

## Remote Respiratory Consultations - Breathlessness Phone consultation

00:00:06:14 - 00:00:07:01

Hello.

00:00:07:01 - 00:00:07:12

Hello.

00:00:07:12 - 00:00:08:00

Hello there.

00:00:08:00 - 00:00:08:18

Is that?

00:00:08:18 - 00:00:09:17

Oh, hi.

00:00:09:17 - 00:00:10:01

Hi there.

00:00:10:01 - 00:00:13:05

I'm looking for Miss Jennifer Smith.

00:00:14:06 - 00:00:15:08

Yes, speaking.

00:00:15:12 - 00:00:15:19

Good.

00:00:15:19 - 00:00:16:19

Hello there.

00:00:17:00 - 00:00:19:09

You have a telephone appointment with us this afternoon?

00:00:19:16 - 00:00:22:09

Can I just confirm your full name, please?

00:00:22:19 - 00:00:23:18

And date of birth?

00:00:23:18 - 00:00:24:11

Yes.

00:00:24:11 - 00:00:25:12

I'm Jennifer Smith.

00:00:25:13 - 00:00:27:07

12/11/77.

00:00:28:15 - 00:00:30:12

And your address please?

00:00:32:02 - 00:00:34:14

Fulham Palace Road in Hammersmith.

00:00:35:24 - 00:00:38:00

W9, 2FR.

00:00:38:10 - 00:00:39:00

Fantastic.

00:00:39:16 - 00:00:45:16

Just making sure that we have the right person. Now because we're doing this on a telephone.

00:00:46:04 - 00:00:48:16

I'm going to be typing up my notes at the same time.

00:00:48:16 - 00:00:54:14

So you might hear me typing, and sometimes there might be some slight delay because I'm not very good at typing.

00:00:55:24 - 00:00:56:14

Okay.

00:00:56:14 - 00:01:02:01

Do we have your consent to share your clinical record with other health care professionals...

00:01:02:01 - 00:01:03:16

...that might be involved in your care in the future?

00:01:04:00 - 00:01:05:00

Yeah definitely.

00:01:05:08 - 00:01:07:17

We are passing notes to your GP as well.

00:01:08:01 - 00:01:09:01

Is that okay?

00:01:09:20 - 00:01:10:20

Sure.

00:01:11:04 - 00:01:12:14

Because we're on the phone.

00:01:12:14 - 00:01:19:17

I'm going to use the speakerphone on, mind, and I would advise you to do the same so that we can have our hands free as well.

00:01:19:17 - 00:01:20:00

Is that okay?

00:01:20:00 - 00:01:20:22

Okay.

00:01:20:22 - 00:01:21:17

Yeah.

00:01:21:17 - 00:01:26:12

So your GP has asked us to talk to you about your breathing problems.

00:01:26:21 - 00:01:30:15

Can you just tell me a little bit more about what you've been experiencing, please?

00:01:32:13 - 00:01:33:02

Yeah.

00:01:33:02 - 00:01:39:17

So probably a couple of months ago now, I developed a chest infection.

00:01:40:06 - 00:01:47:03

It all kind of stemmed after we had a workman in, and it was quite a dusty environment and it really affected my breathing.

00:01:47:03 - 00:01:48:14

And I was coughing quite a bit.

00:01:48:20 - 00:01:51:17

And as the day went on, I was getting quite chesty.

00:01:52:05 - 00:01:58:20

I was really struggling for a day or two and I saw the GP who advised I've probably got a chest infection...

00:01:58:20 - 00:02:01:07

...and treated me with antibiotics.

00:02:01:17 - 00:02:06:19

It did settle down definitely, but my breathing just hasn't been quite right since then.

00:02:07:21 - 00:02:12:12

And it just, I mean, not it's nothing severe, but I can just know it's not right.

00:02:12:12 - 00:02:14:06

And I get breathless every now and again.

00:02:15:11 - 00:02:18:22

So I saw the GP again and they referred on to yourself.

00:02:19:08 - 00:02:27:08

Okay, so when you get this, these breathing problems, do you make any funny noises going in and out of your chest?

00:02:29:15 - 00:02:30:03

Yeah.

