

F2 STAND-ALONE

SITUATIONAL JUDGEMENT TEST (SJT): PRACTICE PAPER WITH ANSWERS

Instructions:

- Thank you for taking the time to complete the UK Foundation Programme F2 Stand-alone SJT Practice Paper.
- In this paper, you will be presented with typical scenarios that F2 Doctors encounter, and you will be asked questions about dealing with them.
- When answering the questions, please consider yourself to be an F2 Doctor and please answer based on what you **should do**.
- You may sometimes feel you would like more information before answering, but please answer each question based only on the information provided.
- You will be presented with **Rating questions**. These questions require you to individually rate between 3 and 8 response options per scenario.
- You will be asked to rate the responses to the scenarios using a series of options, using the scale below:
 1. *Extremely desirable* – an option is extremely desirable if it is a very appropriate thing to do in response to the scenario and aligns exactly with what is expected of an F2 doctor.
 2. *Slightly desirable* – an option is slightly desirable if it is an appropriate thing to do in response to a scenario but is not ideal. It is somewhat aligned with what is expected of an F2 doctor.
 3. *Neither desirable nor undesirable* – an option is neither desirable nor undesirable if it is something that is neither appropriate nor inappropriate to do in response to the scenario. It does not oppose or align with what is expected of an F2 doctor.
 4. *Slightly undesirable* – an option is slightly undesirable if it is an inappropriate thing to do in response to a scenario but is not terrible. It is somewhat opposed to what is expected of an F2 doctor.
 5. *Extremely undesirable* – an option is extremely undesirable if it is a very inappropriate thing to do in response to the scenario and directly opposes what is expected of an F2 doctor.
- Please note this is **not a full-length practice paper** and is designed to provide you with examples of the types of questions and response format you can expect in the exam. The real paper is designed to take 45 minutes and has 20 scenarios.
- The questions have been through a thorough review process and the correct answer keys have been determined through concordance analysis using a panel of Subject Matter Experts (SMEs), who are able to provide insight into how a F2 stand-alone Doctor should be responding in these situations. The rationale statements have been written by SMEs, which provide an explanation as to why the answer key represents an appropriate response to the given scenario.

- The table below shows the number of marks available for the response format. A near-miss scoring convention is used, meaning that marks are given based on how close you are to the correct answer.

	Maximum marks available per response	Responses per scenario	Maximum marks available per scenario
Rating	4	Rate between 3-8	Up to 32

Please note:

- There is no negative marking; you are therefore expected to attempt all questions.
- Definitions are available for terms which have been marked with an asterisk (*). These definitions are included in the Glossary below.

GLOSSARY

Acute Admissions Unit	An Acute Admissions Unit (AAU), or Acute Assessment Unit (AAU), Acute Medical Unit (AMU) or Medical Assessment Unit (MAU) is a short-stay ward that may be located within the emergency department, although a separate department. The AAU acts as a gateway between a patient's general practitioner (GP*) and the emergency department, and the wards of the hospital.
Clinical supervisor	The professional responsible for teaching and supervising Foundation doctors. Each Foundation doctor will have at least one named clinical supervisor, who is responsible for: supervising day to day clinical and professional practice; supporting the assessment process; ensuring the appropriate range and mix of clinical exposures; and arranging a work programme to enable attendance at fixed educational sessions.
Educational supervisor	The professional responsible for making sure Foundation doctors receive appropriate training and experience. The educational supervisor is responsible for: undertaking regular formative appraisal; providing support in the development of the learning portfolio; ensuring understanding and engagement in assessment; being the first point of call for concerns/issues about training; and ensuring training opportunities are available.
General Practitioner (GP)	A General Practitioner (GP) is a primary care physician or community based family doctor.
X-ray	A procedure commonly used to produce images of the inside of the body.

RATING QUESTIONS

1. Remmy has been working in the Acute Admissions Unit* (AAU) for the past four months and a patient has been admitted for severe abdominal pain. This is the third time that the patient has been admitted for the same condition and Remmy has conducted all of her previous assessments. Remmy goes to assess the patient and when she sees him, she says, “No, I do not want you as my doctor again. You cannot find out what is wrong with me. Please go and get me an experienced doctor.”

How desirable are each of the following responses by **Remmy** in this situation?
 (Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Reassure the patient that he will try his best to find out the cause of her pain.

Correct Key: 1 - Extremely desirable

Rationale: *This response is extremely desirable because as a doctor Remmy has a responsibility to work with his patient to address their concerns (General Medical Council [GMC] good medical practice’s Communication, Partnership and Teamwork domain). Therefore, prioritising trying to find the cause of the patient’s pain is the appropriate thing to aim to do.*

B) Tell the patient that he cannot help her if she speaks to him in that way.

Correct Key: 4 - Slightly undesirable

Rationale: *This response is slightly undesirable because whilst communication is integral to establishing a good working relationship with his patient (GMC good medical practice’s Communication, Partnership and Teamwork domain) and it is important to establish boundaries to be able to develop and/or maintain a respectful dialogue between both parties, this response may be interpreted by the patient as confrontational and unprofessional.*

C) Offer to look for a senior doctor who is available to assess the patient instead.

Correct Key: 2 - Slightly desirable

Rationale: *This response is slightly desirable because it is Remmy’s responsibility as a doctor to respond to the patient’s concern (GMC good medical practice’s Communication, Partnership and Teamwork domain), in this case, their concern is not wanting to be treated by Remmy. The four pillars of medical ethics include autonomy, which is the patient’s right to make decisions about their health: This response respects the patient’s right to choose who treats them. According to the NHS Patient’s Charter, a patient also has the right to seek a second opinion on their medical condition. Therefore, this response is acknowledging the patient’s right to have another doctor assess their condition instead of Remmy (GMC good medical practice’s Knowledge, Skills and Performance domain), however it isn’t the most ideal response as he has not reassured the patient that she will be assessed by another doctor as requested.*

D) Remind the patient that it is not his fault that she is in pain.

