc points to camera))

16. Pat: Oh right.

17. (1.1)

18. Pat: **Listening in frum abo:ve**

19. (0.2)

20. Pat: (Ri:ght.)

21. (0.8) (Pat turns and looks at camera))

22. Pat: **.hhh Yes. Be:hind the door** ((P shifts
body in chair, doc begins to rise))

23. Doc: Yes

24. Pat: Righhhht .((Doc and pat stand))

25. (3.0) ((Pat picks up coat))

26. Pat: Yeh I'll send youh tha:t

The patient talks some more about the video, then he and the doctor exchange greetings and they leave the room.

- **Becky WMC 10th Jan** (* extract 6 in chapter 8)

The patient has recently had gastric band surgery in Cleedon. The patient has agreed a next appointment date with the doctor, discussed what will happen at her surgical follow up appointment and agreed in principle to the idea of joining a support group for people looking for surgery.

1. Doc: Have I got your conta:ct ()

2. Becky?

3. Pat: I've jus to:ld

4. (0.7)

5. Doc: A:nd

6. Pat: Thas i:t

7. Doc: Yep?
8. Pat: Yeah.
9. (0.7)
10. Pat: E:r I've jus told thu:h (.) lady
11. outsi:de, >don't know< er name,
12. (0.4)
13. Doc: That's Helena
14. (0.5)
15. Pat: Eleena?
16. Doc: Helena yeh
17. Pat: °()° (.) .hhh er::m I jus said
18. I'd tell anybody tuh go un ave it done.
19. (0.4)
20. Pat: Suh changed me: in a wee:k
21. (1.3)
22. Pat: An it?
23. (0.7)



↑

24. Pat: **Never thou:ght >anybo:dy be able< tuh**

25. mahke me: feehl full. hehehehehe



26. Doc: Cum au:gust

27. Pat: [.hh huh[huhhuhuh

28. Mum: [huhuhuh[uhhuhuh

29. Doc: [Be even more impressive Becky.

The patient makes further jokey comments about her surgery, shows the doctor her scar and leaves during closing greetings.

- **Becky WMC 13th June**

The patient has been upset throughout the consultation as she feels she has not lost much weight since her bariatric surgery. When she heard that the clinic was closing, she became very upset. She and the doctor have discussed possibilities that she can see him in Cleedon and she has asked him whom she should send a letter of complaint to about the clinic closing. She has just said that she will write to the top, 'Tony' and the doctor has replied that Tony won't be around for much longer.

1. Pat: **No:: . Go:rdon then: if ee wants me**
2. **vo::te.**
3. (0.2)
4. Mum: Ee heh heh heh heh huh .hh
5. (0.3) *((Doc begins to rise from chair))*
6. Mum: hee hee [.HHH huh huh hhokay duck .hhh
7. Doc: [Becky it's LOvely to see you:
((shaking hands with pat))
8. Pat: You as we:ll
9. (.)
10. Mum: ([])
11. Pat: Sorry yer go:ing.
12. Mum: Thanks. See yer duck *((wife shakes hands with doc))*
13. Doc: I ho:pe tuh [see yuh again.
14. Mum: [heh huh
15. Pat: Yeh I hope so
16. Mum: hhhh ih *((Mum picks up bag))*
17. (2.7) *((Pat and mum walk to door and open it. Doc stands behind them))*
18. Mum: Buh bye
19. Doc: Bu:h bye: then.

- **Ian WMC 13th June**

The patient has been discharged from the clinic, after successfully losing a lot of weight. The doctor has just told him that he is leaving to go to Cleedon.

1. Pat: What the new hospital?
2. Doc: [Yeah

3. Pat: [City

4. Doc: °Yeh°

5. Pat: SU:h smashing pla:ce

6. (0.3)

7. Pat: Rea:lly is

8. (0.2)

9. Pat: Yuh know

10. (0.5)

11. Pat: **.hhhh And it shou:ld be. Nobody's di:rtied**

12. **it yet:ave they really eh^h huh huh huh**

13. (0.3) ((Doc stretches hand towards pat))

14. Doc: [LOVely tuh see you

15. Pat: [(Anyway) ((They shake hands))

16. Doc: [Congratulations on doing so well. ((Both stand))

17. Pat: [>Thank you very much<

18. Pat: Ri:ght.

19. Doc: Absolutely delighted.

20. Pat: Ha how much d'you say? Twenty four

21. kilograms?

