

Trainee Pharmacist

Situational Judgement Test Practice Paper

Instructions

In this test, you are presented with typical scenarios that a Trainee Pharmacist encounters and you are asked questions about dealing with them. When answering the questions please consider yourself to be a Trainee Pharmacist. We appreciate you may sometimes feel that you would like more information before answering; please give your best answer based on the information provided in the question.

There are two parts in this paper, each with a different type of question. Please read the instructions carefully before attempting the questions.

Please note:

- The Situational Judgement Test consists of two parts. Each part has a different response format.
- Read the instructions before each part carefully to make sure you understand the response format.
- Some questions require you to mark more than one option.
- There is no negative marking, you should therefore attempt all of the questions.
- This paper is designed to take 70 minutes.
- There are 35 questions in this paper; 20 in part 1 and 15 in part 2.
- Definitions are available for terms which have been marked with an asterisk (*). These definitions are included within the glossary of terminology.

The answer keys and rationales are provided toward the end of the paper following part 1 and part 2 of the paper.

PART 1

In this part you will be presented with scenarios followed by five possible responses. Answer the scenarios with what you **should** do as a Trainee Pharmacist.

This part contains 20 scenarios.

Rank each response in order of appropriateness, from the most appropriate (ranked as 1) to the least appropriate (ranked as 5), given the circumstances described in the scenario. Please do not consider these responses as sequential actions, or in order of priority, but rather as independent actions that you are judging in terms of appropriateness.

Note: There can be no tied ranks, i.e. you cannot give 2 options the same rank.

Question 1

You are in a hurry to deliver an urgent discharge prescription to a ward. While you are on the way, a patient approaches you and tells you that they are lost and asks for your help to find a clinic where they are scheduled for an appointment. You know the location of the clinic, but the prescription needs to be delivered urgently.

Rank in order the following actions in response to this situation

(1= Most appropriate; 5= Least appropriate)

Option A	Give the patient directions to the clinic
Option B	Walk the patient to the clinic
Option C	Suggest that the patient asks for help at the hospital reception desk
Option D	Ask a colleague in the corridor to take the patient to the clinic
Option E	Direct the patient to a map of the hospital on the wall
Answer	

Question 2

You are currently on a ward based clinical rotation and have been signed off as competent to order medication for patients as long as it has previously been checked by a pharmacist. When arriving home at 18:00 this evening, you realise that you have forgotten to order essential medication for a patient, Mrs Lownes, which she will need to take tonight to ensure continuing treatment. Her drug chart* had been checked by a pharmacist.

Rank in order the following actions in response to this situation

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

Option A	Order the medication as soon as you arrive at work tomorrow morning
Option B	Call the on-call doctor at the hospital to ask them to order the medication
Option C	Call the late-night pharmacy team who are there until 19:00, to ask them to order the medication
Option D	Return to the hospital immediately to order the medication
Option E	Call the ward, suggesting that they borrow the medication from another ward
Answer	

Question 3

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).

Option A	Accept you will be unable to counsel the patient as you are unable to speak her native language
Option B	Arrange for a translator to attend the ward and counsel the patient whilst she is present
Option C	Use the patient's daughter as a translator so you can counsel her on how her mother needs to take the drug
Option D	Use Google Translate to change the patient information leaflet into the patient's native language and use this instead of verbally counselling them
Option 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	

Question 4

You are a Trainee Pharmacist working in a community pharmacy. You are currently counselling a patient who is starting a new treatment for her heart failure. You think that you have clearly explained the appropriate counselling points, having practiced these in advance with your Designated Supervisor*. However, the patient seems overwhelmed by the amount of information you have provided her with.

Rank in order the following actions in response to this situation

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

Option A	Ask the patient to repeat back her understanding of what you have discussed today
Option B	Offer to go over the information again
Option C	Suggest to the patient that she reflects on the information you have discussed and to come back into the pharmacy if she has any questions
Option D	Ask the patient what questions she would like to ask you to improve her understanding of the medication
Option E	Ask the patient if she understands the information that you have discussed today
Answer	

Question 5

As part of your training, you have been paired with another Trainee Pharmacist, Nicki, to work together on an audit project. As part of the project, you are both required to collect data individually, compare what you find, and then present your comparisons and findings to your Designated Supervisor*. Today, you have a meeting scheduled with Nicki to discuss the results. However, when you meet, Nicki tells you that she has not been able to complete her data collection. You are due to present the audit findings and comparisons next week.

Rank in order the following actions in response to this situation

(1= Most appropriate; 5= Least appropriate)

Option A	Ask Nicki if there is anything she can do to collect some data before you have to present to your Designated Supervisor
Option B	Request for an extension from your Designated Supervisor, explaining that Nicki has not finished her data collection
Option C	Ask Nicki if there is anything that you can do to support her data collection
Option D	Suggest that you each present your own results only
Option E	Email your Designated Supervisor to offer to present back the findings that you have next week, and explain that you will have additional data from Nicki to share in two weeks
Answer	

Question 6

You are working in a community pharmacy as a Trainee Pharmacist. A Locum Pharmacist* is covering for the day and has counselled a patient, Mrs Kay, about the flu vaccine. The Locum Pharmacist is qualified to give the vaccine and takes her into the consultation room. He then obtains a vaccine from the fridge, and you observe him administering the injection. At the end of the day, you notice that the relevant paperwork has not been signed by Mrs Kay and she has now left the pharmacy.

Rank in order the following actions in response to this situation

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

Option A	Find Mrs Kay's contact details and call her requesting that she return to sign the paperwork
Option B	Check with the Locum Pharmacist whether he has forgotten to obtain written consent from the patient
Option C	Question the Locum Pharmacist on what he thought could have been done better in the situation upon reflection
Option D	Contact your Pharmacy manager and explain that the Locum Pharmacist forgot to get the paperwork signed
Option E	Put a reminder note on Mrs Kay's record to get her to sign the forms when she next comes into the pharmacy
Answer	

Question 7

You are a Trainee Pharmacist working in a community pharmacy. Miss Henry has a query about one of her medications and asks for your advice. You are not fully confident about your knowledge but wish to instil confidence in her and the staff around you as they are all listening in. The pharmacy is about to close, and you have many tasks outstanding for the day.

Rank in order the following actions in response to this situation

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

Option A	Provide what limited information you can to Miss Henry
Option B	Arrange an appointment time with Miss Henry once you have looked up the relevant information
Option C	Explain that you need to look up information in the BNF*
Option D	Ask the Pharmacist to take over and answer Miss Henry's medication question
Option E	Tell Miss Henry you can't help with her question about the medication
Answer	

Question 8

You are working in a pharmacy on a Friday morning. A patient, Miss Mostafa comes in to collect her prescription that she left at the pharmacy the day before. When you go to collect it, you find that the prescription has not been labelled or dispensed and there is none of the medication currently in stock. When you inform Miss Mostafa about this, she becomes angry and tells you that she has none left and that it is essential to managing her condition.

Rank in order the following actions in response to this situation

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

Option A	Explain to Miss Mostafa that there is nothing you can do, and suggest that she try a different pharmacy
Option B	Offer to contact other local pharmacies in the area to see if they have any of the medication in stock
Option C	Suggest that you contact the supplier to see how quickly you can arrange for the medication to be delivered to the pharmacy
Option D	Suggest that you could contact Miss Mostafa's GP* to see if there is an alternative medication that could be prescribed until her usual medication is in stock
Option E	Seek advice from the Pharmacist as to what the best thing to do to help Miss Mostafa is
Answer	

Question 9

You are a Trainee Pharmacist working in a community pharmacy. You notice a customer acting suspicious by the perfume cabinet. He is wearing a large jacket and it is a warm day. He seems to look very unkept. You suspect that he has put something in his pocket. You are on shift with Stacey, the other counter assistant.

Rank in order the following actions in response to this situation

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

Option A	Ask the customer to show you what he has put in his pocket right away
Option B	Ask the customer whether you can assist him with something
Option C	Let Stacey know that you think the customer has put something in his pocket
Option D	Suggest to Stacey that she speaks to the customer about his shopping today if he comes over to the till
Option E	Continue to observe the customer's actions to see what he does next
Answer	

Question 10

You are working as a Trainee Pharmacist on a hospital ward. A patient's, Ms Barrymore's, daughter calls the ward regarding her mother's medication, because she needs to order a new prescription from the pharmacy. You are familiar with Ms Barrymore's medication and are aware that some changes to her medication have been made since admission.

Rank in order the following actions in response to this situation

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

Option A	Explain to Ms Barrymore's daughter that you are unable to provide this information as you require Ms Barrymore's consent
Option B	Ask Ms Barrymore's daughter to provide you with Ms Barrymore's date of birth and address to verify that she knows her personally, before you give her an update
Option C	Explain that you will inform Ms Barrymore's community pharmacist about any changes in medication upon discharge
Option D	Inform Ms Barrymore's daughter of the changes in her mother's medication
Option E	Suggest that she contact Ms Barrymore directly for details regarding her medication changes
Answer	

Question 11

It is 5.35pm and you have just finished your shift working in the hospital dispensary, which is now closed. A few of your fellow Pharmacist colleagues are still working in the hospital and there is an on-call Pharmacist available on another site. As you leave the hospital, a man with an outpatient prescription approaches you and asks you where the pharmacy department is as he has a prescription for his daughter which she must start tonight.

Rank in order the following actions in response to this situation

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

Option A	Direct the man to the location of the hospital dispensary
Option B	Call your fellow Pharmacist colleagues who are still working in the hospital to ask them to process the prescription for the man tonight
Option C	Contact the on-call Pharmacist at the other site to ask her to help with the man's prescription
Option D	Advise the man to go back to the outpatient's reception as the pharmacy is now closed
Option E	Suggest that the man return first thing the next morning to obtain the prescription
Answer	

Question 12

You are a Trainee Pharmacist working on an oncology ward. You notice that a doctor is using gloves whilst typing at the computer. You had seen him earlier assessing a patient while wearing the same gloves. You are aware that gloves need to be removed after each patient has been assessed.