Correct Key: 5 – Extremely undesirable

Rationale: *This response is an extremely undesirable response as Remmy has a duty as a doctor to treat patients with respect and dignity (GMC good medical practice’s Communication, Partnership and*

Teamwork domain). Although the patient has refused treatment from him, it is important that he maintains his professional values and is respectful in his response back to the patient (GMC good medical practice's Maintaining Trust domain) to maintain the patient's trust in him as a professional and their faith in the profession.

E) Tell the patient that while she may be able to see a senior doctor if available, she may need to wait a while to be seen.

Correct Key: 2 - Slightly desirable

Rationale: *This response is slightly desirable because one of Remmy's responsibilities as a doctor is to ensure the provision of sufficient information about treatment options so that patients can make an informed choice about their medical care, including the consequences of refusing treatment (GMC good medical practice's Knowledge, Skills and Performance domain and the Communication, Partnership and Teamwork domain).*

2. Yahya, an F2 doctor, has volunteered to be a facilitator on a clinical exam for medical students. A medical student, Sarah, approaches him while he is walking out of work. Sarah knows that Yahya is one of the facilitators for the clinical exam and asks him what type of scenarios will be covered in the clinical exam. Yahya has worked with Sarah closely over the last few months.

How desirable are each of the following responses by **Yahya** in this situation?
 (Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Provide Sarah with some publicly available information about medical school examinations

Correct Key: 1 - Extremely desirable

Rationale: *This is an extremely desirable action because it is part of a doctor's responsibility to develop themselves and to support others to develop (General Medical Council [GMC] good medical practice's Communication, Partnership and Teamwork domain). Therefore, it is appropriate to provide Sarah with some guidance without giving her unfair advantage over other students and compromising his professional values such as, honesty, integrity and probity (GMC good medical practice's Maintaining Trust domain).*

B) Explain to Sarah that it would be unfair on other candidates if only she knew the scenarios before the clinical exam

Correct Key: 1 - Extremely desirable

Rationale: *This is an extremely desirable action because as a doctor, it is important to maintain positive personal and professional values such as honesty, integrity and probity. Sharing the scenarios with Sarah would amount to Yahya being dishonest and complicit in Sarah cheating in a clinical exam (GMC good medical practice's Maintaining Trust domain). Apart from being morally wrong, giving Sarah an unfair advantage over her peers by cheating has other implications relating to clinical competence and patient safety as a result of Sarah not learning, revising, consolidating her knowledge and skills to be truly proficient (GMC good medical practice's Knowledge, Skills and Performance domain).*

C) Reassure Sarah that she should not need to know the scenarios before the clinical exam in order to do well

Correct Key: 2 Slightly desirable

Rationale: *This action is slightly desirable as Sarah's request may be a result of fear or anxiety relating to her clinical exams. Reassuring Sarah about her potential and ability may be sufficient to enable her to reflect on her actions in requesting access to the scenarios beforehand. However, this action does not address the underlying issues and concerns about honesty, integrity and probity that her actions raise (GMC good medical practice's Maintaining Trust domain).*

3. Vjeko is working in the Emergency Department, where a 19 year old patient presents alone, after being elbowed in the eye while playing football. When he informs the patient that she has broken her eye socket and may need to have surgery, she becomes very upset. She tells Vjeko that she does not want to have surgery and that she wants to go home.

How desirable are each of the following responses by **Vjeko** in this situation?
(Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Tell the patient that it is up to her whether or not she goes home.

Correct Key: 5 – Extremely undesirable

Rationale: *This is an extremely undesirable response because as a doctor, Vjeko must prioritise patient safety (General Medical Council [GMC] good medical practice's Safety and Quality domain) as it is in the best interest of the patient (Four Pillars of Medical Ethics – Beneficence and Non-maleficence). It is also important that he addresses the patient's concern(s) which is making her upset (GMC good medical practice's Communication, Partnership and Teamwork domain) and this response fails to do so.*

B) Explore with the patient why she does not want to have surgery

Correct Key: 1 - Extremely desirable

Rationale: *This response is extremely desirable because as a doctor it is Vjeko's responsibility to listen to his patient and to address their concerns (GMC good medical practice's Communication, Partnership and Teamwork domain). Establishing the reason(s) for this patient getting upset may be the key to establishing a positive working relationship, enabling her to engage with treatment which is in her best interest (Four Pillars of Medical Ethics – Beneficence and Non-maleficence).*

C) Ask the patient whether she would like to call any family members or friends to come and support her.

Correct Key: 1 - Extremely desirable

Rationale: *This is an extremely desirable response because as a doctor, Vjeko's duty of care to his patient includes responding to his patient's concerns as well as supporting his patients to care for themselves (GMC good medical practice's Communication, Partnership and Teamwork domain). Therefore, finding out what support the patient needs and has will enable him to be able to do so in a meaningful way that is also in the best interest of the patient (Four Pillars of Medical Ethics – Beneficence and Non-maleficence).*

4. Mia is working on a paediatric ward and a nurse, who works in a different department, approaches her to ask about his 6 year old niece who is a patient on Mia's ward. He asks what is wrong with her and what treatment she is receiving. Mia is aware that the nurse is not the patient's legal guardian. Mia has a good relationship with the nurse and she can see that he is clearly anxious about his niece.

How desirable are each of the following responses by **Mia** in this situation?
 (Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Remind the nurse that this is confidential information she cannot discuss with him.