00:02:30:03 - 00:02:34:19

I think initially when it's particularly bad...

00:02:34:19 - 00:02:41:14

...especially when I first got the first few days, it was really quite, what I would say was a wheezing noise...

00:02:41:14 - 00:02:43:20

...and you could definitely hear it.

00:02:43:20 - 00:02:46:14

And I was struggling and also a little bit bubbly.

00:02:46:21 - 00:02:47:05

Right.

00:02:47:05 - 00:02:47:23

I see.

00:02:47:23 - 00:02:48:03

As well...

00:02:48:03 - 00:02:48:14

Okay.

00:02:48:14 - 00:02:54:01

And was this are there any particular day, a time of day or night that you were experiencing these problems?

00:02:56:01 - 00:03:00:16

Obviously, initially, just after this workman had been it was particularly bad.

00:03:00:16 - 00:03:08:08

But I do find that now it's more so early in the morning and waking up.

00:03:09:00 - 00:03:13:07

I just have to get out of bed because I'm feeling quite breathless and starting coughing a little bit.

00:03:13:16 - 00:03:18:07

So I tend to get up and but yeah...

00:03:18:07 - 00:03:23:07

...definitely first thing in the morning it does tend to settle, but it's not every day...

00:03:23:07 - 00:03:29:11

...just every now and again that it's happening.

But it is kind of a few times a week now that it is happening.

00:03:29:19 - 00:03:30:19

Do you have much of a cough?

00:03:32:08 - 00:03:35:03

I do when at those times.

00:03:35:08 - 00:03:42:04

Yeah, I have a little bit but it's not productive like that other one I was having, it's just a little dry tickly cough.

00:03:43:17 - 00:03:45:07

But yeah, every now and again.

00:03:45:16 - 00:03:47:04

Does the cough ever wake you from sleep?

00:03:49:02 - 00:03:53:02

Not so much the cough I do wake up every now and again.

00:03:53:02 - 00:03:56:17

Mostly just feeling a bit uncomfortable with my breathing.

00:03:56:24 - 00:03:59:24

A little bit of a cough perhaps, but not really getting me up out of bed.

00:04:00:24 - 00:04:01:21

Okay.

00:04:01:21 - 00:04:08:12

And when you are feeling breathless does this stop you from doing any of your normal activities?

00:04:10:21 - 00:04:12:17

Um not really.

00:04:12:17 - 00:04:15:22

I think I'm managing to do.

00:04:15:22 - 00:04:20:12

I've probably delayed going to the gym perhaps if on those days...

00:04:20:12 - 00:04:27:20

so in a sense, yes. I'll just tend to try and get on with it as much as I can, but I tend to feel quite tired...

00:04:27:20 - 00:04:31:08

...at the end of the day if I have been...

00:04:32:00 - 00:04:34:21

Have you ever been diagnosed with asthma before?

00:04:35:18 - 00:04:36:14

No.

00:04:36:14 - 00:04:37:14

No.

00:04:37:15 - 00:04:39:04

Is there anybody in your family with asthma?

00:04:39:24 - 00:04:40:24

No.

00:04:41:07 - 00:04:42:07

No-one.

00:04:42:10 - 00:04:42:17

Right.

00:04:42:17 - 00:04:46:15

Do you have any other problems with allergies, such as hay fever or?

00:04:46:19 - 00:04:47:19

Yeah.

00:04:48:01 - 00:04:49:04

Yeah, I do.

00:04:50:06 - 00:04:51:06

I have quite bad reactions.

00:04:51:14 - 00:04:56:01

I've had a few reactions over the years, especially with cats and things like that.

00:04:56:03 - 00:05:03:23

I do have a cat allergy, hay fever, which seems to be worsening actually over the years...

00:05:05:08 - 00:05:08:23

and horses, dust, everything.

00:05:08:24 - 00:05:09:20

Really.

00:05:09:20 - 00:05:10:08

Wow okay.

00:05:10:08 - 00:05:11:08

So quite a few.

00:05:11:16 - 00:05:12:17

Right, right.

00:05:13:02 - 00:05:16:09

And do you take anything for all these allergies at the moment?

00:05:16:22 - 00:05:22:02

Yeah, I tend to just take something if I get symptoms develop.

