



Royal College of  
General Practitioners

## Person-centred care

### Case Study: Reactive Conversation

Mr JY is a 63 year old self-employed taxi driver who has had right knee pain for 2 years. He has been diagnosed with osteoarthritis and usually uses paracetamol to control the pain which has been effective. Over the past month, the pain has been significantly worse and he is struggling to walk in the mornings. He also finds that the pain is making it hard for him to drive at times.

On further discussion, the priority for JY is to be able to continue working and to be able to attend his daughter's wedding with no issues in 3 weeks. He is very keen to avoid any surgical intervention for as long as possible. He is overweight, a smoker and does not do much exercise.

Using the NHS shared [decision making tool](#) for knee osteoarthritis, you discuss his options. He does not think he will have time to attend physiotherapy appointments so you give him information about knee exercises he can do at home with an accessible leaflet. He is keen to lose weight so you signpost him to a local health trainer. He does not enjoy formal exercise but likes going for walks so you give him information about a local walking group. His analgesia is discussed and optimised so that it does not affect his ability to drive but allows him an increase for particular activities such as his daughter's wedding.