Correct Key: 2 - Slightly desirable

Rationale: *This response is slightly desirable because although the nurse is Mia's colleague and her patient's relative, they do not have any legal right to be informed about her patient's private health information. It is important that Mia respects her patient's right to confidentiality (General Medical Council [GMC] good medical practice's Communication, Partnership and Teamwork domain) and that she treats the patient's information that has been entrusted to her with respect (GMC good medical practice's Communication, Partnership and Teamwork domain and Maintaining Trust domain). However, the nurse is clearly anxious about his niece and he may interpret Mia's response as being unsympathetic.*

B) Tell the nurse that he will need to speak to his niece's parents directly about this.

Correct Key: 1 - Extremely desirable

Rationale: *This response is extremely desirable as it respects her patient's right to confidentiality (GMC good medical practice's Communication, Partnership and Teamwork domain) by referring her colleague to his relatives who have parental rights over the patient. This means that Mia is not breaching the patient's confidentiality by disclosing their private information to a colleague.*

C) Tell the nurse that there is nothing to worry about.

Correct Key: 5 – Extremely undesirable

Rationale: *This response is extremely undesirable because although Mia is not disclosing specific details of her patient's condition/status to her colleague, she is breaching her patient's right to confidentiality by alluding/indirectly referring to their current medical status in her response (GMC good medical practice's Communication, Partnership and Teamwork domain). The response is also providing assurances that cannot be guaranteed, which may prove to be problematic in the future if the patient's condition deteriorates and everything is not as predicted.*

D) Ask the nurse not to ask her about his niece's condition again as it is inappropriate for her to discuss this with him.

Correct Key: 4 - Slightly undesirable

Rationale: *This is slightly undesirable because although Mia's colleague should not be asking her to disclose confidential information, it is important that she recognises the motive behind his request is his concern for his niece and respond in a compassionate manner while preserving patient confidentiality (GMC good medical practice's Communication, Partnership and Teamwork domain).*

5. Oceana has had a particularly busy and challenging day on the ward and is feeling overwhelmed and finding it hard to concentrate. She asks her clinical supervisor*, Cathy, if she can leave two hours early because of how she is feeling. Cathy says, “you need to toughen up, there are not enough staff on the ward anyway so you cannot leave.”

How desirable are each of the following responses by **Oceana** in this situation?

(Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Offer to help to find another member of staff who can cover until the end of her shift.

Correct Key: 1 - Extremely desirable

Rationale: *This is an extremely desirable response because managing the workload is a collaborative effort and it would be inappropriate, irresponsible and negligent to leave the ward short without adequate staff (General Medical Council [GMC] good medical practice’s Communication, Partnership and Teamwork domain) to maintain safe care (GMC good medical practice’s Safety and Quality domain).*

B) Explain to Cathy that she is concerned she will compromise patient safety if she continues to work while overwhelmed.

Correct Key: 1 - Extremely desirable

Rationale: *This is an extremely desirable action because Oceana must prioritise patient safety and ensure that she works within her own limits (GMC good medical practice’s Knowledge, Skills and Performance domain), including when she is feeling overwhelmed and unable to concentrate (GMC good medical practice’s Safety and Quality domain). In this case, it may be more appropriate to speak to her supervisor for advice about how to best manage the workload and how she is feeling, including the possibility of prioritising the workload with support, taking a break to recuperate, working collaboratively with the rest of the team to ensure that patient care is appropriately covered.*

C) Stay on the ward as her shift will soon be ending

Correct Key: 4 - Slightly inappropriate

Rationale: *This is a slightly inappropriate action because patient care and patient safety must be prioritised (GMC good medical practice’s Knowledge, Skills and Performance domain and the Safety and Quality domain) at all times, regardless of how much time Oceana has left until the end of the shift. However, as Oceana is finding it difficult to concentrate, she may be compromising patient safety.*

6. Tamara has volunteered to be a facilitator on an exam for medical students. Tamara is having lunch in the hospital cafeteria and sees an F2 colleague, Will, talking with a fourth-year medical student, Theo over lunch. Will is also a facilitator for the exam. Tamara can hear that Will is providing Theo with specific information about the types of scenarios which will be covered on the exam. Theo had approached Tamara the previous day asking for specific information about the exam. As Will leaves the room, Tamara walks over to Theo and when he sees her, he looks very guilty.

How desirable are each of the following responses by **Tamara** in this situation?
 (Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Ask Theo why he has chosen to also ask Will for information

Correct Key: 1 - Extremely desirable

Rationale: *This action is extremely desirable as it is important to question and challenge colleagues' behaviour and professionalism when appropriate. Being privy to Theo's desire to know the clinical scenarios in advance of the exam from Tamara's interaction with him the day before, it is her responsibility to ascertain if Theo has made the same request to her colleague. If he has, this is questionable conduct which needs to be addressed (GMC good medical practice's Maintaining Trust domain).*

B) Tell Theo that she will need to inform his educational supervisor* about the situation

Correct Key: 2 - Slightly desirable

Rationale: *This is a slightly desirable action as it is part of Tamara's responsibility to raise concern about conduct and performance where indicated (GMC good medical practice's Safety and Quality domain, Maintaining Trust domain). Informing Theo of her intention to do so though, is optional.*

C) Encourage Theo to declare to the medical school that he has been told information about the exam

Correct Key: 1 - Extremely desirable

Rationale: *This is an extremely desirable action to take as it is important that Theo takes responsibility for his actions, including when he makes a mistake or error of judgement. Encouraging Theo to disclose this to the medical school is essential in terms of him demonstrating positive professional values as required, such as honesty, integrity and probity (GMC good medical practice's Maintaining Trust domain).*

D) Explore with Theo why he feels he needs to know the information

Correct Key: 1 - Extremely desirable

Rationale: *This is an extremely desirable action to take because supporting others to develop is part of Tamara's responsibility as a doctor (General Medical Council [GMC] good medical practice's Communication, Partnership and Teamwork domain). Supporting Theo to explore the reasons behind his action may be useful in helping him develop positive coping strategies and assessment management strategies to help him cope with clinical exams/assessments in the future, as well as other pressures he may come across as part of his ongoing development.*

7. Amaani is working on a paediatric ward and has prescribed a drug for a patient after being advised to do so by the consultant. The nurse looking after the patient has informed Amaani that she will not give the drug to the patient as she has checked Amaani's calculation and believes that it is the wrong dose. Amaani was confident that her calculations were correct. The drug was due to be given half an hour ago, and the patient's parents are concerned that it is delayed. Amaani knows that the timing of the dose is not critical.