Rank in order the following actions in response to this situation

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

Option A	Ask the doctor if he is aware that he has kept his gloves on
Option B	Seek advice from the ward Pharmacist that you are working with
Option C	Observe if the doctor changes his gloves before he assesses another patient, before deciding what to do
Option D	Make an anonymous report to the Infection Control Team
Option E	Offer the doctor a pair of new gloves
Answer	

Question 13

You arrive for your morning shift in the hospital dispensary, to find that several members of staff are off work due to the bad weather. One of the junior Pharmacists asks you if you could assist in the dispensary all day, as the team is short staffed, and they are concerned about the large number of prescriptions that need to be dispensed. However, you were due to have two hours of study leave after your morning shift, where you planned to study for a mock exam which you will sit next month. You also have a mandatory online regional training meeting which you must attend in the afternoon.

Rank in order the following actions in response to this situation

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

Option A	Rearrange all of your other commitments in order to assist in the dispensary all day
Option B	Assist in the dispensary until it quietens down and then continue with your prior commitments
Option C	Suggest that you can stay for a few hours longer but not for the whole day
Option D	Explain that you are unable to assist in the dispensary due to your prior commitments
Option E	Suggest that the junior Pharmacist calls a member of staff who should have been working today to assist in the dispensary
Answer	

Question 14

You are a Trainee Pharmacist working in a community pharmacy. This morning, you received a fax of a discharge notification from the local hospital for a regular patient. You notice that his bisoprolol tablets have increased from 2.5mg to 5mg once daily. He has his medication in blister packs, which have already been made up for the month ahead and were delivered yesterday.

Rank in order the following actions in response to this situation

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

Option A	Request a new prescription from his GP* for his current and new repeat medication
Option B	Counsel the patient on the new medication dosage
Option C	Collect the blister packs that were dispensed yesterday
Option D	Dispense the patient's new blister packs with the updated changes
Option E	Ask the patient whether he was discharged with a supply of medication from the hospital
Answer	

Question 15

You are working as a Trainee Pharmacist in a community pharmacy, and your pharmacy has recently started a COVID-19 testing service. Everyone in the pharmacy is expected to deliver this service and take samples from patients. One of your colleagues, Nikita, tells you that he does not want to deliver this service, as he does not want to come into close contact with patients who may have COVID-19.

Rank in order the following actions in response to this situation

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

Option A	Suggest to Nikita that he discuss his concerns about coming into close contact with patients, with his Line Manager*
Option B	Explain to Nikita that it is important that everyone in the team helps with the testing process
Option C	Reassure Nikita that if he wears the appropriate protective equipment, he will be fine
Option D	Suggest to Nikita that he checks whether he can swap tasks with another member of the team, so that someone else can deliver this service
Option E	Remind Nikita that it is within his role description to deliver this service to patients
Answer	

Question 16

You are working on a busy hospital ward, and you are looking after a patient who is due to have an urgent digoxin level. The new Junior Doctor* comes over to ask you what blood tube a sample should be taken in. He explains that he needs an answer from you quickly because he is needed on another ward very soon. You think it might be a gold topped tube but you are not completely sure.

Rank in order the following actions in response to this situation

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

Option A	Explain that you believe it is a gold topped tube
Option B	Let the Junior Doctor know you are not sure what tube a sample should be taken in
Option C	Advise him to contact the relevant lab to check which blood tube
Option D	Suggest that the Junior Doctor check on the hospital intranet pages
Option E	Refer the Junior Doctor to an appropriate colleague to check his query
Answer	

Question 17

You are a Trainee Pharmacist working in a hospital. You walk onto the ward to meet the Pharmacist, and a nurse starts shouting at you about a patient's discharge medications. She says the discharge medications should have been dispensed hours ago and accuses you of trying to stop the patient from being discharged. You do not know anything about this patient and have just walked onto the ward for the first time today.

Rank in order the following responses to say in this situation. Assume they are all said in a polite way.

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

Option A	"I am sorry that you're unhappy, but I have just come onto the ward"
Option B	"I don't know what you're talking about, and I don't appreciate your tone"
Option C	"I am not aware of this patient yet, I can't be familiar with all patients on the ward"
Option D	"I'm so sorry, I do not know the patient you are referring to"
Option E	"Sorry, I've had nothing to do with this patient"
Answer	

Question 18

You are a Trainee Pharmacist working in a community pharmacy. One afternoon, a young boy in primary school uniform enters the pharmacy. He asks to collect a prescription on behalf of his mother, as she has hurt her back and cannot leave the house. After confirming the patient's details, you notice that her prescription is for; paracetamol tablets, E45 cream and the Controlled Drug*, morphine.

Rank in order the following actions in response to this situation

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

Option A	Tell the boy you can only give the medication to his mother
Option B	Advise the boy that you will arrange for the medication to be delivered tomorrow
Option C	Raise your concerns of a child safety issue to your Designated Supervisor*
Option D	Give the boy the paracetamol and E45 cream, but not the morphine
Option E	Ask the boy if there is another adult who can collect it on his mother's behalf
Answer	

Question 19

You are working in a community pharmacy and have been asked by your Designated Supervisor* to hand out a patient's medication. The patient, Ms Ayla, is waiting for antihistamine tablets which her doctor prescribed earlier this morning. You discuss the key counselling points to mention to the patient with your Designated Supervisor. You then call the patient to the consulting area and begin counselling her. The patient is concerned that she has not been prescribed the correct item and believes that the doctor is only treating her symptoms rather than the root cause.

Rank in order the following actions in response to this situation

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

Option A	Reassure Ms Ayla that what the doctor prescribed should be correct
Option B	Advise Ms Ayla to call the doctor to confirm her medication
Option C	Suggest to Ms Ayla that she speak to another doctor for a second opinion
Option D	Explore Ms Ayla's symptoms and take a full history
Option E	Offer to call Ms Ayla's doctor to confirm the medication prescribed for her
Answer	

Question 20

You are the Trainee Pharmacist working on your assigned ward rotation. The pharmacy technician team are short staffed. You have been asked to focus on conducting drug histories only and have been redirected to other wards to conduct drug histories as well. This has been happening frequently during this assigned ward rotation. You are concerned that this is having a negative impact on your learning and development.

Rank in order the following actions in response to this situation

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

Option A	Approach your Designated Supervisor* about the lack of learning opportunities due to the team being short staffed
Option B	Support with conducting the drug histories for as long as required
Option C	Conduct learning in your own time after contracted working hours instead
Option D	Report your lack of learning opportunities as a Trainee Pharmacist at work to the GPhC*
Option E	Discuss with your Designated Supervisor the option of a different ward rotation that is well staffed to maximise your own learning
Answer	

PART 2

In this part you will be presented with scenarios, each followed by eight possible responses. Answer the scenarios with what you **should** do as a Trainee Pharmacist.

For each scenario **select the THREE options** which together are the most appropriate response to the situation, given the circumstances described.

This part contains 15 scenarios.

Note: There can be no more than three answers, i.e. you cannot put four answers if you think that more than three are appropriate.

Question 21

You are a Trainee Pharmacist working in a community pharmacy. You are dispensing one morning, when your Designated Supervisor*, Alan, realises a dispensing error has been made and was collected by the customer, Miss Mzuzu yesterday. Alan explains to you that you dispensed the wrong type of insulin device. Alan asks you what you should do next.

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

Option A	Talk to Alan about how you can change your dispensing process to avoid future errors
Option B	Report yourself to the General Pharmaceutical Council (GPhC)*
Option C	Contact Miss Mzuzu to inform her of the mistake
Option D	Discuss the different device next time Miss Mzuzu comes into the pharmacy
Option E	Re-dispense the correct device for Miss Mzuzu
Option F	Ensure the error is documented on a pharmacy incident form
Option G	Reflect on your dispensing process
Option H	Contact Miss Mzuzu's GP* to inform him of the mistake
Answer	

Question 22

You are a Trainee Pharmacist working in a community pharmacy. You have recently noticed that your colleague, Mina, appears to be distracted at work. Today, you saw Mina arguing with the customer and afterwards, getting upset. The customer comes to you and wants to file a complaint about Mina's rude behaviour.

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

Option A	Explain to Mina that a customer wishes to file a complaint against her
Option B	Raise Mina's behaviour to her line manager
Option C	Ask Mina if anything has been bothering her recently
Option D	Explain to Mina that you are concerned about her
Option E	Ask the customer if he would like to sit down in the consultation room to discuss the situation further
Option F	Suggest to Mina that she apologise to the customer
Option G	Suggest to Mina that she consider taking some annual leave until she can focus more on her work
Option H	Assure the customer that you will speak to Mina to ensure that this does not happen again
Answer	

Question 23

You are responsible for supervising Rahul, a Pharmacy undergraduate student, during a ward visit at your hospital. The Infection Control Policy* states clearly that staff must be bare below the elbow in clinical areas, but Rahul is wearing a jacket which covers his arms fully. You make Rahul aware of the policy before entering a ward, but he refuses to remove his jacket.

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

Option A	Explore Rahul's reasons for refusing to remove his jacket
Option B	Tell Rahul that you will not allow him to come with you onto the ward if he does not remove his jacket
Option C	Explain the importance of infection control procedures
Option D	Ask Rahul to wait at the entrance to the ward until you return
Option E	Seek advice from the ward pharmacist
Option F	Inform the University about Rahul's failure to comply with hospital policy
Option G	Ask another Trainee Pharmacist in your team to supervise Rahul for the rest of the day
Option H	Contact the Infection Control Team in the hospital for advice
Answer	

Question 24

You are a Trainee Pharmacist working in a GP* practice. You telephone a patient, Mrs Yopa, to update her on her prescription request. Whilst on the phone, Mrs Yopa suddenly asks you for advice on how to prevent her from having a heart attack. You were not expecting this and providing advice on this topic is outside of your competency level.

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

Option A	Ask Mrs Yopa if there is a specific reason why she is asking for advice on this
Option B	Suggest that Mrs Yopa makes an appointment to speak to an appropriate healthcare professional about her concerns
Option C	Offer to transfer Mrs Yopa's call to an appropriate colleague who can provide advice to her on this topic
Option D	Enquire whether Mrs Yopa has any history of heart attacks in her family
Option E	Share resources about heart attack causes and prevention for Mrs Yopa to look at on the NHS website
Option F	Reassure Mrs Yopa that you are sure that she does not need to worry about having a heart attack
Option G	Inform Mrs Yopa that the purpose of the call today was to update her on her prescription request
Option H	Inform Mrs Yopa that you can provide advice on this topic to the extent of your knowledge only
Answer	

Question 25

You are a Trainee 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 are aware that the medication is not kept in the hospital pharmacy and the local formulary* has not approved its use in the hospital yet.

