

## Pre-registration Pharmacy Practice Items 2019

You are a preregistration pharmacist working on a hospital ward. You are approached by a junior doctor, Marcella, who asks you to supply a new drug that the consultant has just prescribed for a patient. You're aware that the medication is not kept in the hospital pharmacy and the local formulary has not approved its use in the hospital as yet.

Choose the **THREE most appropriate actions** to take in this situation.

- A. Say to Marcella that you are unable to assist
- B. Suggest to Marcella that she makes enquiries on a different ward
- C. Explain to Marcella that the medication is not kept in the hospital
- D. Ask Marcella why the consultant wants this medication specifically
- E. Suggest appropriate alternative medication
- F. Refer the request to the formulary pharmacist
- G. Refer the request to a consultant
- H. Refer the request to a senior pharmacist for their advice

Answer Key: CDH

Rationale:

This scenario is assessing your approach to working within a multi-professional team and taking responsibility for the situation whilst understanding your limitations as a trainee.

Of the options available:

A and B can be discounted quickly as they demonstrate neither leadership nor responsibility.

E can be discounted as, working within your trainee remit, you may not have the expertise or authority to suggest an alternative, unless it is under the supervision of a pharmacist (which the statement does not mention)

F would not help resolve the situation-the drug is not on the formulary and so referring to the formulary pharmacist will not help the current patient

G would not help resolve the situation-the consultant is the one who requested the drug and so the query would just be prolonged

Of the correct responses, you would take responsibility and show leadership by personally explaining to a member of your multi-professional team that the drug is not available (C), further explore why the specific drug is needed (D), before taking all the relevant information to the senior pharmacist to explore next steps (H).

Your ward pharmacist has asked if you can advise a patient on a new medication. You have discussed what you need to tell the patient and the pharmacist is happy for you to advise the patient alone. When you approach the patient you realise that she does not speak English or any language you understand. The patient's daughter, Hannah, is present, and is able to speak both English and her mother's native language.

**Rank in order** the following actions in response to this situation

(1= Most appropriate; 5= Least appropriate).

- A. Accept you will be unable to counsel the patient as you are unable to speak her native language
- B. Arrange for a translator to attend the ward and counsel the patient whilst she is present
- C. Use the patient's daughter as a translator so you can counsel her on how her mother needs to take the drug
- D. Use Google Translate to change the patient information leaflet into the patient's native language and use this instead of verbally counselling them
- E. Seek the guidance of the ward pharmacist, explaining that you are not able to counsel the patient because she does not speak English

Answer Key: BEACD

Rationale:

When thinking of how to answer this question, consider which options would do least harm to the patient, and order your responses accordingly. Therefore:  
Option B is the best option, as having a translator able to correctly translate your instruction to the patient will minimise risk to the patient and give them the best chance of taking their medication correctly.

Option E is next, as it demonstrates you have understood the barrier and are looking to resolve the situation by approaching someone senior for guidance

Option A is next, as you have explored the best options before accepting you can't help. Remember, you are looking at which options potentially cause least harm to the patient

Although option C may seem appealing, consider the effects of mistranslations or omissions of instructions for a new medication-you will have no idea what is being said to the patient and so cannot be sure it is correct

Option D is potentially even more high risk and inaccurate than option C, and so comes last