

### **Scenario 5 – the F1 doctor - transcript**

Hello, my name's Ben. I currently work in tech, but I used to be an F1 doctor. I went into it with sort of great passion, wanted to be the best doctor I could be. Patient centred care was really at the heart of what I wanted to do. So, I went in as a post grad after a biomedicine degree. When I started on the job, it was everything I'd hoped it would be, I was building my skills, building my confidence, getting to know the patients the way I'd wanted to, giving them time, etc.

I just really enjoyed it, just really felt that I was becoming everything that I'd, I'd planned to be. And then it, it came to my first winter where, the winter pressures kind of mounted up and I was really overwhelmed with what I was experiencing, the amount of patients that were coming in, the way that they were having to be treated, treated, you know, sometimes patients waiting on trolleys in the waiting area. Yeah, it was quite something. And then, one day a nurse came to me and said that a patient was having a stroke, and could I go and attend to her? And when I went out to attend to the woman, it occurred that she'd had the stroke.

Four hours previously and was in A&E as a result of that and hadn't seen anybody and was in quite a bad way. We'd missed that window of opportunity. I did everything I could. Of course. She hadn't seen the registrar for her initial assessment and immediately referred her for that and scans, et cetera.

But I was quite aware, that was my first experience of being quite aware that. Her quality of life had been compromised by the system error that, that she'd experienced. And I was left wondering, you know, why it had happened. What had we done? that could have been better. How had she been left for four hours without any of us really noticing how poorly she was?

So, I went to speak to a registrar about what had happened and about what I might have missed, what could I have done better, and they were very kind. But essentially the message came back that's what we have to get used to. That's the work. That's really the nature of working in the NHS. So, that was quite a shock.

I went home. I had two days off because I was doing my stuff part time, which had been a conscious decision, so that I would have the hours to recover between shifts, so I could be the best patient, best doctor, that, I could be. And in those two days, I really found that I was quite anxious, dreading going back to work, ruminating over, you know, what had happened.

How could I have done better? How could we have done better? I even got quite tearful at times, and I didn't know what to make of it really. So, when I went back to work, I kind of resolved to speak to a registrar that I had a good rapport with. And again, she was really lovely, listened to what had happened, listened to my story and was very kind.

But essentially, her answer was the same. This is the nature of the work, you know, it's not going to change. It's, it's the nature of the NHS. So, after that. I found myself being quite resentful of, of what was happening. It wasn't really the job that I'd expected. It wasn't really aligning with the training that I'd had, the, the guidelines about patient care.

And I found myself. It's kind of begrudgingly going through the tick list of following the consultant on the rounds. It's begrudging the consultant for taking too long because I knew it was going to be adding to my time later. A patient asking more questions than I thought necessary, and it was really changing who I felt I was becoming let alone the doctor I, I'd wanted to be.

It was almost like working in a distribution centre that, that meant I just had to get the jobs done and there was no space there for actual sort of compassion and care that had been at the heart of why I wanted to get into medicine, but also a lot of what my training had been about. So that mismatch meant that I left.

It was a tough decision. I completed my F1 so I still had my GMC registration, but I moved into tech where I am now, which I know it aligns with my, my values and my integrity to be creating systems that perhaps can help future doctors do the patient centered care that I had always wanted to do, but, for me.

I'd always wanted to be a doctor, and I miss the patients and the work there, but at least I now know that I'm doing something to change the system and make it, perhaps better for the future.