00:05:22:02 - 00:05:25:14

So if I'm having a particularly bad day, I'm starting to get itchy eyes and a runny nose.

00:05:25:14 - 00:05:30:02

I'll start taking the antihistamine, but otherwise I wouldn't really take any.

00:05:30:12 - 00:05:31:07

Okay.

00:05:31:07 - 00:05:35:08

So do you have any other medical problems as far as you're aware?

00:05:36:23 - 00:05:37:09

No, nothing.

00:05:37:09 - 00:05:38:09

No?

00:05:38:22 - 00:05:40:09

You're not taking any other medications.

00:05:40:14 - 00:05:41:09

No.

00:05:41:09 - 00:05:41:15

Excellent okay.

00:05:41:15 - 00:05:42:15

No.

00:05:43:03 - 00:05:44:08

And what do you do for a living?

00:05:46:07 - 00:05:50:23

I am a hairdresser.

00:05:51:04 - 00:05:51:16

Okay.

00:05:51:16 - 00:05:52:16

Oh, and...

00:05:52:20 - 00:05:53:17

Oh, that's interesting.

00:05:53:17 - 00:06:01:19

So, do you find any of the chemicals that you use when you're treating hair, does that affect you in any way?

00:06:01:19 - 00:06:03:16

Does that cause problems of your breathing?

00:06:03:23 - 00:06:04:22

Yeah.

00:06:04:22 - 00:06:12:00

So sometimes when we're colouring the hair the strong smells tend to really catch my breath quite a bit sometimes.

00:06:12:05 - 00:06:12:14

Right.

00:06:12:14 - 00:06:13:14

And they make you wheeze?

00:06:13:17 - 00:06:14:17

Yeah...um.

00:06:17:17 - 00:06:19:06

No I don't think I've noticed...

00:06:19:14 - 00:06:19:22

I have...

00:06:19:22 - 00:06:21:06

Not that I've noticed.

00:06:21:14 - 00:06:22:14

No.

00:06:23:14 - 00:06:25:07

Well that's very, very useful.

00:06:26:12 - 00:06:34:22

Now before we, we sent you the appointment date, we also asked for your GP to supply you with something called a peak flow metre.

00:06:35:22 - 00:06:37:12

Did you manage to get a hold of one?

00:06:37:12 - 00:06:38:15

Excellent.

00:06:38:15 - 00:06:45:02

And we also asked that you look up the technique to use the peak flow metre over the internet on YouTube.

00:06:45:12 - 00:06:50:08

When we sent you the link to YouTube to to demonstrate how to use it properly.

00:06:50:13 - 00:06:52:03

Have you had a quick look at that?

00:06:52:14 - 00:06:53:07

No.

00:06:53:07 - 00:06:54:07

Sorry, I haven't.

00:06:54:10 - 00:06:55:01

Don't worry.

00:06:55:01 - 00:06:58:05

So we can just go through this right now, if you don't mind.

00:06:58:19 - 00:07:06:05

So what I'd like you to do, we're going to test your breathing to see whether or not this is asthma that we are dealing with.

00:07:06:15 - 00:07:10:05

First of all, I just want to see to hear your normal breathing.

00:07:10:05 - 00:07:16:06

So what I like you to do is just take a really big breath in and then empty your lungs out slowly as well for me.

00:07:16:07 - 00:07:17:07

So just \*breathe in\*...

00:07:17:21 - 00:07:19:20



And then \*breathe out\* as well.

00:07:21:05 - 00:07:22:05

So breathe in...

00:07:25:04 - 00:07:25:15

That's it.

00:07:25:15 - 00:07:32:14

You can just get a little bit closer to the phone so that I can hear...  
to the microphone, so I can just hear how you are breathing out.

00:07:32:15 - 00:07:33:18

So deep breath in again.

00:07:39:20 - 00:07:40:05

Okay.

00:07:40:05 - 00:07:41:05

So that's nice and clear.

00:07:41:06 - 00:07:41:22

Okay.

00:07:41:22 - 00:07:45:20

So with the peak flow, what I would like you to do is to take a really big breath in.

