



AMSPAR

**June 2014 series - Examiner's Report  
5519-223 Level 2 Working in the NHS**

<b>Question</b>	<b>Syllabus ref</b>	<b>Examiner comments</b>
1	1.1	Out of date organisations were used ie Strategic Health Authorities also some candidates wrote about GP surgeries not the organisations.
2	2.1	On the whole this was well answered. Some wrote that the pharmacist issues prescriptions rather than dispenses them. A lot was written about the pharmacy rather than the pharmacist.
3	2.2	This question asked specifically for medical staff but a number of candidates gave the secretary, clerks etc as an answer. Also many are still giving far too many answers, if the question asks for 4 then that is all that is required, not 6 or 7 as some candidates had written.
4	2.3	Some good answers but writing 'works with other staff' is not really a responsibility.
5	2.4	Similar to above, some wrote 'works closely with other depts' not really specific responsibilities.
6	3.1, 3.2	Some good answers.
7	3.3	This question asked candidates to 'describe four responsibilities of the Community Social Worker' some just wrote 'housing' 'children' this is not a description and I had no idea what they meant.
8	4.1, 4.2	Written contract of employment is well known.
9	4.3	Not well answered, out of date legislation given.
10	4.4, 4.5	The workplace grievance procedure is well known.
11	5.1	PDR is well understood.
12	5.2, 5.3	CPD is not as well understood as PDR and the two were mixed up. Candidates need to understand that CPD benefits the staff member and ensures their skills are up to date which in turn benefits the patient.
13	6.1	Health and Safety legislation was not well known with many candidates giving reasons for health and safety rather than the legislation in place. Some gave incorrect and out of date info.

14	6.2	In the main some good answers were given but some gave examples which are clearly out of the remit of the administrator ie ensure correct lighting, put up signage, test fire alarms, these are the responsibility of the management and the maintenance dept.
15	7.1	Patient rights were well answered.
16	7.2	Consent was well known and some excellent answers were given.
17	7.3	Data Protection Principles and the Caldicott Guidelines were mixed up.
18	7.4	All candidates gave good examples of how to protect patient information at the reception desk.
19	7.5	All candidates knew the consequences of breaching patient information.
20	7.6, 7.7	Very brief answers on the complaints procedure but the majority gave excellent answers regarding the administrators' role.

#### **Overall comments on candidates' responses**

I would ask the candidates to spend time reading the questions before starting, some are giving far too many answers which is wasting their time. When a question asks for four, give four, only the first four would be marked anyway. One question asked for **one** reason and a candidate wrote six. I know we don't mark spelling but many candidates do not know how to spell 'respite' so many of them write 'rest bite' can this be explained to the candidates please.

#### **Overall comments on the question paper**

This paper covered the whole of the syllabus and gave candidates the chance to show their knowledge.