22. Doc: Er: you were a hundred and forty now

23. you're a hundred and sixteen

24. (1.1)

Doc: Well done Mr Graham.

Doctor figurative expressions/truisms

- **Adam DOC 9th Jan**

1. Doc: Thas your appointment tuh come back
2. in May,
3. Pat: Yup
4. (1.4)
5. Pat: .hhh
6. Son: Or do you want me to hold that one don't
7. you?
8. Doc: You got the yello:w yellow form?
9. Pat: Yeah
10. Doc: °okay°
11. Pat: An I'll get them sorted ou:t straight
12. away.hh [suh not a (problem)]
13. Doc: [With yuh with yer feet,
14. (.)]
15. Pat: .hhh
16. Doc: We'll see ho:w it goe:s next time.
17. Pat: Yeah
18. (.)]
19. Pat: [Alright
20. Doc: [() **but you've got lots**
21. **tuh take on boa:rd**
22. Pat: Alri:ght
23. (1.2) ((doc holds out his hand to patient, patient then holds out his hand to doc))

24. Pat: Cheers doctor Lin. ((doc and patient shake hands, they do not let go of their hands))
25. (0.4)
26. Pat: Suh a lot ((patient shakes doc's hand once more))
27. (4.4) ((patient drops the doc's hand and stands up, his son stands then the doc stands. Patient walks towards the door, followed by his son and the doc))
28. Doc: Good luck Adam

- **David WMC 13th June** (* extract 7 in chapter 8)



↑

1. Pat: W↑uh think if er I .hhh got through the
2. surgery, tha wuh uh-I could lose the
3. wei:ght
4. (0.9)
5. Doc: °But° it's a case of how safe is the
6. sur[gery
7. Pat: [mhm.
8. Doc: What [(sort of) risks (is there).

9. Pat: [That's it. Yeah
 10. (0.7)
 11. Pat: .hhh I mean if I >will a:ve< (1.5) TEn
 12. years after the surgery and surv:ive,
 13. fair enou:gh .hhh but if I will ave (0.6)
 14. five years un the surgery I >migh as
 15. well< a:vefuh .hh ten yea:rs and not ave
 16. the suhhrgehhry.
 17. (0.5)



18. Doc: Ptch that's the pro:blem, you cun you
 19. cun (0.3) can't predict the future
 20. Pat: We:h that's ri:ght.

21. (0.4)



↑

22. Pat: WEll thank you very much doc[tor

23. Doc: [Ptch

24. Doc: All the best.

25. (1.1)

↓



26. Doc: Nice tuh see you.

27. Pat: Yea:h nice tuh see you

28. Doc: Buh [bye now.

29. Pat: [Cheerio

Non-vocal activities

- **Damian WMC 31st Jan** (* extract 8 in chapter 8)



↑

1. Doc: So fuh (0.4) e:r three tuh four months'
2. ti:me
3. (2.1)
4. Doc: ptch
5. (0.7)
6. Doc: okay. .hhhh er:m
7. (0.9)
8. Doc: °yuh. ° suh cos of tuh-in the EN:d what
9. professor Allen did, .hh was he
10. completetid (0.4) the referral form based
11. upon the letter I sent him, as
12. oppo:sed to: (0.5)
13. Pat: what e':d don[e.
14. Doc: [e:r >as opposed to the<
15. stuff from your gee pee
16. Wife: mhm.=
17. Doc: =.h SO you'll get a copy of that le:tte:r
18. (0.7)

19. Doc: ptch
 20. (0.6)
 21. Pat: [U:n ah
 22. [Cun we make sure the patien nalso gets a

↓



23. copy of this letter. Thank you.
 24. (0.6)
 25. Pat: Un then I cun jus tek that to:?
 26. (1.0)
 27. Pat: °me doctor un[:°
 28. Doc: [doctor Woods und °say°
 29. (0.8)
 30. Doc: look (0.4) ca:n I ha:ve this ta:blet
 31. [plea:se?
 32. Wife: [doctor Imran
 33. Pat: Imran
 34. (.)
 35. Pat: Course
 36. Wife: a:h wuh
 37. Pat: yea:h
 38. Doc: Pick>uh whoever's< easiest of tho:se.
 39. Wife: ea:si[est ih

40. Pat: [YOU SEE I HAD to go fer a medical
41. in the week, din uh I on me knee:. Last
42. wee:k

↓



43. Wife: Yea:h
44. (0.5) ((doc stands up))
45. Pat: Un all that sorted ou:t.
46. Wife: That was (you and me vis[iting])
47. Pat: [Ri:ght go o:n
48. Pat: Jan, (eez almost) done.