00:07:45:20 - 00:07:53:24

Fill your lungs, right up to the back, full of air, and put your lips tight around the tube and then blast it out as hard as you can for me.

00:07:54:23 - 00:07:57:14

Okay, so make sure that the the point is back at zero first.

00:07:59:03 - 00:08:00:20

Make sure that the point is back at zero.

00:08:00:20 - 00:08:01:18

Okay, yes it is yes.

00:08:01:18 - 00:08:04:04

So try to take a really big breath in yes?

00:08:04:08 - 00:08:07:21

And then open your mouth, put your lips around the tube and blast out.

00:08:08:03 - 00:08:08:16

Yeah.

00:08:08:16 - 00:08:09:16

Okay.

00:08:14:00 - 00:08:14:17

Okay.

00:08:14:17 - 00:08:16:02

Did you actually do anything then?

00:08:16:03 - 00:08:17:12

Because I didn't hear very much.

00:08:19:01 - 00:08:22:15

I did, I did it's saying 140.

00:08:23:13 - 00:08:24:13

It doesn't sound like...

00:08:25:00 - 00:08:33:16

I think that you may not have taken a really big enough breath in, so I couldn't hear you really doing it as hard as you could.

00:08:33:24 - 00:08:40:11

So this time now make sure that you really take the biggest breath in as you can before you blow it out as hard as you can.

00:08:40:21 - 00:08:41:21

So let's try again.

00:08:42:02 - 00:08:43:07

So a really big breath in.

00:08:47:01 - 00:08:48:13

Oh, that sounds much better.

00:08:48:17 - 00:08:49:09

Much better.

00:08:49:09 - 00:08:50:21

What did you manage this time around?

00:08:52:01 - 00:08:53:15

320.

00:08:53:22 - 00:08:54:23

That's not bad.

00:08:55:03 - 00:08:55:13

Not bad.

00:08:55:13 - 00:08:56:21

I'm sure you can do better.

00:08:57:06 - 00:08:59:02

Can we just have one more go, please?

00:08:59:24 - 00:09:04:00

Really big breath in right to the top and blast.

00:09:05:16 - 00:09:07:19

Okay, that sounds a little bit better.

00:09:08:10 - 00:09:09:13

What do we get this time?

00:09:10:02 - 00:09:11:11

310, actually.

00:09:11:11 - 00:09:12:02

310.

00:09:12:02 - 00:09:12:18

Okay.

00:09:12:18 - 00:09:13:00

Okay.

00:09:13:00 - 00:09:14:20

Just for luck we'll just do one more.

00:09:14:21 - 00:09:17:12

Because we always like to do the best of three blows.

00:09:17:13 - 00:09:19:08

We take the best of three blows.

00:09:19:13 - 00:09:21:08

So just do one more time for me, please.

00:09:21:17 - 00:09:22:20

Right into the very top.

00:09:25:02 - 00:09:25:19

Okay.

00:09:25:19 - 00:09:27:08

That doesn't sound as good as the first one.

00:09:27:17 - 00:09:29:13

That's the same it's 320.

00:09:30:20 - 00:09:31:23

Okay, so it's not too bad.

00:09:32:07 - 00:09:34:15

So it's not quite as good as we would expect.

00:09:34:15 - 00:09:36:09

How tall are you, Jennifer?

00:09:36:10 - 00:09:40:23

And I'm 170 centimetres.

00:09:41:12 - 00:09:41:23  
170.

00:09:41:23 - 00:09:44:18  
And you were born in '77?

00:09:44:19 - 00:09:45:19  
I think so.

00:09:45:20 - 00:09:46:20  
'77.

00:09:47:02 - 00:09:49:17  
So your peak flows should be around about 400.

00:09:49:22 - 00:09:55:21  
So I haven't worked it out completely, but from from rough guess it should be around about 400.

00:09:55:21 - 00:09:59:03  
But I work it out to get my calculator out in a minute.

00:09:59:16 - 00:10:02:23  
But it doesn't sound like it's as good as it should be.

00:10:03:18 - 00:10:06:20  
Yeah, it's possible that you do have asthma...

00:10:06:20 - 00:10:12:19  
...and the way that we going to, to check whether you have asthma is to ask you to do the peak flow...