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

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

Question 26

You are working on a respiratory ward as part of your clinical rotation as a Trainee Pharmacist. Today, you are spending the day with the smoking cessation nurses and you visit a patient needing counselling on her choice of Nicotine Replacement Therapy. The patient, Mrs MacDonald, has a chronic lung condition and was prescribed nicotine patches by her GP*. However, she explains that these have not made a difference to her smoking. Upon questioning her about these, Mrs MacDonald explains that she often forgets to use the patches but that she really does want to stop smoking.

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

Option A	Provide Mrs MacDonald with the mortality rates of those with COPD* who also smoke
Option B	Ask Mrs MacDonald to explain why she might be forgetting to use the patches
Option C	Explore with Mrs MacDonald if any of the other Nicotine Replacement Therapy products might be easier for her to remember to use
Option D	Advise Mrs MacDonald that if she wants to stop smoking then she needs to try using the patches properly
Option E	Suggest that Mrs MacDonald make a follow-up appointment with her GP to discuss this further
Option F	Explain to Mrs MacDonald that it is her responsibility to persevere with any option she chooses, if she wants to really stop smoking
Option G	Suggest to Mrs MacDonald that she comes back when she is ready to stop smoking
Option H	Provide Mrs MacDonald with leaflets on the options for stopping smoking
Answer	

Question 27

You are a Trainee Pharmacist working in a pharmacy clinic. A patient, Violet, has an appointment at the pharmacy clinic for advice as she has recently been prescribed new medication and is unsure of when to take it. When you begin the consultation with Violet, you realise that she is hard of hearing and has forgotten her hearing aid. The senior Pharmacist is supervising the consultation.

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

Option A	Offer to increase the volume of your voice and slow your speech when speaking to Violet
Option B	Offer to use visual aids and written sentences to communicate with Violet
Option C	Ask the senior Pharmacist for assistance in communicating with Violet
Option D	Ask Violet to repeat back to you her understanding of how to take her medications
Option E	Ask for Violet's permission to explain her medications to a next of kin
Option F	Arrange a follow-up appointment where Violet can come back to the pharmacy clinic with her hearing aid
Option G	Give Violet a leaflet about her medications for her to take away and read
Option H	Arrange for Violet's medications to be administered using a Medicine Compliance Aid (MCA)*
Answer	

Question 28

You are a Trainee Pharmacist working on a hospital ward. While you are taking the Medicines Reconciliation* of a new patient, Nick, he tells you that he is on medication for Human Immunodeficiency Virus (HIV), but he is adamant that he does not want anybody else on the ward to know about his condition. You explain to Nick that you will be required to tell those who are treating him that he has HIV. However, Nick becomes upset and asks you again not to tell anyone.

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

Option A	Reassure Nick that the team will not tell anyone who does not need to know about his diagnosis
Option B	Say to Nick that having HIV is nothing to be ashamed of
Option C	Explain to Nick that he may unintentionally put the team at risk if they are unaware of his HIV status
Option D	Explain to Nick that it is important for healthcare professionals to understand why patients are taking certain medicines
Option E	Suggest to Nick that he should consider arranging an appointment to speak to his GP* about his HIV diagnosis
Option F	Ask Nick if he would like to talk to you about why this situation has made him upset
Option G	Ask Nick if he would be happier about others knowing about his HIV diagnosis if he was involved in the conversation
Option H	Suggest to Nick that he ask a friend or relative to visit him on the ward to provide him with some support
Answer	

Question 29

A patient on the hospital ward, Valentin, explains to you that he suffers with dry eyes and, whilst he has been in hospital, he has not had his eye drops. There is a note on his drug chart* from the Pharmacy technician. It states that the eye drops have been accidentally omitted by the doctor.

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

Option A	Re-prescribe the eye drops on the drug chart but do not sign the prescription
Option B	Inform the nursing team about the eye drop omission
Option C	Contact the doctor to review the eye drop prescription
Option D	Order the eye drops for Valentin
Option E	Update the supervising Pharmacist on your course of action
Option F	Ask a nurse to arrange for a relative of Valentin's to bring in his drops
Option G	Advise that Valentin massages his eyes with his fingers to avoid dryness
Option H	Inform Valentin that you are looking into the issue and will be provide him with an update
Answer	

Question 30

You are a Trainee Pharmacist working in a GP* surgery. You have been asked to issue a prescription for a patient and you notice that he has been prescribed two interacting medications. His last medication review with his prescriber was conducted last week. The interaction was not mentioned in his patient notes*.

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

Option A	Make sure the patient's prescriber is aware of the interaction
Option B	Research the type and severity of the interaction of the two medications
Option C	Ask the patient if he has taken these two medications together before
Option D	Report this as an incident to the GP surgery manager
Option E	Call the patient to explain the potential interaction between the two medications
Option F	Run a search to see if other patients are on this interacting combination of medicines
Option G	Discuss the interaction of the two medicines with your Designated Supervisor*
Option H	Add a note to the patient's record to flag that the two prescribed medications interact
Answer	

Question 31

You are a Trainee Pharmacist working in a community pharmacy. One of your regular customers, Mrs Billings, comes into the pharmacy. She explains to you that she has run out of one of her blood pressure tablets and asks if you can give her some as the doctors' surgery is closed today. You remember Mrs Billings collecting a month's supply of these tablets last week, but when you mention this to her, she tells you that she does not remember collecting these tablets and seems very confused.

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

Option A	Provide Mrs Billings with an emergency supply of the blood pressure tablets until the GP* surgery is open again
Option B	Explain to Mrs Billings that you think she has enough of her blood pressure tablets at home
Option C	Invite Mrs Billings for a medicines review, asking her to bring in all of her medicines to the pharmacy
Option D	Ask Mrs Billings what support she has at home to help her with finding her medicine
Option E	Speak to Mrs Billings to try and establish if she is displaying other signs of confusion
Option F	Suggest that you start to put Mrs Billings' medicines in a Medicine Compliance Aid (MCA)* for her
Option G	Offer to contact Mrs Billings' GP when they open, to discuss her medicines
Option H	Suggest to Mrs Billings that she return home to look for her blood pressure tablets
Answer	

Question 32

You are in a meeting with your Designated Supervisor* and two fellow Trainee Pharmacists. You are discussing an audit project that you will be undertaking together over the next few weeks. In the meeting you present an idea that you think will support the data collection process, however this idea is dismissed by the two Trainee Pharmacists and not discussed by the group.

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

Option A	Stop commenting on the ideas shared by your fellow Trainee Pharmacists in the meeting
Option B	Ask to speak to your Designated Supervisor to seek her feedback on how to generate more impact when making suggestions in future
Option C	Explain your idea for data collection again to the group
Option D	Ask the group if they could give you feedback on why your idea is not suitable for this audit project
Option E	Offer to consider alternative options for data collection to bring to the next meeting
Option F	Ask the group what else you can do to support the audit project
Option G	Speak to each of your Trainee Pharmacist colleagues individually after the meeting to explain how their lack of support for your idea made you feel
Option H	Review the ideas shared by your fellow Trainee Pharmacists to better understand how their ideas differ to yours
Answer	

Question 33

You are working in a community pharmacy and a customer, Mrs Cole, approaches you. She explains that she was delivered the wrong medication three days ago, which belonged to another customer. You review the medication that she received and realise that it was dispensed by your pharmacy. You immediately apologise to Mrs Cole for the mistake and thank her for returning the medication to you. She tells you that she will not be ordering medication from your pharmacy again, since it appears that the delivery service is not reliable.

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

Option A	Ask Mrs Cole what medication she was expecting to be delivered
Option B	Assure Mrs Cole that you will investigate the cause of the error
Option C	Reiterate your apology for the delivery mistake to Mrs Cole
Option D	Log in the system that the wrong medication was delivered to Mrs Cole
Option E	Ask Mrs Cole if she would like to speak to the Responsible Pharmacist* about the situation
Option F	Contact the delivery driver to understand how the error was made
Option G	Contact the customer whose medication it is to ensure she has not run out of her medication
Option H	Provide details of your pharmacy's prescription delivery service to Mrs Cole
Answer	

Question 34

You are a Trainee Pharmacist. As you are looking at your social media feed, you notice that one of your non-Pharmacist friends, Amer, has posted a picture of your fellow Trainee Pharmacist, Mohammed, smoking a cannabis joint.

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

Option A	Ask Amer to remove the picture from social media
Option B	Suggest that Amer does not post similar pictures in the future
Option C	Report Mohammed to the General Pharmaceutical Council (GPhC)*
Option D	Show the picture to your Designated Supervisor*
Option E	Remove both Amer and Mohammed from your social media
Option F	Speak to Mohammed about the appropriateness of the picture
Option G	Report the picture as inappropriate through the social media website
Option H	Sign-post Mohammed to the GPhC Professional standards
Answer	

Question 35

You are a Trainee Pharmacist working in local hospital, and you are on your ward-based rotation. You are on the ward by yourself as your Designated Supervisor* is in a meeting. One of the nurses, Innocent, asks you about a patient's discharge medicines, which were supplied last week. Innocent has been using them instead of using the medicines from the ward. Innocent asks you if the discharge prescription can be resupplied urgently as the patient is about to go home. It is Friday afternoon, and you are about to finish your shift.