↓



49. Doc: [(>Gotta get along< Damian)
50. Wife: [Yeah I DOn't BLA:me him.
51. Wife Ee wuh eh heh heh huh huh [huh
52. Pat: [No:w th[en.
53. Wife [()
↓



54. ([ending)
55. Pat: [Right THAnks a LOt anyway
56. Doc: [Nice to see you
57. Pat: [Cheers very much. See you later



- ↑
58. (0.5)
59. Wife: Ri:ght. thank you[:

60. Pat: [kay bye:
 61. (.)
 62. Wife: bye:
 63. Doc: Bub bye.

- **Rupert DOC 13th March** (* extract 9 in chapter 8)

The patient has put on weight and has reported having difficulty finding time to exercise due to the need to look after his sick mother, who has a hospital appointment the next day. The doctor and patient have made a deal about much exercise he will do. At the start of the extract, the doctor and patient are sitting down facing each other. The doctor has a piece of paper in his hand.

1. Pat: I-I might even be able to sort uf .h jog
 2. to and fro:m the gym.
 3. (0.5)
 4. Doc: †Okay
 5. (1.2)
 6. Pat: °°mm°°
 7. Doc: °fine°.
 8. (.)
 9. Pat: uhhm
 10. (0.8)
 11. Doc: LEt's see >[how yuh do thu< next time you
 12. Pat: [°°mm°°
 13. Doc: co:me
 14. Pat: Ye:h
 15. Doc: THat's >for you to have done< beFOre you
 16. come next time, so pop tha in your
 17. pocket,un >have it done< about a week

18. with your docto:r
19. Pat: beforehand.hh ri:ght okay?
20. (0.6)
21. Doc: This one's to have done HE:re today,
22. (.) no:[:w
23. Pat: [Right okay=
24. Doc: =The re:ason for that one is that >next
25. time you come then I'll have an up to
26. date su-set of blood re[su:lts<
27. Pat: [OKAy
28. (0.5)
29. Pat: alri:gh=
30. Doc: = >And this is for you to han din to the
31. receptionist fuh yer next appointment.<

↓



32. (0.3)
33. Pat: Ri::ght (uhn kri)
34. (0.9)
35. Pat: uhh
36. Doc: Good luck
37. (0.8)
38. Doc: Un I hope the appointment tomorrow

39. goes well



↑

40. Pat: Ye:h.

41. (.)

42. Pat: Wuh but? hi:ng

43. (.)

44. Pat: (I spuh)

45. (0.5)

↓



46. Pat: Ih uh



↑

47. (1.7)

48. Pat: thu:h (.) thuh the sort uf (.) the

49. wei:ght gain scena:rio,

50. (0.7)

↓



51. Doc: °mh:m°.=

52. Pat: Rea:llly

53. (0.7)

54. Pat: erm.

55. (1.3)

56. Pat: Has happene:d (.) probley in the las:

57. o:hh
58. (2.3)
59. Pat: TWo THree yea:rs
60. Doc: mh:m.

↓



61. (0.9)
62. Pat: Ri:gh
63. (.)
64. Pat: SO: (.) uh:um
65. (2.8)

↓



66. Pat: mhmu:h
67. (0.5)
68. Pat: So I was actually sort of diagno:sed as
69. (diabetic, .h when I came back from the
70. middle ea::st. I didn't kno:w that I was
71. diabetic.

↓



72. Doc: >Be Intre:st< tuh see your (.) what your
73. blood test is toda:y actually
74. Pat: Yu:h
75. Doc: °mm. °
76. Pat: So:
77. (0.9)
78. Doc: Goo:d
79. (0.4)
80. Doc: Thank >you fer< coming ba:ck
81. Pat: Tha:nk you
82. (3.3)

83. Doc: Buh bye: Mister Bennett

↓



84. Pat: Buh

- **Lucy DOC 23rd March**

Whilst filling in a form the doctor has asked the patient if she sees a podiatrist. She has just said that she does and he (the podiatrist) is a very nice man.