00:10:12:19 - 00:10:18:09  
...that you have just done twice a day, morning and the evening, best of three blows.

00:10:18:10 - 00:10:21:02  
And if you could keep a diary of the results...

00:10:21:16 - 00:10:22:12  
Yeah...

00:10:22:12 - 00:10:27:07  
...over the next few weeks then we can see the pattern of your peak flow over the course of time.

00:10:27:13 - 00:10:33:11  
And this will help us determine whether or not there is variation in the peak flow that would indicate that you have asthma.

00:10:34:05 - 00:10:35:18  
But in addition to that, we also...

00:10:35:22 - 00:10:38:08  
Because you've been getting so many symptoms, that sound like asthma.

00:10:38:12 - 00:10:40:17  
We're going to start you on some treatments as well.

00:10:41:09 - 00:10:48:06

And then we can also monitor the effects of treatment to see whether or not the peak flow improves, along with your symptoms.

00:10:48:18 - 00:10:49:14

Okay.

00:10:49:14 - 00:10:50:10

Okay.

00:10:50:10 - 00:10:56:10

So in order for us to choose what type of inhaler that you can use for your asthma...

00:10:56:10 - 00:11:01:19

...we're just going to do one little more test to see whether or not what device would be suitable for you.

00:11:01:19 - 00:11:02:14

Okay.

00:11:02:14 - 00:11:05:24

So this time round, rather than breathing in, I want you to breathe all the way out...

00:11:05:24 - 00:11:09:21

...and I want you to purse your lips as though you're about to blow a kiss.

00:11:10:05 - 00:11:14:13

And then I want to suck deeply and sharply for about two or 3 seconds.

00:11:14:21 - 00:11:16:02

Okay, so I'm going to demonstrate.

00:11:16:02 - 00:11:16:16

Okay.

00:11:16:16 - 00:11:18:10

I empty my lungs

00:11:20:01 - 00:11:21:01

Okay.

00:11:21:01 - 00:11:22:01

My lips pursed.

00:11:22:02 - 00:11:23:02

I'm going to go.

00:11:25:22 - 00:11:26:18

Okay.

00:11:26:18 - 00:11:29:00

So I want to see whether you can do that for me, please.

00:11:29:06 - 00:11:31:24

So empty your lungs completely and then purse your lips...

00:11:34:04 - 00:11:37:24  
...and then sharp breathe in.

00:11:38:05 - 00:11:39:05  
Okay.

00:11:39:05 - 00:11:41:15  
Didn't sound quite as hard as it could be.

00:11:41:15 - 00:11:43:02  
So just try that once again.

00:11:43:03 - 00:11:46:05  
But I want you to really suck in deeply and sharply.

00:11:48:03 - 00:11:48:22  
Okay.

00:11:48:22 - 00:11:50:02  
So breathe all the way out.

00:11:50:11 - 00:11:51:24  
Come closer to the microphone and.

00:11:59:09 - 00:12:00:09  
Did something happen then?

00:12:01:16 - 00:12:03:18  
Yeah. Could you not hear?

00:12:03:18 - 00:12:05:13  
I couldn't quite hear that.

00:12:05:13 - 00:12:06:18  
Let me come closer...

00:12:06:23 - 00:12:07:21  
Okay, maybe.

00:12:07:21 - 00:12:14:05  
Maybe you're more suitable for an aerosol inhaler rather than one of the other ones that need a sharp clear...

00:12:14:13 - 00:12:18:15  
So instead of breathing in deeply and sharply...

00:12:18:15 - 00:12:21:22  
What I'd like it do now instead of... is empty your lungs again.

00:12:22:01 - 00:12:28:19  
And this time around, just do a slow inspiration, a slow breathe in through pursed lips...

00:12:28:22 - 00:12:30:21

And let's see how long you can breathe in full.

00:12:31:07 - 00:12:31:15

Okay.

00:12:31:15 - 00:12:35:22

So empty your lungs completely, then that's it.

00:12:36:01 - 00:12:37:05

And then...

00:12:37:05 - 00:12:39:12

Now take a nice, slow, deep breath in.

00:12:44:23 - 00:12:45:23

Okay.