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

Option A	Take the prescription to the pharmacy and arrange for it to be dispensed
Option B	Ask Innocent to explain why he has been using the discharge medicines during hospital stay
Option C	Interrupt your Designated Supervisor's meeting to ask her for advice
Option D	Refuse to dispense the prescription
Option E	Seek a prescriber for a new prescription
Option F	Inform another Trainee Pharmacist at the hospital
Option G	Discuss with another Pharmacist to assist you with your decision
Option H	Escalate the issue to the pharmacy management team
Answer	

[END OF PRACTICE PAPER]

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Answer Keys and Rationales

Part 1

Question 1

Answer Key	ADECB
Rationale	<p>You need to balance helping the patient in front of you, whilst minimising the delay in getting the urgent discharge medication to the ward. Whilst B is the most helpful for the lost patient, it would lead to an unacceptable delay to the patient waiting for their discharge medication, therefore B is the least appropriate choice.</p> <p>A is the most helpful to the lost patient, which would not take you much time, so this is the most appropriate response to this scenario.</p> <p>Whilst option D may inconvenience your colleague who may also have important matters to attend to, it is the next best choice balancing the two pressures. Regarding option E, the lost patient might find it difficult to read the map, but it is still quite helpful.</p> <p>Option C would cause the least delay to your prescription delivery, but it would be the least helpful to the lost patient, as they probably would struggle to find the reception desk.</p>

Question 2

Answer Key	CDEBA
Rationale	<p>The most important thing in this scenario is to ensure that Mrs Lownes does not miss a dose of her <u>essential</u> medication. Other considerations are the time and roles of the other staff you could ask to help.</p> <p>Therefore, A is the least appropriate action as this would lead to a break in continuity of treatment.</p> <p>It would be most appropriate to call the late-night dispensary pharmacy team to ask them to order the medication (option C). It is their role to ensure medication gets to the patient on time and this team would include a pharmacist who could verify the importance of getting the medication to the patient tonight.</p> <p>Second appropriate would be to return to the hospital immediately to order the medication yourself (option D). This is because the remaining options would waste the time of the ward staff trying to find a ward that stocked the medication (option E), although this would be more appropriate than ringing the on-call doctor, who would not necessarily know how to order the medication and will be busy dealing with urgent or important medical issues.</p>

Question 3

Answer Key	BEACD
Rationale	<p>When thinking of how to answer this question, consider which options would do least harm to the patient, and order your responses accordingly. Therefore:</p> <p>Option B is the most appropriate 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.</p> <p>Option E is second most appropriate, as it demonstrates you have understood the barrier and are looking to resolve the situation by approaching someone senior for guidance.</p> <p>Option A is third in terms of appropriateness, as you have explored the best options before accepting you can't help. Remember, you are looking at which options potentially cause least cause harm to the patient.</p> <p>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.</p> <p>Option D is potentially even more high risk and inaccurate than option C, and so comes last.</p>

Question 4

Answer Key	ADEBC
Rationale	<p>This scenario is assessing your ability to place the person who is receiving care first. It is important to accurately assess, take into account, and be sensitive to the patient's situation.</p> <p>Option A is the most appropriate as you are receiving confirmation of the patient's understanding of the counselling points by asking an open-ended question. By doing so, this provides you with an opportunity to correct any misunderstandings. This includes the patient within the conversation of her own treatment.</p> <p>Option D is the second most appropriate option as it provides the patient with the opportunity to fill in any gaps in her understanding and does so by asking an open-ended question. This is slightly less appropriate than Option A, however, as it may not allow you to gain a holistic picture of the patient's understanding, as it is only inviting the patient to ask the questions that she would like to improve her understanding. This is more of a risk as the patient may not know how to ask a question about something she does not understand.</p> <p>Option E is a less appropriate option as it asks the patient a closed, and potentially leading question. The patient may feel more pressure to respond that she does understand the information, even if she does not. Despite this, this is not the most inappropriate response as it does provide an opportunity to check the patient has understood the counselling points.</p> <p>Option B is less appropriate as it does not attempt to assess whether the patient has understood the information or help clarify any misunderstandings. In addition, if she was overwhelmed the first time, repeating the information again may make things worse.</p> <p>Option C is the least appropriate action as there is a risk that the patient may go away and not come back to clarify their understanding and could follow their treatment plan incorrectly.</p>

Question 5

Answer Key	CEABD
Rationale	<p>This scenario is assessing your ability to work in a team and show leadership.</p> <p>So with this in mind, option C is the most appropriate option as you are taking control of the situation, attempting to meet your deadline and offering support to your team-mate without actually doing the work for her.</p> <p>The second appropriate option is E; you have assessed the situation and want to avoid presenting nothing whilst also realising that your colleague won't be ready with her data.</p> <p>After this comes option A in appropriateness; this is a lesser option than option C because although the end result may be the same, you are not demonstrating any team-working abilities. Rather you are placing the onus on Nicki to get things done because you have a presentation.</p> <p>Next in its appropriateness is option B; you have not explored any options to support Nicki but have gone straight to your Designated Supervisor for an extension whilst also firmly placing the blame on Nicki.</p> <p>Finally, option D is the least appropriate; this demonstrates no team-working or leadership and so is the least favourable option.</p>

Question 6

Answer Key	BADEC
Rationale	<p>This question assesses the ability to demonstrate professional integrity and ethics, in particular speaking up when errors or oversights are observed and treating everyone with courtesy and respect.</p> <p>Before making other actions and/or assumptions, it would be most appropriate to first explore with the Locum Pharmacist whether he has indeed forgotten to obtain written consent from the patient (option B). This action does not undermine the work of your colleague, it approaches the issue in a professional manner, and demonstrates good teamworking.</p> <p>Option A is a reasonably appropriate action to take and shows proactivity. However, this does not represent the best action, as it should be the Locum Pharmacist who calls Mrs. Kay.</p> <p>Option D is the third most appropriate action to take as it represents an active step which can be taken to provide a resolution to the situation (informing your Pharmacy manager of errors). However, this option is less appropriate than option B or A, as you should attempt to challenge the poor practice of others and take action to resolve the incident yourself, before contacting your Pharmacy manager about this.</p> <p>Option E is less appropriate as, based on the information provided, it is unclear if/when Mrs Kay will be returning to the pharmacy. Additionally, leaving a reminder note in Mrs Kay's file, without informing anyone of this, does not help to address the situation in a timely manner; there is no guarantee of when someone else will see this note. This also appears to pass on the responsibility to another member of staff, rather than speaking up about the oversight yourself.</p> <p>Option C is the least appropriate response as it immediately assumes that the Locum Pharmacist has purposely done something wrong, without first trying to understand their view on what had happened that day, to lead them to fail to take Mrs Kay's details. Additionally, no active action has been taken to solve the mistake that has been made.</p>

Question 7

Answer Key	CDBAE
Rationale	<p>This question assesses the ability to take into account the needs of a person who is receiving care first. It assesses the extent to which a candidate is willing to seek out the correct information, to guide individuals about their care.</p> <p>Option C represents the most appropriate action to take in this situation, as this acknowledges your own limitations in knowledge, while taking an active step to provide an answer to Miss Henry's question. Additionally, you are utilising a recognised reference source, to ensure the information provided to Miss Henry is accurate. This answer reflects person-centred care by providing accurate information to a patient, in a timely manner.</p> <p>Deferring responsibility to your colleague or supervisor is not always the most appropriate action although, in this case, it is necessary to put the needs of the patient first. Therefore, option D follows as the second most appropriate action after you have tried to look up the information yourself, as this action could provide another direct resolution to Miss Henry's query. This response also ensures a resolution could be provided in the timeliest manner – i.e., in that moment when Miss Henry is there.</p> <p>Option B is somewhat appropriate, as you are willing to look up the information to ensure it is accurate to answer Miss Henry's query. However, the advice would not be provided in a timely manner. Additionally, you cannot guarantee that Miss Henry will want to or is able to come back to the Pharmacy soon. Therefore, this response is less appropriate than options C and D.</p> <p>Option A is an inappropriate response as you are not confident about your knowledge at the moment. Therefore, the information you provide may be incorrect or incomplete. This would put patient safety at risk and does not put patient care first.</p> <p>Option E is the least appropriate response as this provides no aspect of person-centred care. It shows no genuine interest or compassion for Miss Henry and does nothing to offer an answer to Miss Henry's query.</p>

Question 8

Answer Key	CBDEA
Rationale	<p>This question assesses the ability to holistically solve problems and exhibit clinical analysis and decision making.</p> <p>Option C is the most appropriate action as you are taking the most proactive and direct response, as well as taking responsibility for the situation to try to resolve the problem. By doing this, you are also demonstrating the best person-centred response as you are aiming to meet the patient's needs and expectations.</p> <p>Option B is the second most appropriate action as you are offering to find a solution to the problem. This response also enables the patient to receive their medication on the same day. However, you are not considering the problem holistically or taking full responsibility to resolve the problem for the patient. With this action, you are putting more of the onus on the patient to retrieve their medication from another local pharmacy. It is important to consider that the patient may not have the means to go to a different pharmacy to collect the medication.</p> <p>Option D is not as preferable as Options C and B, as you should explore those other options before changing the patient's medication based on supply issues; the medication has been issued as it is the best option for the patient. There is also greater potential for delay in receiving the medication and therefore treatment due to the steps required e.g., getting an appointment with the GP.</p> <p>Option E is less preferable as you are passing the problem onto someone else and not taking responsibility to resolve the patient's issues, when it is within your remit to attempt to solve this issue for the patient.</p> <p>Option A is the least appropriate option as you are not providing any options or solutions to resolve the problem and you are not helping the patient.</p>

Question 9

Answer Key	BDCEA
Rationale	<p>This question assesses how candidates treat people when they observe potentially suspicious or unethical behaviour.</p> <p>In this situation, option B is the most appropriate response, as this action informs the customer that you are available and aware of him. It treats him with courtesy by not acting in an accusatory manner. This is important as you are only suspecting that he has put something in his pocket, and therefore do not know for certain. Additionally, as this response puts you in direct contact with the customer, it may enable you to gain a greater understanding of his actions and behaviour.</p> <p>Option D is the second most appropriate action, as this also ensures that more information can be gathered about the customer's shopping behaviour today, without directly accusing the customer of anything yet. This action is less appropriate than Option B, however, as it relies on the customer coming over to the till, which he may not.</p> <p>Option C is the third most appropriate action to take out of the possible responses, as it informs your colleague of what you have observed. However, it represents a more passive action to the situation and, in isolation, is not as helpful as option B and D in attempting to gain a better understanding of this customer's behaviour to help resolve the dilemma.</p> <p>Whilst continuing to observe the customer's behaviour (option E) can be helpful, this represents a more passive action to the situation and, in isolation, does not provide a resolution to the dilemma.</p> <p>Option A is the least appropriate response as you are immediately acting in an accusatory manner, and not treating the customer with dignity and respect. You are uncertain as to whether the customer has done anything to warrant this response. This action may also be inflammatory to the situation and can compromise the safety of yourself and other individuals in the pharmacy.</p>