How desirable are each of the following responses by **Amaani** in this situation?

(Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Reassure the parents that the delay in giving the drug will not cause harm to their child

Correct Key: 1 - Extremely desirable

Rationale: *This action is extremely desirable as it is important to ensure that Amaani addresses and responds to the patient and/or their family's concerns (General Medical Council [GMC] good medical practice's Communication, Partnership and Teamwork domain) by reassuring them that the timing of the medication is not critical.*

B) Tell the parents that the delay is because the nurse thinks that her drug calculations are incorrect

Correct Key: 5 - Extremely undesirable

Rationale: *This action is extremely undesirable and unprofessional as this is attempting to blame the nurse for the delay when in essence, the nurse has rightly raised concern about a potential drug error, which is a significant safety issue (GMC good medical practice's Patient Safety and Quality domain). This response may also result in lack of trust and reputation damage (GMC good medical practice's Communication, Partnership and Teamwork domain and the Maintaining Trust domain) which would be detrimental to establishing an effective working relationship.*

C) Ask the consultant to confirm with her and the nurse what dose to give to the patient

Correct Key: 2 - Slightly desirable

Rationale: *This action is slightly desirable because it is Amaani's responsibility as a doctor to seek advice from a senior colleague when appropriate (GMC good medical practice's Knowledge, Skills and Performance domain and the Communication, Partnership and Teamwork domain) to ensure that the care that is being delivered is safe and effective (GMC good medical practice's Patient Safety and Quality domain). It could be argued that the need to involve the nurse in the discussion with the consultant is unnecessary.*

D) Avoid having a conversation with the parents until after she has sorted out the issue with the drug dose

Correct Key: 5 - Extremely undesirable

Rationale: *This action is extremely undesirable as it is important for Amaani to ensure that she addresses and responds to the patient and/or their family's concerns (General Medical Council [GMC] good medical practice's Communication, Partnership and Teamwork domain) in a prompt and timely fashion as to not cause any distress to the patient or their family (Four Pillars of Medical Ethics – Beneficence and Non-Maleficence).*

8. Barnaby is an F2 Doctor working on a ward. His consultant walks past him and asks him to order an urgent chest x-ray* for a patient. Barnaby attempts to ask him why, but he rushes off to treat another critically ill patient. The patient approaches Barnaby and asks for an update. When Barnaby tell the patient that he is about to order another chest x-ray, she tells him that she had a chest x-ray yesterday and asks why she needs another one.

How desirable are each of the following responses by **Barnaby** in this situation?
(Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Tell the patient that he is not sure why another chest x-ray needs to be ordered.

Correct Key: 4 - Slightly undesirable

Rationale: *This response is slightly undesirable because although it is an honest response, it does not instil much confidence in Barnaby's ability as a doctor that he has not found out the reasons for the chest x-ray request before addressing the patient (General Medical Council [GMC] good medical practice's Patient Safety and Quality domain and the Knowledge, Skills and Performance domain). It would be more appropriate to reassure the patient by addressing her concerns when he has all the facts he needs to do so effectively (GMC good medical practice's Communication, Partnership and Teamwork domain and the Maintaining Trust domain).*

B) Cancel the chest x-ray as he is not sure why it is required.

Correct Key: 5 – Extremely undesirable

Rationale: *This is an extremely undesirable response because it is irresponsible and clinically negligent to make a clinical decision without having all the facts to cancel the chest x-ray (GMC good medical practice's Patient Safety and Quality domain and the Knowledge, Skills and Performance domain). This action is also unethical because it is not in the best interest of the patient as there may be significant health implications from this action (Four Pillars of Medical Ethics – Beneficence and Non-Maleficence).*

C) Check that the consultant is aware that the patient had a chest x-ray yesterday.

Correct Key: 1 - Extremely desirable

Rationale: *This is an extremely desirable response as it is Barnaby's responsibility as a doctor to ensure that he and the rest of the team have the most up to date and/or relevant information about a patient in order to make decisions about treatment options and to provide the best quality of care (GMC good medical practice's Patient Safety and Quality domain and the Knowledge, Skills and Performance domain). This action is also in the best interest of the patient as it ensures that the patient is not unnecessarily over exposed to radiation by having another chest x-ray, particularly if it is not required (Four Pillars of Medical Ethics – Beneficence and Non-Maleficence).*

9. Lorenzo is an F2 doctor. A patient, Helen, was admitted to his ward overnight with abdominal pain and had an ultrasound this morning, which shows that she is pregnant. Her partner visits the ward and sees this written in her notes. Lorenzo is outside Helen's room when he overhears her partner saying that he cannot be the baby's father. Lorenzo is unsure whether to intervene in case the situation escalates, but Helen's partner's voice gets louder and he begins to shout at Helen.

How desirable are each of the following responses by **Lorenzo** in this situation?
(Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Do not intervene as Helen and her partner are having a private conversation

Correct Key: 4 - Slightly undesirable

Rationale: *This action is slightly undesirable because although the conversation is private, it is taking place on the ward and has been overheard. What is more desirable is prioritising the safety and wellbeing of Lorenzo's patient (General Medical Council [GMC] good medical practice's Patient Safety and Quality domain).*

B) Inform Helen's partner that he should not be reading Helen's notes as this is a breach of confidentiality.