1. Pat: Comes to MY OUse and does my feet. .hh
2. Buh ih he don't ardly do thu:h thu:h skin
3. (or pu:h) ((Doc puts papers on top of notes and moves them away from him))
4. (0.3)
5. Pat: EE puts fifty fifty on fer me. ((Husband begins to stand))
6. Husb: oooh (sta:nd up) ((Husband straightens up))
7. Pat: This grea:sy stuff
8. (0.6) ((Pat moves walking cane, doc stands))

9. Husb: Y'alright there be::by

10. Pat: ptck ye:h ((Pat begins to rise))

11. (0.5) ((Pat stands))

12. Doc: Good [luck with the medicatio:n

13. Husb: [(Right)

14. Husb: Yea:h we'll ([)

15. Doc: [A::nd e::r

16. (.) good luck with the i:nsulin changes as

17. well.

18. Pat: Ri::ght. Thank you very mu:ch

19. (0.6)

20. Pat: .HHHH

21. (0.2)

22. Pat: Oo:h >yuh know when yuh get out<

23. that chai:r, it hurts me stoma:ch ((Husb
opens door, pat moves towards door, doc
walks behind her))

24. (0.7)

25. Husb: Ah thank you very much ((from outside the
room, pat walking through doorway))

26. Pat: Thank you:.

27. Doc: Bu:h bye then.

Atif DOC 8th May

The doctor has handed patient a blue form for reception and a blood test form.



↑

1. Doc: U::m a:nd, Atif is there >anything you
2. wanted< to ask me:?
3. Pat: Er::m
4. (0.6)
5. Pat: Actually, you 've bin ruh (.)
6. very helpful.
7. (1.1)
8. Doc: °okay°
9. Pat: Er:m
10. (.)
11. Given me a lot tuh think abou:ttuh
12. as we:ll. And er: (0.8) I (.) can finally
13. see some (.) sort uf .hh light >at the
14. end uh the< tunnel.
15. Doc: Remember thut (0.6) there's still wo:rk
16. to be done,=
17. Pat: = there is [definitely.
18. Doc: [e::ven eve:n after [surgery

19. Pat: [Ye:h
20. Doc: suh, ih still a lot of effort. Ihs no:t
21. .hh yuh know, the people who don't do very
22. [well
23. Pat: [mm
24. uh those who >go into it< sayin, .hh I'll
25. have it done, (0.4) I'll be fine
26. afterwards. [uh ()
27. Pat: [No I doh I (.) I've neve:r
28. taken anything like this li:ghtly, [.hh
29. Doc: [Still
30. a lot of effort [afterwards.
31. Pat: [Ye:h. I: do:, I do >appreciate the fact<
32. Pat: thut the:re's a lot uh hard wo:rk in it,
33. uh u:h .hh hard work is something
34. I don't shy awa:y from:

↓





↑

35. Doc: Okay [Atif

36. Pat: [.hh it's just something tha:t (1.1)

↓



37. if it doesn't work for me ih it it

38. doesn't wo:rk, but I still keep at it

39. Doc: °°o[kay°°

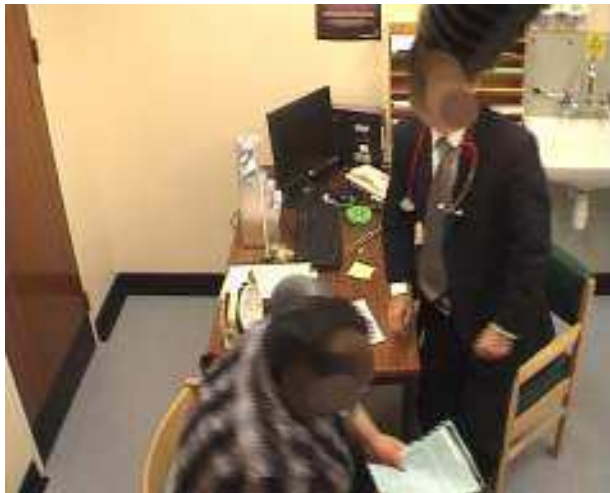
40. Pat: [Sometimes it's a

↓



41. detrimental attitude thut

↓



42. I bin to:ld, bu:h wuh cun ((Doc walks towards pat with hand outstretched))

43. I huh[ah

44. Doc: [>Nice tuh see

45. you again<, Atif.

46. Pat: O:kay

47. (0.5)

48. Doc: Ooh whoo:ps, care[ful
49. Pat: [>What've I stood on? <
50. Doc: No[thing you need to worry about.
51. Pat: [whoo
52. Pat: Thank you very much.
53. Doc: Bu:h bye: then