Question 10

Answer Key	CAEBD
Rationale	<p>This question assesses how a candidate reliably carries out work duties and responsibilities and upholds professional integrity.</p> <p>Option C is the most appropriate action, as this maintains patient confidentiality. Additionally, providing the information to Ms Barrymore's community pharmacist directly, rather than informing the daughter, is more appropriate as this reduces the risk of information being passed onto the community pharmacy incorrectly. Finally, this action is the most appropriate as it demonstrates an active action that is taken to address the change in Ms Barrymore's medication.</p> <p>The second most appropriate action to take is option A, as this does not provide Ms Barrymore's details to the daughter, which upholds the professional integrity and ethics of your role. Additionally, an explanation is provided to the daughter as to why you are unable to provide this information (because Ms Barrymore's consent would be required). This is a less appropriate action compared to option C, however, as it does not address Ms Barrymore's changes in medication directly.</p> <p>Option E is somewhat appropriate in this situation, as you are not providing Ms Barrymore's information to her daughter. However, you are still providing an alternative option for the daughter to find out about Ms Barrymore's medication, where Ms Barrymore can give her own consent. This action is less appropriate than option C and A, however, as you do not know the nature of the relationship between Ms Barrymore and her daughter. Therefore, suggesting that she contact Ms Barrymore directly for details regarding her medication changes may be unwanted by Ms Barrymore.</p> <p>Option B is less appropriate, but is not the worst action, as you are showing some attempt at considering patient confidentiality. However, this action is still not very appropriate as even with the caller providing Ms Barrymore's date of birth and address, patient consent would still be required when sharing key patient information.</p> <p>Option D is the least appropriate action to take as this breaks patient confidentiality and therefore does not uphold professional integrity and ethics within the profession.</p>

Question 11

Answer Key	BCDEA
Rationale	<p>This question assesses how a candidate takes into account the patient's needs and, puts their care first. It assesses the ability to show compassion and interest in the patient.</p> <p>Option B is the most appropriate response, as it could help the man now, demonstrating your genuine interest in their needs. By calling your pharmacist colleagues who are still working, the prescription could be processed today and you have provided a timely resolution to the request. As you are calling your pharmacist colleagues first, you can also ensure the medications are in stock before sending the man to the dispensary.</p> <p>Option C is the second most appropriate response, as this also attempts to provide a resolution to the man's request. Contacting the on-call Pharmacist at the other site is helpful as this means you can check if the medications are in stock, before advising the man to go there. This response is less appropriate than option C, however, as it sends the man to another site, which would be less ideal than providing a solution in the current site if it is possible.</p> <p>Option D is somewhat appropriate as you are still attempting to resolve the man's issue tonight, however, this action is more passive as you are passing his issue onto the outpatient's reception. Additionally, you are uncertain as to whether this action will be helpful or not. Furthermore, the outpatient's reception may then contact the on-call Pharmacist, which is an action you could have easily done for the patient in that moment.</p> <p>Option E is less appropriate but does not represent the least appropriate action, as you are still trying to offer some help to the man. However, it is not accurately assessing the situation to take into account the fact that he needs the medication for his daughter tonight. There are other actions which are more beneficial.</p> <p>Option A is the least appropriate and most unhelpful action as you are aware that the dispensary is closed, and you are purposefully sending the man there whilst knowing this cannot solve their problem. This response demonstrates a lack of compassion and interest for the patient's needs.</p>

Question 12

Answer Key	AEBDC
Rationale	<p>This question assesses the ability to reliably carry out work duties and responsibilities whilst upholding professional integrity.</p> <p>Option A is the most appropriate response option because it addresses the issue with the doctor in a direct manner, but is non-confrontational. Therefore, this provides the opportunity for open dialogue. It also allows for the mistake to be identified with no blame attached and enables the doctor to correct their mistake and ensure the correct procedure is followed.</p> <p>Option E is less appropriate as it implies error with no opportunity for dialogue with the doctor. While this is more of a closed action/response, it is still appropriate as it helps to resolve the situation by getting the doctor to change his gloves.</p> <p>Option B is a middle response as, whilst it is preferable to check with a superior on how to address the situation, it does nothing to immediately resolve the incident and ensure no-one is harmed. However, this response option is more appropriate than Option D as it is more preferable to check with a superior about this, before making an anonymous report on your colleague.</p> <p>Option D is an inappropriate response as it immediately accuses the doctor of direct guilt, and gives him no chance for improvement, discussion, or opportunity to rectify an error. However, this action is better than Option C as it does attempt to address the error and ensure patient safety in the longer term.</p> <p>Option C is the least appropriate response as you are doing nothing and allowing the risk to patients and other members of staff to continue.</p>

Question 13

Answer Key	CABDE
Rationale	<p>This question explores how a candidate works collaboratively within a team and provide assistance and support to colleagues.</p> <p>In this scenario, option C is the most appropriate response as it demonstrates willingness to support your colleagues while maintaining a balance in your responsibilities and priorities. As you have a mandatory online regional training meeting in the afternoon, it would be best not to miss this. However, offering to assist for a few hours (and rearranging your study time for an exam taking place next month – i.e., lower priority) is appropriate and demonstrates flexibility, collaboration, and supportive working.</p> <p>Option A follows as the second most appropriate response, as this also demonstrates willingness to support your colleagues, however, it is at the expense of some important (and mandatory) priorities that you have. It is still important to attend mandatory sessions, and therefore this response is a less appropriate response than option C.</p> <p>Option B is somewhat appropriate as this also demonstrates good teamworking, however there is no guarantee that it will quieten down at all in the hospital dispensary. If it does quieten down, there is also no indication of when this may be, based on the scenario. Therefore, this action poses a risk to yourself in being able to meet your other requirements.</p> <p>Option D is not an appropriate action as it does not show an awareness of other team members' workloads, or willingness to work in a supportive and collaborative manner. However, this does not represent the least appropriate action, which is option E.</p> <p>Option E is unhelpful and unprofessional and can appear to blame the member(s) of staff that could not make it into the hospital dispensary today. Additionally, this action undermines the competence of the staff working in the hospital dispensary as well as those Pharmacists who were unable to work today.</p>

Question 14

Answer Key	EADBC
Rationale	<p>This question assesses whether a candidate is able to holistically solve problems and exhibit sound clinical analysis and decision making.</p> <p>In this scenario, it is best to first check whether the patient was discharged with a supply of medication from the hospital or not (option E) before continuing with any other action. This option demonstrates a questioning approach, seeking to further explore and understand the full details of the situation. It is possible that the hospital has supplied the medication in a dosette box or has not yet supplied it at all and the patient was supposed to obtain the medication from their community pharmacy. Therefore, clarifying whether the patient was discharged with a supply of medication or not is the most appropriate action to take in this situation.</p> <p>Option A is the second most appropriate thing to do, as you need to issue a new prescription for the patient now that his medication has changed. This is a proactive action which provides a resolution to the dilemma.</p> <p>Whilst option D also attempts to proactively resolve the dilemma by dispensing the patient's new blister packs with the updated changes, there is a risk with dispensing a medicine without a new prescription. Therefore, option D is less appropriate than option A.</p> <p>Option B is an appropriate action to conduct, however this question is about supplying medication to a patient rather than counselling them. Ensuring the correct medication is supplied to the patient first is more appropriate as this provides a resolution to the immediate issue and demonstrates sound clinical analysis.</p> <p>While you should collect the blister packs that were dispensed yesterday, option C is the least appropriate action as you are not replacing him with any alternative medication. Therefore, you are leaving him with no medications which does not exhibit sound decision-making. The patient having 2.5mg is better than having 0mg.</p>

Question 15

Answer Key	ADBCE
Rationale	<p>This question assesses how candidates demonstrate supportive teamworking, understanding and valuing others.</p> <p>Option A is the most appropriate response in this situation as it takes into consideration Nikita's concerns, demonstrates the ability to work within your remit, and signposts Nikita to the appropriate colleague where he will be able to voice his concerns. While deferring to a senior colleague may not always be the most appropriate response, in this instance, his Line Manager is the best person who will be able to provide a solution to Nikita's problem.</p> <p>Option D is a helpful response as it also demonstrates consideration of Nikita's concerns and tries to actively help him. However, you are not Nikita's Line Manager, and you are not responsible for him. It may also not be possible to swap tasks with another member of the team. Therefore, this option is less appropriate than option A.</p> <p>Option B is somewhat appropriate as you are considering the needs of the team. However, this action is not understanding the individual (Nikita). It is important to factor both the team and the individual into your thinking.</p> <p>Option C is less appropriate as this disregards Nikita's feelings and concerns. Nikita probably knows that the appropriate protective equipment will be helpful, however, he still feels apprehensive about delivering this service.</p> <p>Option E is the least appropriate response as it dismisses Nikita's concerns entirely and does not offer him support. Additionally, as you are not Nikita's Line Manager, it is not within your remit to tell Nikita what he should be doing in his role.</p>

Question 16

Answer Key	CEDBA
Rationale	<p>This question assesses whether candidates are able to undertake a holistic approach to problem solving and decision making, to ensure a patient-centred outcome.</p> <p>Option C is the most appropriate response as this acknowledges that you are not completely sure which tube should be used and refers the Junior Doctor to a trusted source (the relevant lab) which will be able to provide him with the correct information. This response also provides an accurate solution to the Junior Doctor's query to ensure a patient-centred outcome.</p> <p>Option E is the second most appropriate action as you are still acknowledging your uncertainty in this answer, and you are taking an active step in providing a solution for your Junior Doctor colleague by referring them to an appropriate colleague. While the appropriate colleague would be knowledgeable about the answer, the best option would still be to go directly to the source of information which could provide the most expert and accurate answer to the Junior Doctor's query (which is the relevant lab mentioned in option C).</p> <p>Option D is a somewhat appropriate action to take, as you are still helping to direct the Junior Doctor to a legitimate source of information to check his query. However, this response represents a more passive action, and is potentially more time consuming as the Junior Doctor has to search for this information on the intranet. By comparison, the more appropriate options C and E involve you taking some action to solve the Junior Doctor's query.</p> <p>While you are demonstrating an understanding of working within your remit, option B demonstrates no problem solving and provides no solution to the Junior Doctor's query. This makes option B a less appropriate action to take compared to the prior options discussed.</p> <p>The least appropriate action is option A, as this does not take into consideration working within your remit, and as you are not completely sure, your advice to the Junior Doctor could be incorrect. This does not represent sound and logical decision-making as it would risk patient safety.</p>