Correct Key: 2 – Slightly desirable

Rationale: *This action is slightly desirable because it is Lorenzo's responsibility as Helen's doctor to preserve the dignity of his patient and to ensure that their confidential information is kept safe (GMC good medical practice's Communication, Partnership and Teamwork domain). However, the main priority is the safety and wellbeing of his patient.*

C) Ask Helen if she would like for her partner to be escorted out of the building.

Correct Key: 1 - Extremely desirable

Rationale: *This action is extremely desirable because the safety and wellbeing of Lorenzo's patient is a priority (GMC good medical practice's Patient Safety and Quality domain) and ensuring that she is safe while she is vulnerable is essential to maintain her wellbeing as well as that of her baby (Four Pillars of Medical Ethics – Beneficence and Non-Maleficence).*

D) Do not intervene as it is not his job to get between patients and their families.

Correct Key: 4 - Slightly undesirable

Rationale: *This action is slightly undesirable because as a patient under Lorenzo's care, it is his responsibility to prioritise their care and needs (GMC good medical practice's Patient Safety and Quality domain and the Communication, Partnership and Teamwork domain).*

10. Lily has been working at a hospital for the past 3 months. Her consultant, Dr Wong, recently changed the structure of the F2 rota, which now includes working more consecutive night shifts. Since the rota has changed, Lily has noticed that her and her colleagues are more tired and team morale appears low. Today, whilst Lily is on the ward, Dr Wong asks her “How is everyone finding the new rota?”

How desirable are each of the following responses by **Lily** in this situation?

(Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Ask her consultant why it was necessary to change the rota.

Correct Key: 5 – Extremely undesirable

Rationale: *This response is extremely undesirable because it is most probably not the best way to open up a meaningful dialogue with her senior colleague about an issue that is having such a negative and significant impact on the team (General Medical Council [GMC] good medical practice’s Communication, Partnership and Teamwork domain). It would be more appropriate to express concern(s) in a more diplomatic manner in order to encourage her consultant to explore the issue in more detail with her and the rest of the team.*

B) Suggest that a meeting is arranged with the whole team to discuss the new rota.

Correct Key: 1 - Extremely desirable

Rationale: *This response is extremely desirable so that concerns can be raised and discussed with the rest of the team (GMC good medical practice’s Communication, Partnership and Teamwork domain). Research indicates that fatigue/tiredness are linked with a higher risk of errors in clinical practice, therefore having the opportunity to express this concern as a group would be important in terms of minimising potential risk to patients (GMC good medical practice’s Patient Safety and Quality domain and the Communication, Partnership and Teamwork domain). It is also their collective responsibility as doctors to flag up any systemic issues that may negatively impact on patients and staff (GMC good medical practice’s Patient Safety and Quality domain and the Communication, Partnership and Teamwork domain).*

C) Tell the consultant the rota is okay but suggest that her consultant speaks to the rest of her team.

Correct Key: 4 - Slightly undesirable

Rationale: *This response is slightly undesirable as it does not reflect Lily’s observations or her concerns about the impact of the change in rota on the team. It is important that as a doctor she raises concerns about risk, unsafe practice, or conduct (GMC good medical practice’s Communication, Partnership and Teamwork domain). It is also important that she is honest and acts with integrity when providing feedback (GMC good medical practice’s Maintaining Trust domain).*

11. Dominik is working on a general medical ward. Over the past week, he has noticed that his F2 colleague, Eliza, has been more withdrawn than normal. She has also been more easily irritated, which is unlike her typically friendly manner. Earlier today, Dominik noticed that Eliza was very abrupt with one of the student nurses, who looked upset in response. As Dominik enters the staff room to have his lunch, he overhears some of the other nurses complaining about how rude Eliza has been recently. The nurses see Dominik and continue talking.

How desirable are each of the following responses by **Dominik** in this situation?
 (Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Ignore the nurses, leaving the staff room to eat his lunch elsewhere

Correct Key: 4 - Slightly undesirable

Rationale: *This action is slightly undesirable because as a doctor, Dominik must treat colleagues fairly and with respect (General Medical Council [GMC] good medical practice's Communication, Partnership and Teamwork domain). Ignoring the nurses and leaving the staff room to eat elsewhere does not reflect a positive work ethic or teamwork and may be detrimental to his working relationship with other members of the team.*

B) Find his FY2 colleague to tell her what he heard the nurses saying about her

Correct Key: 5 – Extremely undesirable

Rationale: *This action is extremely undesirable because it is unprofessional and not in the best interest of fostering positive working relationships between the different member of staff (GMC good medical practice's Communication, Partnership and Teamwork domain). This approach may also impact negatively on his F2 colleague's confidence, further isolating her from the rest of the team and worsening the already strained working relationships.*

C) Speak to his F2 colleague to find out if there is a reason for the recent change in her behaviour

Correct Key: 1 - Extremely desirable

Rationale: *This action is extremely desirable because it is his responsibility as a doctor and as a colleague to raise concern about his colleague's change in behaviour. It is also important to do this in a confidential and supportive manner in order to ascertain how to best support his colleague through the challenges she may be facing (GMC good medical practice's Communication, Partnership and Teamwork domain and the Maintaining Trust domain).*

D) Advise his F2 colleague that he has observed a change in behaviour that is having a negative impact at work

Correct Key: 2 - Slightly desirable

Rationale: *This action is slightly desirable because it is Dominik's responsibility as a doctor and as a colleague to raise concern about his colleague's change in behaviour. Although it is the F2 colleague's responsibility as a doctor to be aware of the impact of her behaviour/change in behaviour on others (GMC good medical practice's Communication, Partnership and Teamwork domain), it is important that Dominik supports colleagues who may have problems with their performance or health and that he is honest when giving feedback to his colleague about his observations (GMC good medical practice's Communication, Partnership and Teamwork domain and the Maintaining Trust domain), so that she is made aware of her change in behaviour and its potential impact on others.*

12. Haleem is working on a ward with a F2 colleague, Gwen. Gwen becomes frustrated by making a mistake on some paperwork and disturbs Haleem from writing his own notes. Haleem has noticed that Gwen has been particularly irritable in the last couple of weeks. He knows that other colleagues have also noticed her irritability. She apologises and explains that she is feeling very stressed at the moment, as she is worrying about an upcoming exam. She tells Haleem that she that has been finding it difficult to concentrate at work and apologises if her recent mood has affected him in any way.