00:12:47:01 - 00:12:48:02

That sounds a bit better.

00:12:48:03 - 00:12:49:03

I think that may be.

00:12:49:05 - 00:12:55:22

Rather than giving you the initial device, we might try you on an aerosol device with a spacer attached to it.

00:12:56:22 - 00:13:02:00

So what we're going to do is ask your GP to prescribe you an inhaler that's brown in colour.

00:13:02:14 - 00:13:03:00

Yeah.

00:13:03:00 - 00:13:07:12

I'm going to ask you two puffs in the morning and two puffs in the evening.

00:13:07:12 - 00:13:11:21

One puff at a time through a tube called a spacer device.

00:13:13:10 - 00:13:15:03

So all this is very confusing.

00:13:15:09 - 00:13:16:09

But what you...

00:13:16:10 - 00:13:24:00

...what we'd like to do is to look up on a couple of websites about how to use the inhaler with a spacer.

00:13:24:13 - 00:13:28:04

Now there is a site called [rightbreathe.com](http://rightbreathe.com).

00:13:28:16 - 00:13:29:14

Okay.

00:13:29:14 - 00:13:30:21

We'll write this in the letter to you.

00:13:30:21 - 00:13:31:21

So that...

00:13:32:00 - 00:13:32:05

Fine, good.

00:13:32:05 - 00:13:32:06

Okay.

00:13:32:06 - 00:13:40:08

So it's easy, you can either look it up on [rightbreathe.com](http://rightbreathe.com) or a website called Asthma UK.

00:13:41:09 - 00:13:42:02

Okay.

00:13:42:02 - 00:13:47:18

So they have videos to demonstrate how to use the devices correctly.

00:13:48:08 - 00:13:53:00

So we would like you to take two puffs twice a day regularly, when you take the puffs.

00:13:53:01 - 00:13:55:10

It would be useful for you to do the peak flow.

00:13:55:24 - 00:13:56:24

Okay.

00:13:57:02 - 00:13:59:24

As well, so that if you do the two together, you won't forget.

00:14:00:15 - 00:14:01:05

Okay.

00:14:01:05 - 00:14:08:03

We can get a pattern of your peak flow over the next few weeks so if you start doing the peak flow before you start the inhaler anyway.

00:14:08:03 - 00:14:13:18

For a week or so get the inhaler and then carry on doing the peak flow diary.

00:14:14:07 - 00:14:19:01

And then we can see whether or not the brown inhaler makes any difference to your peak flow readings.

00:14:20:01 - 00:14:21:00

Right.

00:14:21:00 - 00:14:22:00

Then we can...



00:14:22:09 - 00:14:23:09

Okay.

00:14:23:23 - 00:14:28:05

In a month or so's time to see whether or not things have changed.

00:14:30:09 - 00:14:31:01

Great.

00:14:31:01 - 00:14:31:11

Lovely.

00:14:31:11 - 00:14:32:11

It sounds good.

00:14:32:17 - 00:14:33:17

Thank you.

00:14:33:17 - 00:14:35:08

You have any questions to ask?

00:14:37:00 - 00:14:38:20

No, I don't think I do, actually.

00:14:38:23 - 00:14:41:05

I'll try that and see how I go.

00:14:41:19 - 00:14:46:11

So as soon as you get our letter, you know that the GP will have received the letter too.

00:14:46:11 - 00:14:50:08

So contact your GP to get the brown inhaler.

00:14:50:11 - 00:14:55:11

But in the interim, keep a diary of your peak flow readings that will be really helpful too.

00:14:56:02 - 00:14:56:18

Okay.

00:14:56:18 - 00:14:57:16

Lovely.

00:14:57:16 - 00:14:58:17

Well, thank you very much.

00:14:58:24 - 00:14:59:24

Thank you.

00:15:00:00 - 00:15:02:21

We'll speak to you in about 6 to 8 weeks time.

00:15:03:07 - 00:15:03:22

Great.

00:15:03:22 - 00:15:04:05

All right.

00:15:04:05 - 00:15:05:07

Thank you very much.

00:15:05:13 - 00:15:06:02

Bye bye now.

00:15:06:02 - 00:15:07:02

Bye bye.