Question 17

Answer Key	ADECB
Rationale	<p>This question assesses communication and consultation skills. It is important to provide accurate and clear information to people receiving care and colleagues in an appropriate manner</p> <p>Option A is the most appropriate response as it acknowledges that the nurse is unhappy which can be helpful when trying to diffuse the situation. Additionally, this response also explains that you are unaware of what is going on and why, and ensures that you don't take the blame for something that you are not responsible for.</p> <p>Option D is the second most appropriate response as the apology can help to acknowledge that the nurse is unhappy which can be helpful to diffuse the situation, and you are also explaining that you are unaware of this patient. However, the exaggerated apology is a subtle detail in this response option, which suggests that you are accepting the blame for a situation that you are not responsible for.</p> <p>Option E is less preferable as it is slightly more dismissive of the nurse's issue. In stating that you have had nothing to do with this patient, it can also imply that someone else is at fault, and may be perceived as trying to avoid helping the nurse. However, the apology is at least attempting to acknowledge that the nurse is unhappy, which can be somewhat helpful in diffusing the situation.</p> <p>Option C is less appropriate as it is completely dismissive of the nurse's issues and immediately takes a defensive approach to a situation that you are not responsible for.</p> <p>Option B is the least appropriate as it is confrontational and could possibly escalate the situation rather than diffuse it. This response is more aggressive toward the nurse in mentioning her tone, and is therefore an unprofessional response and undermines the nurse.</p>

Question 18

Answer Key	EBACD
Rationale	<p>This question assesses whether a candidate is able to critically appraise information and undertake a holistic approach to problem solving and decision making, ensuring a patient-centred outcome.</p> <p>As the young boy is of primary school age, option E is the most appropriate response in this situation, as it considers providing the medication to an adult. While there is no hard and fast rule regarding the necessary age of the person who can collect medications on behalf of a patient, providing medication, including morphine, to a primary school boy would be inappropriate and does not demonstrate sound or logical decision-making.</p> <p>Option B follows as the second most appropriate response, as you will be providing the medications to the mother directly. This is a safer option than providing the medications to the boy and demonstrates evidence of effectively weighing up the risks involved with providing the medications to the boy. However, because there is a time delay (the medications will be delivered tomorrow) this is a less appropriate response than option E.</p> <p>Option A is a somewhat appropriate response as you are ensuring that the medication is not being given to the young boy and you are providing the boy with some explanation as to why. However, no other active action is being taken to provide the medication to the young boy's mother, which could impact patient safety.</p> <p>Raising child safety issue concerns to your Designated Supervisor (option C) would be an inappropriate action to take as the situation does not warrant the need to raise these concerns. Additionally, no active action has been taken to address the current issue regarding finding a way to provide the medications to the young boy's mother.</p> <p>Option D is the least appropriate action to take as there is a risk to patient safety by providing some of the required medication. There is also a risk to the young boy's safety as you are providing him with paracetamol.</p>

Question 19

Answer Key	EDBCA
Rationale	<p>This question assesses skills related to demonstrating empathy and sensitivities to the needs and perceptions of others.</p> <p>Keeping this in mind, option E is the most appropriate response as this demonstrates taking into consideration Ms Ayla's concern regarding her medication, and also takes an active step in calling her doctor to confirm the medication which has been prescribed for her.</p> <p>Following this, the second most appropriate response (option D) would be to probe further in order to gain a better understanding about Ms Ayla's situation. This is an appropriate response as it is considering Ms Ayla's view and demonstrates interest in the individual.</p> <p>Option B is a somewhat appropriate response as you are taking into account Ms Ayla's concerns, however you are not taking an active action yourself in helping her or resolving the issue. This action is deferring responsibility in checking the appropriateness of Ms Ayla's medication to Ms Ayla herself, which is less appropriate than checking yourself (which is reflected in the more appropriate option E).</p> <p>Option C is an inappropriate action as it undermines her doctor and indicates to Ms Ayla that you do not have confidence in her doctor. This could also lead to Ms Ayla having less confidence in her doctor too. However, this is not the least appropriate response as you are still considering Ms Ayla's concerns regarding whether her medication is right for her.</p> <p>The least appropriate response is option A as, while you are trying to reassure Ms Ayla, you are not taking into consideration her concerns regarding her medication prescription.</p>

Question 20

Answer Key	AECBD
Rationale	<p>This question explores the ability to work collaboratively within a team and provide assistance and support to colleagues. This also assesses skills related to demonstrating an awareness of other team members' workloads and pressures, and adapting one's interactions accordingly.</p> <p>Option A is the most appropriate response as you are recognising and raising the issue, and taking a proactive approach to try to resolve the problem in a professional manner.</p> <p>Option E is the second most appropriate response, as you are making your Designated Supervisor aware of the problem and discussing possible solutions together. However, this is less preferable than Option A, as you are not necessarily attempting to resolve the issue in the present context, and therefore this problem could continue to impact the rest of the team, or impact another trainee if they joined this ward.</p> <p>Option C is less appropriate as it does not attempt to resolve the issue of the ward being short staffed by at least raising it with your Designated Supervisor. However, it is more appropriate than Options B and D, as this action does take steps to ensure that you are still completing your training by completing learning outside of contracted hours. It is important to remember that this is not ideal as you will be missing out on the opportunity to have on-site learning.</p> <p>Option B is an inappropriate response as it does not help you obtain the relevant opportunities needed to meet your learning objectives and does not show any proactivity to accomplish your own learning. Despite this, it does ensure that the drug histories are taken.</p> <p>Option D is the least appropriate action as it does not resolve the current problem and does not explore any possible options or solutions that could resolve the situation. Whilst it may be useful for the GPhC to be aware of the situation it would not be the first point of call.</p>

Part 2

Question 21

Answer Key	CEF
Rationale	<p>The most appropriate action to take is to contact the patient (option C), to see whether your mistake has caused any harm (e.g., has the patient used any of the incorrect medication), and to correct the mistake as soon as possible by dispensing the correct medication (option E). It is also crucial that any incidents or near misses are documented in a timely manner, in case of any future investigations and to ensure that everyone else learns from the mistake (option F).</p> <p>Options A and G are also important but can be done at a later stage and therefore are not included as the three most appropriate actions to take in this situation.</p> <p>Regarding Option D, it would be inappropriate to wait until the next time the patient comes into the pharmacy to discuss why you dispensed a different device. This is not the prescribed device and may cause harm to the patient if she cannot use it correctly.</p> <p>For options B and H, your actions may differ according to whether any harm has come to the patient as a result of the dispensing error and so do not need to be actioned immediately. It would be disproportionate to report every near miss to the GPhC or GP if the error has been corrected and therefore in this scenario these are not the most appropriate actions to take.</p>

Question 22

Answer Key	CDE
Rationale	<p>This question explores skills related to working collaboratively within a team, supporting colleagues, and building and maintaining meaningful and trusting relationships with team members.</p> <p>One of the most appropriate actions to take is Option C as you are showing interest and compassion for your colleague and making her feel valued. Out of the available options, Option D, is also among the most appropriate actions to take, as you are expressing concern for your colleague. Similarly, Option E is the most appropriate action to take alongside Options C and D, as you are still prioritising the patient by demonstrating empathy for him and attempting to see the situation from his perspective too.</p> <p>Option A is not among the most appropriate responses, as you are unaware of the details of the situation between the customer and Mina. It is better to have a conversation with the customer about what has happened first to establish the best approach to take.</p> <p>Option B may be an appropriate response, but would not be a first response as you have made no effort to establish what has caused the change in Mina's behaviour and you are not showing compassion towards your colleague.</p> <p>Option F is not among the most appropriate responses because, by insisting that Mina apologises, you are automatically assuming the blame is on Mina, before you have made an attempt to gather information of both sides of the story.</p> <p>Option G is not the most appropriate response as this is not your responsibility to suggest a colleague take annual leave. This action may also be accusatory towards Mina, and suggests that she is experiencing a potentially personal issue, when you have no concrete information about this, and no effort has been made to discuss the situation.</p> <p>Option H is not among the most appropriate responses as you are making promises to a customer that this situation might not occur again. This is also assuming the blame is on Mina. Additionally, this action does not resolve the customer's issue or establish why Mina's behaviour has changed.</p>

Question 23

Answer Key	ABC
Rationale	<p>The most important thing here is to ensure compliance with the infection control policy, as this policy is in place to protect patients and staff from infections.</p> <p>Therefore, you must not allow Rahul to come with you onto the ward if he does not remove his jacket. It is appropriate to explain the importance of infection control procedures (option C) and to explore Rahul's reasons for refusing to comply (option A) as either may lead to Rahul agreeing to comply with the policy and removing his jacket. You can also support him in finding a solution if there is a reason he does not want to remove his jacket.</p> <p>Why are the others not appropriate or not as appropriate?</p> <p>You cannot leave a student unsupervised (option D). He may also go into another clinical area in his jacket if you are not with him.</p> <p>The ward pharmacist or infection control team would not be able to change the policy to allow Rahul on the ward (options E and H), but they may be able to help you find out why or persuade him to remove his jacket. They would also back up your decision not to allow him into the ward.</p> <p>Asking another Trainee Pharmacist in your team to supervise Rahul for the rest of the day (option G) would just be switching the problem to another person and not taking responsibility for it yourself. This could also lead to Rahul going into another clinical area in his jacket.</p> <p>Whilst the university should be informed that the student failed to comply with hospital policy (option F), this is not in the top three most appropriate actions, as this does not need to be done immediately and the other options may find a solution first. However, it is important that the person responsible for organising the student visits tells the university, as it may affect patient safety in future and may also affect the student's assessment.</p>