How desirable are each of the following responses by **Haleem** in this situation?
 (Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Reassure his Gwen that she will feel less stressed when the exam is over

Correct Key: 2 - Slightly desirable

Rationale: *This action is slightly desirable because it is important that Haleem supports his colleagues who may have problems with their performance or health, reassuring her is beneficial to her in terms of making her feel better. However, this action does not address the impact that her behaviour is having on others, and it is also important that he is honest when giving feedback to his colleague about his observations/concerns (General Medical Council [GMC] good medical practice's Communication, Partnership and Teamwork domain and the Maintaining Trust domain).*

B) Ask Gwen if she has considered speaking to her educational supervisor* about how she is feeling

Correct Key: 1 - Extremely desirable

Rationale: *This action is extremely desirable as it is important that Haleem supports colleagues who may have problems with their performance or health and suggesting that Gwen discusses how she is feeling is an appropriate suggestion in terms of getting Gwen the support she needs to resolve the challenges that she is facing (GMC good medical practice's Communication, Partnership and Teamwork domain).*

C) Suggest taking on some of Gwen's workload to allow her more time to study

Correct Key: 5 – Extremely undesirable

Rationale: *This action is extremely undesirable because it is out of his scope of practice to take on his colleague's workload, raising potential risk to patient safety (GMC good medical practice's Knowledge, Skills and Performance domain and the Patient Safety and Quality domain). The monitoring and supervision of Gwen's caseload and performance is the responsibility of her clinical/educational supervisor and not Haleem as her peer.*

D) Inform Gwen that some of their colleagues have noticed a change in her behaviour

Correct Key: 2 - Slightly desirable

Rationale: *This action is slightly desirable because it is Haleem's responsibility to raise concern about his colleague's behaviour and be honest about its impact on the rest of the team (GMC good medical practice's Communication, Partnership and Teamwork domain and the Maintaining Trust domain). However, it is also important to consider the potential impact of disclosing this information to Gwen who is already stressed about her workload and upcoming exams.*

13. Tihomir is working on an understaffed ward with another F2 colleague, Ambry. Ambry explains to Tihomir that she needs to run some errands during her lunch break and will be back shortly. Ambry does not return until the end of the shift, leaving Tihomir to manage a busy ward on his own. Tihomir is feeling overwhelmed and exhausted. Ambry admits that she went home and fell asleep during her lunch break as she had not slept in 4 days. She commends Tihomir for managing so well without her. Later on, Tihomir finds out that his colleague, Shannon, has also had a previous similar experience with Ambry.

How desirable are each of the following responses by **Tihomir** in this situation?
(Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Ask Ambry why she is struggling to sleep during her time off

Correct key: 1 - Extremely desirable

Rationale: *This is a compassionate approach, understanding that there are likely to be reasons why Ambry has been sleeping on her shifts. As an individual, Tihomir may not be able to fix the reasons on his own, and he will still need to escalate the situation, but by showing an empathetic and compassionate response to a fellow colleague, he is more likely to get a positive response from Ambry, and foster trust and positive working relationship in future.*

B) Tell Ambry that she is putting patients at risk by coming to work over-tired

Correct key: 1 - Extremely desirable

Rationale: *This is an extremely desirable action. Whatever the reasons are for Ambry being so tired that he needs to sleep through her shift, in doing so, she is risking patient safety. If she has genuine reasons, these need to be escalated and dealt with appropriately and she may require a period of sick or compassionate leave before she is safe to work again.*

C) Encourage Ambry to seek support from her General Practitioner (GP)*

Correct key: 1 - Extremely desirable

Rationale: *This is a kind and compassionate approach, taking into consideration that there may be genuine reasons why Ambry is sleeping during a shift and these reasons need addressing, as she is currently not safe to be at work. Encouraging Ambry to seek support from her GP is a compassionate and empathetic approach by directing her to get some help, rather than cast judgments on her behaviour.*

D) Advise Ambry that you think it is inappropriate to sleep whilst on shift

Correct key: 2 - Slightly desirable

Rationale: *Although it is inappropriate for Ambry to sleep whilst on shift (not in her allocated break time), advising her that he think her behaviour in inappropriate is somewhat unhelpful, as it might be interpreted as inflammatory by Ambry and cause a breakdown in trust. This action does not offer any practical solutions, such as speaking with a senior colleague or healthcare professional, nor does it highlight to Ambry the additional stress that it has put Tihomir under, which has meant that jobs on the ward are not completed and thus patient safety may be compromised.*

14. Yasmin is on a medical team that is well staffed, so her consultant has asked her to help out another understaffed medical team for an afternoon. She has completed the jobs for her patients and would be happy to help another team if needed. However, the ward nurse in charge is very unhappy about losing a team member for the afternoon and asks her to stay on the ward but does not give her a reason.

