

Integrating the identification of joint pain, anxiety and depression in primary care long-term condition reviews: analysis of audio-recorded consultations

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Nurses referenced the research study as justification for departing from the usual consultation content and/or structure

Nurse: *Now, I'm gonna ask you a few questions then, for this study...*

Consultations were less integrated when opportunities to respond to patient cues were missed

Patient: *I don't get out of breath, you know, I just take my time. The worst part is my knees, that's my ...*
Nurse: *Just so you know, your predicted flow, what we'd expect, you are actually blowing higher than that, so that's good...*

Training was delivered to practice nurses (PNs) in the ENHANCE study to incorporate the identification and assessment of joint pain related to osteoarthritis, anxiety and depression into long-term condition review consultations. Findings presented are from thematic analysis of 24 consultation recordings. This analysis is part of a process evaluation for the ENHANCE pilot trial and will help to refine the training programme for PNs and the content of the ENHANCE intervention for a main trial.

In highly integrated consultations, nurses took advantage of opportunities to incorporate case-finding within a patient-centred discourse

Nurse: *...And do you go out for many walks at all?*
Patient: *No. Not at the moment, no.*
Nurse: *Is there a reason for that or is it just...?*
Patient: *Well I've got, I've got problems with my feet really.*
Nurse: *What's the problems you have?*
Patient: *Well, I've got arthritis in my feet."*
Nurse: *[...] And has that been diagnosed by the doctor?*
Patient: *No, but I, I think it's that. [...]*
Nurse: *Do you want to show me?*

Patient: *I feel very lonely now, to be fair, compared with when I was working.*
Nurse: *Yeah, I can understand that. [...] But we'll come back to that aspect of that that you've touched on [...] if that's okay? Would you say you cough at the moment or not really?*

In less integrated consultations, nurses structured content according to the order of computer template items