Question 24

Answer Key	ABC
Rationale	<p>This question explores skills in being able to assess a patient's needs and being sensitive to their current situation, while working within your remit.</p> <p>Option A is among the three most appropriate actions to take. This action is important to understand how urgent Mrs Yopa's query is and the nature of her query. This response might also enable you to identify who Mrs Yopa needs to be referred onto and shows genuine interest and compassion for Mrs Yopa.</p> <p>Option B is also among the most appropriate responses, as you are finding a solution to Mrs Yopa's query whilst acknowledging your own limitations and acting within your own competency.</p> <p>Similarly, Option C is an appropriate response as you are acting within your own competency level by offering to transfer her call to an appropriate colleague, and this is also a timely response for Mrs Yopa.</p> <p>Option D is an inappropriate response, as it is not within your competency level to be gathering information on this as you would be unable to address or respond any further.</p> <p>Option E is an inappropriate response, as the information provided on the NHS website can be generic and you do not know the nature of her concern. In addition, you do not know whether Mrs Yopa is able to use and access online resources.</p> <p>Option F is an inappropriate response, as it dismisses Mrs Yopa's concerns, and you could cause harm to the patient as you are providing reassurance when you are not competent to make that call.</p> <p>Option G is an inappropriate response as it is dismissive of Mrs Yopa's concerns, and this could cause patient harm.</p> <p>Option H is inappropriate as you are not competent to provide the information. You should not attempt to provide information outside of your competency level, as this could pose a risk to patient safety and could also waste time.</p>

Question 25

Answer Key	CDH
Rationale	<p>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:</p> <p>Options A and B can be discounted quickly as they demonstrate neither leadership nor responsibility.</p> <p>Option 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).</p> <p>Option 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.</p> <p>Option G would not help resolve the situation-the consultant is the one who requested the drug and so the query would just be prolonged.</p> <p>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 (option C), further explore why the specific drug is needed (option D), before taking all the relevant information to the senior pharmacist to explore next steps (option H).</p>

Question 26

Answer Key	BCD
Rationale	<p>The basis of this scenario is ensuring that the patient is the focus of your consultation, and you therefore need to decide which of the above options would serve the patient best. Bear in mind that all options may be feasible, but you need to decide which are the most appropriate.</p> <p>Option A: The patient has already said that she has a desire to stop smoking, so it appears she understands the need to stop and the issue is not one of ignorance, but of practicality. Would giving her mortality rates help?</p> <p>Option B: The most suitable initial response. You want to explore why Mrs MacDonald is forgetting to use the patches so you can formulate a plan to help her.</p> <p>Option C: If the issue is one of forgetfulness, then it makes sense to see if another form of NRT would help aid Mrs MacDonald.</p> <p>Option D: If, after discussion, patches are the preferred method of NRT for Mrs MacDonald, then you would want to explain how best to gain optimal effectiveness and reinforce Mrs MacDonald's wish to stop smoking.</p> <p>Option E: If you have the option to help (and you are also visiting with a team of specialist nurses), then it seems unhelpful to pass off this problem to the patient's GP when you could help now.</p> <p>Option F: This may seem a viable alternative to option D, but comes across as more condescending and not inclusive; patient concordance is as important as patient compliance, so the words you use are important.</p> <p>Option G: Mrs Macdonald is ready now! You just need to support her. Consider the impact on the patient of any delay, particularly as at this moment she has indicated a willingness to stop smoking.</p> <p>Option H: Leaflets are fine as a follow up, but no substitute for the practical support you can provide her.</p>

Question 27

Answer Key	ABD
Rationale	<p>This scenario assesses skills in being able to adapt your approach or communication style depending on the audience. It is important to seek confirmation of understanding when communicating, clarifying when necessary and providing accurate and clear information for the people receiving care.</p> <p>In this scenario, Options A and B are appropriate responses as you are offering an adjustment to your communication and gaining Violet's consent on what is most appropriate for her specific hearing requirements.</p> <p>Option D is also appropriate as you are checking if Violet has understood your adapted method of communication and will enable you to gain a full picture of her understanding and correct or fill in any misunderstandings. It also gives you confidence that Violet will be able to take their medication appropriately.</p> <p>Option G is appropriate, but you would not do this action first. It may be done as a way to reinforce the advice that you have provided.</p> <p>Option C is less appropriate as you are not taking responsibility to deal with the situation yourself and leaving your senior Pharmacist to determine a solution. In this instance, the senior Pharmacist would also have to adapt their communication in the same way that you would be required to, so asking the senior Pharmacist for assistance will not add much additional help to this situation.</p> <p>Option E would be inappropriate as it discriminates against her disability and assumes that she is not capable of participating in the conversation or understanding her own medication. Violet is still able to understand, but just requires you to adapt your communication.</p> <p>Option F is less appropriate as, by sending her away, there is a risk that she may not come back which could cause harm to the patient if she does not understand how to take her new medication. Additionally, you should attempt other forms of communication with Violet first, before suggesting this.</p> <p>Option H is inappropriate as, whilst it may be appropriate to administer her medications using an MCA, it is not appropriate to do so just because she is deaf. An assessment for her capacity to take the medications would have to be carried out first. This response takes away the patient's autonomy and makes a decision for her, without her input or involvement.</p>

Question 28

Answer Key	ACF
Rationale	<p>The main aspects to consider in this situation are ensuring a duty of care to other members of staff, but also navigating Nick's negative perceptions about his HIV diagnosis.</p> <p>Option A: Reassuring Nick that the team will not tell anyone who does not need to know about his diagnosis is one of the most appropriate initial responses. This action takes into consideration Nick's negative feelings regarding disclosing his condition to others. At the same, this response communicates to Nick that the necessary team who will be treating him will need to be aware of his diagnosis, representing the appropriate duty of care to other members of staff being maintained.</p> <p>Alongside this, Option C represents an appropriate action as this provides the opportunity to share with Nick <i>why</i> information relating to his diagnosis would be necessary to share with the team treating him. This action attempts to work <i>with</i> Nick and help to inform his perspective.</p> <p>Option F then helps to attempt to further understand his perspective and emotional experience, demonstrating empathy and willingness to learn more about Nick's concerns.</p> <p>The other options are less appropriate actions to take.</p> <p>While option B attempts to provide comfort for Nick, saying he should not be ashamed of his diagnosis may be dismissive of his feelings. Additionally, it is uncertain as to whether his feelings are related to 'shame', so it may be unhelpful to say he should not feel ashamed because that may not be the case.</p> <p>Option D: It is true that it is important for healthcare professionals to understand why patients are taking certain medications, but it is not necessary or appropriate to disclose this to the patient and does not provide any resolution to Nick's feelings of concern.</p> <p>Option E: This response overlooks Nick's negative associations with his HIV diagnosis, and passes on his concerns to his GP, removing the responsibility from yourself. It is likely that this response may even make Nick feel worse about his diagnosis, as it may reinforce his stigma attached to his diagnosis.</p> <p>Option G: This response could be a helpful action to take, however it does not address the main issue of Nick's negative feelings/stigma attached to his diagnosis.</p> <p>Option H: Similar to response option G, while this response may be appropriate, it is not the most appropriate action to take in addressing the main issue that has been raised regarding Nick's negative feelings/stigma attached to his diagnosis.</p>

Question 29

Answer Key	CEH
Rationale	<p>This question assesses how you are able to undertake a logical and systematic approach to problem solving, methodically working through an issue to benefit the person receiving care.</p> <p>The first and most appropriate response to resolve this problem would be to contact the doctor directly to review Valentin's eye drop prescription (option C). Alongside this, it would be most appropriate and logical to update the supervising Pharmacist on your course of action (option E) as you work through this issue; this also demonstrates evidence of you working within your remit. Additionally, informing Valentin of what is being done to solve this problem (option H) is appropriate as this keeps in mind the person receiving care.</p> <p>It would not be appropriate for a Trainee Pharmacist to be prescribing on a patient's drug chart (option A) as this would not be working within your remit. Similarly, it would also not be appropriate to be ordering the eye drops for Valentin (option D) without contacting the doctor/your supervising Pharmacist.</p> <p>Informing the nursing team about the eye drop omission (option B) would be somewhat appropriate to do, however, there are more important actions to take in this situation.</p> <p>Option F: Asking a nurse to arrange for a relative to bring Valentin's eye drops may be helpful, however there is no guarantee as to whether Valentin has a relative who will be available to do this and/or when they would be able to come. Therefore, it is uncertain as to whether this will fix the issue, or if it would be the quickest resolution.</p> <p>Finally, advising Valentin to massage his eyes with his fingers to avoid dryness (option G) may be helpful in the very short term, however, it does not help to solve the critical issue of Valentin not having the eye drops which he requires.</p>

Question 30

Answer Key	ABG
Rationale	<p>This question assesses skills in being able to undertake a logical and systematic approach to problem solving, methodically working through an issue to benefit the person receiving care.</p> <p>Option A is among the most appropriate responses, as you are checking to see if the interaction was a mistake or whether it was intentional. There may have been a particular reason that the prescriber made this decision regarding the patient's medication.</p> <p>Option B is appropriate as you are establishing the severity of the interaction which is helpful to inform whether you need to do something or not. This response option helps you understand more about the individual's situation and what action is best to take.</p> <p>In addition, Option G is appropriate since you are a Trainee Pharmacist, if any further actions need to be taken as a result of the interaction you will need to discuss this with your Designated Supervisor first.</p> <p>Option C would only be a relevant response in certain situations and does not confirm whether the interaction is supposed to be taking place currently.</p> <p>Option D would be less appropriate as it may not be a reportable incident if the interaction is not severe or if the interaction is already known and was intended.</p> <p>Option E may be appropriate but not as a first action to take, it is important to establish the severity of the interaction and whether it is intended first. Contacting the patient without doing those actions first may worry him unnecessarily.</p> <p>Option F may be appropriate as it provides you with a broader understanding of this particular interaction, but it does not confirm whether it is appropriate for the interaction to be taking place for this specific patient.</p> <p>Option H may be appropriate as you are acknowledging the interaction and making others aware of it. However, it would not be the first or among the most important step to take, as you would need to clarify whether the interaction is intentional or not first.</p>