How desirable are each of the following responses by **Yasmin** in this situation?
(Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Ask the ward nurse why she would like her to stay on the ward

Correct Key: 2 – Slightly desirable

Rationale: *This is a slightly desirable action because the ward nurse in charge may have a different but equally relevant perspective about clinical priorities which needs to be taken into consideration when reviewing staffing (General Medical Council [GMC] good medical practice's Communication, Partnership and Teamwork domain). However, Yasmin has completed all of the jobs for her patients and is able to support the understaffed ward, as requested by her consultant.*

B) Speak to the consultant about the nurse's request for her to stay on the ward

Correct key: 1 - Extremely desirable

Rationale: *This is an extremely desirable action because Yasmin's consultant is responsible for providing clinical supervision, support and monitoring of her allocated caseload. Therefore, the consultant probably has a better overview of her capabilities as well as the requirements of both wards (GMC good medical practice's Communication, Partnership and Teamwork domain) and is best placed to make the decision about where she would be best placed in terms of contribution to the wider multi-disciplinary team.*

C) Stay on her current ward as the tasks she is given might be easier

Correct Key: 4 - Extremely undesirable

Rationale: *This is an extremely undesirable action because as a doctor, it is Yasmin's duty to work collaboratively with others to ensure that safe and effective care is delivered to all patients (GMC good medical practice's Communication, Partnership and Teamwork domain) and in order to provide that she is needed on the understaffed ward.*

15. Alexei is working on an oncology ward. He notices a nurse from a different ward reading a set of patient notes. Yesterday, the nurse had asked Alexei for confidential information about her partner's condition which Alexei refused to share. When the nurse sees Alexei approaching, she looks guilty and immediately puts the notes back and walks away. Alexei does not know which set of notes she was reading but suspects that she may have been reading her partner's notes.

How desirable are each of the following responses by **Alexei** in this situation?
(Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Ask the nurse in charge for advice about how to respond

Correct Key: 1 - Extremely desirable

Rationale: *This is an extremely desirable action to take because it is Alexei's responsibility to preserve the dignity and confidentiality of his patient as well as to raise concern when he witnesses inappropriate conduct (GMC good medical practice's Communication, Partnership and Teamwork domain). However, as he is not certain about what notes his colleague may have been reading, it is important to bring what he has witnessed to the attention of the nurse in charge for advice about how to respond to the situation.*

B) Tell the patient that he suspects the nurse was reading their notes

Correct Key: 4 - Slightly undesirable

Rationale: *This is a slightly undesirable action to take because although it is Alexei's responsibility to preserve the dignity and confidentiality of his patient as well as to raise concern when he suspects or witnesses inappropriate conduct (GMC good medical practice's Communication, Partnership and Teamwork domain), there are mechanisms to raise concern appropriately within the Trust and it is important that he follows those processes.*

C) Ask the nurse why she was reading a set of patient notes for a ward she does not work on

Correct Key: 1 - Very desirable

Rationale: *This is a very desirable action to take because it is Alexei's responsibility to preserve the dignity and confidentiality of his patient as well as to raise concern when he witnesses inappropriate conduct (GMC good medical practice's Communication, Partnership and Teamwork domain), including challenging his colleague directly regarding her behaviour on the ward.*

16. Oliver is an F2 doctor working on the Acute Admissions Unit* (AAU). A patient was admitted with pancreatitis two weeks ago. The patient was on holiday near the hospital when he was admitted and has therefore asked to be transferred to a hospital closer to his home, which is a three hour drive away. The consultant explains that it is not safe for the patient to travel for at least another week. On his way to the ward, Oliver walks past the patient’s daughter, Rebecca. He notices that she is upset, so he asks Rebecca if she is OK. She tells him, “I can’t keep travelling three hours every day to visit my father, I am too exhausted, but he has not got anyone else. I wish he could be transferred sooner.”

How desirable are each of the following responses by **Oliver** in this situation?
 (Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Explain to Rebecca that her father will be transferred next week.

Correct Key: 4 – Extremely undesirable

Rationale: *This response is extremely undesirable because although it seems to be providing reassurance, the information is potentially incorrect or inaccurate because there is no guarantee that the patient would be medically stable enough to be transferred in a week’s time (General Medical Council [GMC] good medical practice’s Communication, Partnership and Teamwork domain and the Maintaining Trust domain). The other potential issue is that Oliver is discussing a patient’s confidential clinical information in a public space with his daughter without ascertaining whether the patient is happy for him to do so. Therefore, potentially breaching the patient’s right to confidentiality.*

B) Reassure Rebecca that her father will be transferred when he is well enough to travel.

Correct Key: 1 - Extremely desirable

Rationale: *This response is extremely desirable because it prioritises the patient’s safety and wellbeing as well as his needs over other considerations (GMC good medical practice’s Knowledge, Skills and Performance domain, the Patient Safety and Quality domain and the Communication, Partnership and Teamwork domain).*

C) Tell Rebecca that he is sure her father would be OK if she did not visit him every day

Correct Key: 3 - Slightly undesirable

Rationale: *This response is slightly undesirable because although it comes across as being reassuring, it fails to consider the patient’s specific needs or the needs of his family (GMC good medical practice’s Communication, Partnership and Teamwork domain). It is also based on an assumption that the patient will be okay without necessarily having all the facts required to make such an assertion and without being able to predict the impact on the patient and their family (GMC good medical practice’s Knowledge, Skills and Performance domain and the Patient Safety and Quality domain).*

D) Suggest to Rebecca that she calls her father on the phone rather than visiting him every day.

Correct Key: 2 - Slightly desirable

Rationale:

This response is slightly desirable because it is supporting the patient and his family with information, however the daughter needs to make an informed decision about his ongoing healthcare needs and how to support him (GMC good medical practice's Communication, Partnership and Teamwork domain).

17. Zara is being shadowed by a medical student, Jeremy, whilst consulting an elderly patient, Mrs McDermott. Zara is explaining to her that she will be prescribed several medications, when Jeremy interrupts to say that he thinks there is an alternative drug, which would be more appropriate for Mrs McDermott than the one you have suggested. He says that he has read about this in an article online. Mrs McDermott looks confused.