Question 31

Answer Key	BED
Rationale	<p>This question assess how you are able to accurately assess the situation, demonstrate genuine interest in, and compassion for, the individual, and take into account a person's needs, situation, and their wider circumstances.</p> <p>The critical issue in this scenario centres on Mrs Billings' confusion and forgetfulness. Whether another supply of her medication should be given to her in this moment or not is a secondary issue.</p> <p>Therefore, Option A: providing additional supply of Mrs Billings' blood pressure medication is incidental compared to the key issue which is her being very confused. Similarly, suggesting that you start to put Mrs Billings' medications in a dosette box for her (option F) does not address the key issue at present.</p> <p>In addressing Mrs Billings' confusion, explaining to Mrs Billings that you think she has enough of her blood pressure tablets at home (option B) is an appropriate response, as you are reiterating/providing further clarification in relation to the status of her medications. Then, speaking to Mrs Billings to try and establish if she is displaying other signs of confusion (option E) would be a suitable action. Additionally, asking Mrs Billings what support she has at home to help her with finding her medication (option D) is helpful to gain more information about her home life, and who might be able to help her to find and resolve her issue regarding where her medications are at home.</p> <p>Option C: This response would be somewhat appropriate, as conducting a medicine review will gain some further insight into her situation to potentially identify the extent of her confusions. However, it is less effective as she may be too confused to relay the necessary information to you accurately.</p> <p>Option G: While contacting Mrs Billings' GP may be an appropriate action, this response is in relation to discussing her medicines which is not the most pressing issue at the moment. It would be more appropriate to want to discuss her state of confusion with Mrs Billings' GP, rather than her medicines.</p> <p>Option H: If Mrs Billings is already displaying signs of confusion, it would not be helpful to ask Mrs Billings to return home and look for her medication herself. It is likely she will feel even more confused by doing this.</p>

Question 32

Answer Key	BDF
Rationale	<p>This question assesses your ability to demonstrate good team working; in particular, your willingness and ability to actively learn from others.</p> <p>Therefore, asking to speak to your Designated Supervisor to seek her feedback on how to generate more impact when making suggestions in future (option B), as well as asking the group if they could give you feedback (option D) demonstrates the most suitable responses to this scenario. Additionally, asking the group what else you can do to support the audit project (option F) is another proactive and self-reflective step which you can take to try to actively learn from others and improve your professional and personal development. This also demonstrates good team working as you are willing to further your skills, in order to support the overall team project.</p> <p>No longer commenting on any ideas that your fellow Trainee Pharmacists share in the meeting (option A) is not an appropriate action in this scenario. This action suggests petulance and unprofessionalism in being able to effectively manage group interactions or constructive feedback. It would also not be helpful to keep revisiting an idea which has been initially dismissed (option C). This response does not seek to understand why your idea was initially dismissed, and therefore is a counterproductive action.</p> <p>Offering to consider alternative options for data collection to bring to the next meeting (option E) could be somewhat helpful. However, it is not the most appropriate response in this case, as there maybe limitations to the timeline of the project. Additionally, there is no indication of when the next meeting will be.</p> <p>Option G: Discussing with your colleagues how their comments made you feel can be helpful, as communicating information regarding your team dynamic could potentially help the team work better together overall. However, in this instance, and based on the available options, this would not be the most important action to take.</p> <p>Option H: Reviewing the ideas from your fellow Trainee Pharmacists to understand how they differ from yours may be an appropriate step to take as it demonstrates a willingness to learn from others. However, it will likely be more effective to review the differences/gain feedback from your colleagues directly, to gain a richer understanding of how your ideas differ. This can also ensure that any misunderstandings in relation to understanding of how yours' and your colleagues' ideas may differ are less likely to occur.</p>

Question 33

Answer Key	BEG
Rationale	<p>This question assesses whether you are able to take a holistic approach to problem solving and decision making while ensuring the most beneficial outcome for all persons receiving care.</p> <p>Alongside the incorrect medication being delivered to the Mrs Cole, a key issue in this situation is that Mrs Cole is exhibiting less trust in your pharmacy and service.</p> <p>Therefore, asking Mrs Cole what medication she was expecting to be delivered (option A) would not be helpful in restoring Mrs Cole's confidence in the pharmacy; this action may even be counterproductive, as it can communicate to Mrs Cole that you do not know what her medication is, while this information can be easily looked up.</p> <p>Assuring Mrs Cole that you will investigate the cause of her error (option B) is a helpful action. This ensures Mrs Cole knows that the appropriate actions are being taken to ensure the incident does not happen again and can help to restore her confidence in the pharmacy. Also asking Mrs Cole if she would like to speak to the Responsible Pharmacist about the situation (option E) is helpful as, in addition to forming part of the procedure if an error of this nature occurs, this communicates to Mrs Cole that the issue is being treated seriously and that a more senior Pharmacist is available to speak to Mrs Cole about the incident. This can further help to restore her confidence in the pharmacy.</p> <p>Finally, contacting the customer whose medication it is to ensure she has not run out of her medication (option G) is the next most appropriate action to take in securing patient safety for all those related to this incident.</p> <p>The other options could be helpful, however do not represent the most appropriate actions to take in this situation.</p> <p>Option C: While it is helpful to apologise to Mrs Cole about the error, you have already apologised to Mrs Cole in this situation. Therefore, reiterating your apology again should not be the next priority in your actions.</p> <p>Option D: It is important to log that the wrong medication was delivered on the system, however it would be more appropriate to do this later after you have responded to Mrs Cole and tried to resolve the situation. As you are currently dealing with her concerns in that moment, your response needs to address the current issue at hand.</p> <p>Option F: Similar to option D, this is a helpful response that could be taken, but does not represent the most important action in this moment. Once you have finished speaking with Mrs Cole and attempted to reassure and restore her confidence in the pharmacy, you can then go onto contacting the delivery driver to investigate how the error was made.</p> <p>Option H: This response is less helpful as Mrs Cole has already been delivered the incorrect medication and she has come to you to voice her concerns. Additionally, it is likely that Mrs Cole already has the details of the pharmacy's prescription delivery service as she has been using it before. Giving her the details of the delivery service will not provide a resolution to her concerns.</p>

Question 34

Answer Key	DFH
Rationale	<p>There are two main issues in this scenario: firstly, that your colleague has been smoking cannabis. Secondly, that this has been posted and potentially viewed by others on social media. This question assesses how you are able to work collaboratively with your colleagues to maintain professionalism within the profession.</p> <p>Option A: Asking Amer to remove the picture from social media does not directly address the issue related to Mohammed's breach of professionalism; instead, this action attempts to cover up the incident. Mohammed's breach of professionalism has been made and this needs to be addressed.</p> <p>Option B: Suggesting to Amer that he does not post similar pictures in future is not an appropriate response to this situation as it is not Amer's responsibility to ensure Mohammed maintains good standards of professionalism. It is also not within your remit to suggest how Amer uses his social media account. This action also does not hold Mohammed accountable for his actions.</p> <p>Option C: while reporting Mohammed to the General Pharmaceutical Council (GPhC) does attempt to address Mohammed's lack of professionalism, this response is too extreme in this scenario. It is likely that this action will not lead to any helpful outcomes.</p> <p>Option D: Raising the issue with your Designated Supervisor would be a suitable action to take. This addresses Mohammed's breach in professional standards at an appropriate level.</p> <p>Option E: Removing both Amer and Mohammed from your social media is less helpful as this does not provide a useful action to resolve the issue or change the situation. Mohammed has still demonstrated a lack of professionalism, and this has still been posted on social media for others to see. This action also does not hold either party accountable.</p> <p>Option F: Speaking to Mohammed directly about the appropriateness of the picture is a very appropriate action to take. This ensures Mohammed is aware that this picture has been posted. This also demonstrates a good example of teamworking as you are aiming to have a dialogue with Mohammed about this incident, which can provide an opportunity for Mohammed to reflect on his adherence to professional standards and voice his perceptions on how this incident has occurred.</p> <p>Option G: Reporting the picture as inappropriate through the social media website is a less helpful action as it is not the social media website's responsibility to ensure pictures of individuals are upheld to those persons' standards of profession. Additionally, this action does not directly address Mohammed's lack of professionalism.</p> <p>Option H: Signposting Mohammed to the GPhC professional standards is a suitable action to support Mohammed in maintaining professionalism. This can ensure that he does not continue to act a manner that might bring the profession into dispute in future. This action also takes an active role in holding Mohammed accountable and</p>

	aims to support him by reminding him of the standards that he must maintain as a Trainee Pharmacist.
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Question 35

Answer Key	AEG
Rationale	<p>This scenario assesses the candidate's ability to carry out work duties and responsibilities reliably in order to provide the best treatment for the patient.</p> <p>Option A is among the most appropriate responses. By doing this action, you are taking responsibility for the patient's care, rather than passing along the responsibility to another person. Since it is Friday afternoon, ensuring that this is completed and dealt with personally ensures that you can resolve the issue in a timely manner.</p> <p>Option E is also among the most appropriate responses, as the prescription from a week ago may no longer be valid and therefore you will need to make sure it is still clinically appropriate and prescribed appropriately.</p> <p>In addition, Option G would be an appropriate response as another pharmacist is equally as capable to give you advice if your Designated Supervisor is not available. This could help you to make a clinical judgement – and gain a clinical screen on the prescription – as well as assisting you with a supply judgment.</p> <p>Option B would be less appropriate because whilst it would be important to investigate why Innocent has been using the discharge medicines instead of ward stock during the hospital stay, it is not the most critical thing to do in the present moment.</p> <p>Option C would not be appropriate as there are other people that could be contacted to seek advice from without interrupting your Designated Supervisor's meeting.</p> <p>Option D would not be appropriate as it does not help solve the situation and could cause harm to the patient if their medication is delayed or they do not receive it before they leave the hospital.</p> <p>Option F would not be appropriate as a Trainee Pharmacist would not be of an appropriate level to give the advice you need, and they would not be able to provide a clinical screen on the prescription.</p> <p>Option H would not be appropriate as you are not aware of whether there is an issue yet. You would attempt to do other actions before resorting to this response. Therefore, it is not a critical action to be taking to resolve the situation in a timely manner.</p>