How desirable are each of the following responses by **Zara** in this situation?
(Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Apologise to Mrs McDermott for causing confusion following Jeremy's comment

Correct Key: 1 - Extremely desirable

Rationale: *This action is extremely desirable as it is important to be honest, acknowledge when things go wrong in clinical practice and to apologise in the best interest of maintaining trust in her as a doctor and in the profession (General Medical Council [GMC] good medical practice's Communication, Partnership and Teamwork domain and the Maintaining Trust domain).*

B) Ignore Jeremy's comment and continue the conversation with Mrs McDermott

Correct Key: 5 – Extremely undesirable

Rationale: *This action would be extremely undesirable as it fails to address the confusion that Jeremy's interruption has caused which may negatively impact on Zara's ability to establish a meaningful working relationship with Mrs McDermott (GMC good medical practice's Communication, Partnership and Teamwork domain and the Maintaining Trust domain).*

C) After the consultation, explain to Jeremy that it was an inappropriate time to bring up the article that he has read online

Correct Key: 1 - Extremely desirable

Rationale: *This action is extremely desirable because it is Zara's responsibility as a doctor to support students and other colleagues in practice to develop their clinical and professional skills. Providing Jeremy with honest feedback on the impact of his interruption on the patient should encourage him to be more aware of the impact of his actions on others in the future (GMC good medical practice's Communication, Partnership and Teamwork domain and the Maintaining Trust domain).*

D) Ask Jeremy to explain to the patient why he believes that the alternative drug he has suggested is more effective

Correct Key: 5 – Extremely undesirable

Rationale: *This action is extremely undesirable as Zara may be asking Jeremy to carry out a task that is outside his scope of practice as a student (GMC good medical practice's Knowledge, Skills and Performance domain), potentially exposing the patient to risk (GMC good medical practice's Patient Safety and Quality) caused by the confusion from the contrasting information from an unverified source being presented to her. This interaction may have a detrimental effect on the patient's trust in Zara as her doctor as well as the wider profession/team, resulting in reduced ability to engage or establish a successful working relationship with the clinical team (GMC good medical practice's Maintaining Trust domain).*

18. Dahir is covering a ward out of hours. An F2 doctor, Raphael tells him that he will be back shortly. As the ward becomes busier, Dahir notes that Raphael has not returned from his break. He finds Raphael asleep in the break room. Dahir is very busy and becoming overwhelmed on the ward, so he decides to wake Raphael. Raphael tells him to leave him alone as he needs the rest.

How desirable are each of the following responses by **Dahir** in this situation?
 (Extremely desirable (1) - Slightly desirable (2) - Neither desirable nor undesirable (3) - Slightly undesirable (4) - Extremely undesirable (5))

A) Explain to Raphael that he feels overwhelmed, under pressure and need his support

Correct key: 1 - Extremely desirable

Rationale: *This is an extremely desirable action. It is clear and explicit that Dahir needs help on the ward, as he cannot manage the workload alone, whilst remaining polite and professional. It does not cast judgement on why Raphael is sleeping, but simply asks for his help now that he is awake.*

B) Explain to Raphael that his behaviour is inappropriate

Correct key: 2 - Slightly desirable

Rationale: *This action is slightly desirable. Although staff members are entitled to take breaks and rest, which may even include a small nap, this must not over run to when they are meant to be performing clinical duties. However, the response is not entirely desirable as although Raphael's behaviour is inappropriate, it does not explain to him what Dahir's immediate concerns are with the busy ward and that his help is needed now.*

C) Leave Raphael to sleep and carry on alone throughout the shift

Correct key: 5 – Extremely undesirable

Rationale: *This is an extremely undesirable action. Regardless of Raphael's reasons for taking a nap, when his allotted break time has finished, Raphael should be ready to continue his clinical duties. If he is unwell or has genuine reasons, then the situation can be escalated, so that he can be sent home and appropriate cover can be found. However, by leaving him to sleep, the situation is not being dealt with, and it also means that the clinical work is becoming overwhelming for one F2 doctor. Additionally, patient safety may be at risk due to not enough staff and support available.*

D) Ask other colleagues on the ward for their support

Correct key: 2 - Slightly desirable

Rationale: *This action is slightly desirable. It is recognising Dahir's own limitations and that he is becoming overwhelmed and requires support on the ward. Asking for help is a positive step and ensures patient safety. However, the colleagues on the ward may have other duties and asking for their help is taking them away from their own work and it has not dealt with the main problem at this time, which is Raphael sleeping and not able to perform his own duties.*

E) Inform a more senior colleague that he is not receiving the support that he needs from his F2 colleague

Correct key: 1 - Extremely desirable

Rationale: *This is an extremely desirable action. Escalating the situation appropriately has two benefits: it means that additional support can be found for Dahir in order to carry out the jobs properly, and patient safety isn't compromised. It also means that a senior colleague can deal sensitively with Raphael, as there may be more complex issues involved that may explain the reasons why he is so tired and unable to complete his shift, which can be dealt with by his senior.*

F) Decide to work late to finish the tasks

Correct key: 5 – Extremely undesirable

Rationale: *This is an extremely undesirable action. Despite the good intentions behind working late to get the jobs completed, it is inappropriate because, as an individual, Dahir cannot simply take on an entire colleague's workload. He will be tired after a long shift, and in these circumstances mistakes can happen. Rest periods are essential, so he needs to finish his shift when allocated and get the appropriate rest needed, so that he is ready for his next shift. Safe working times and rotas have been designed with this in mind. Working late to finish tasks also sets a precedent for other doctors to do the same. Any leftover jobs can be safely handed over to the on-call team or postponed until the following day. Finally, by working late to finish the tasks, not only might it be unsafe, but it is not dealing with the problem that Dahir has been unsupported by a team member, Raphael, who is asleep, and these needs escalating appropriately.*

End.