

UK FOUNDATION PROGRAMME 2023

SITUATIONAL JUDGEMENT TEST (SJT): PRACTICE PAPER

Instructions:

- Thank you for taking the time to complete the UK Foundation Programme SJT Practice Paper.
- In this paper, you will be presented with typical scenarios that Foundation Year One (FY1) Doctors encounter, and you will be asked questions about dealing with them.
- When answering the questions, please consider yourself to be a FY1 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.
- This paper is designed to take **140 minutes**.
- In **Part 1 (Q1-18)** you will be presented with Rating questions. These questions require you to individually rate between 4 and 8 response options per scenario.
- In **Part 2 (Q19-40)** you will be presented with Multiple choice questions. These questions require you to select 3 answers from a choice of 8 for each.
- In **Part 3 (Q41-75)** you will be presented with Ranking questions. These questions require you to rank 5 options for each.
- The table below shows the number of marks available for each of the different response formats. 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 4-8	Up to 32
Multiple choice	4	Choose 3 of 8	12
Ranking	4	Rank 5	20

Please note:

- Different types of questions are used throughout each section, so please read the instructions for each question carefully.
- Some questions have multiple parts (e.g. Part A, Part B, Part C) – in such cases, each part should be answered independently, even though the context they are set in remains the same across the question. The questions will be clearly labelled (e.g. as ‘Part A’) within the text.
- 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.
- The corresponding question paper with the answer keys and rationales is available for download from the UKFPO website.

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.
Acute coronary syndrome	Refers to a range of conditions associated with sudden, reduced blood flow to the heart.
Annual Review of Competence Progression (ARCP)	The means by which doctors in postgraduate training are reviewed each year to ensure that they are offering safe, quality patient care, and to assess their progression against standards set down in the curriculum for their training programme.
Bleep	A pager device carried by a hospital worker that is used to contact the worker from elsewhere within the hospital.
Bleeped	The act of being notified or notifying someone else on their pager device, known as the bleep*.
Cardiac arrest alarm	A specific bleep* used to indicate that a patient requires urgent attention due to suspected cardiac arrest. Sometimes known as a crash call.
Clerked / Clerking	The act of taking a patient's complete history, performing an examination, recording this in the patient's notes, and writing a problem list and a care plan.
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.
Computerised Tomography (CT) scan	Computerised Tomography (CT) is a method of medical imaging.
Cystic fibrosis	Cystic fibrosis is an inherited condition that causes sticky mucus to build up in the lungs and digestive system. This causes lung infections and problems with digesting food.
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 appropriate training opportunities are available.
Foundation Programme Director	The Foundation Programme Director is responsible for the management and quality control of the foundation programme, ensuring that a group of foundation doctors have the appropriate supervision and training.
Foundation teaching sessions	Regular mandatory teaching sessions are provided for foundation doctors. Sufficient attendance at these sessions is required to complete the Foundation Programme.
General Practitioner (GP)	A General Practitioner (GP) is a primary care physician or community based family doctor.
Hospital Chaplain	Chaplains are employed by the NHS and other healthcare organisations for their expertise in providing spiritual, pastoral and religious care. Healthcare Chaplaincy is a service and profession that is focused on ensuring that people of all religions and beliefs can access pastoral, religious or spiritual support when they need it.
Learning portfolio	A learning portfolio is a means of recording learning experience and achievements. It is designed to help foundation doctors plan and manage their time, in order to maximise their learning. It also acts as evidence of achievement and is underpinned by the Foundation Programme Curriculum.
On-call	When a doctor is on an on-call shift, they are expected to be available outside of normal working hours to work as and when required.
On-call room	The on-call room is a room within the hospital where on-call staff are able to rest while they are on call or due to be.
Pulmonary	Relating to, affecting, or occurring in the lungs.
Registrar/Specialty trainee	Middle grade doctor, more senior than foundation doctors but below the level of consultant.
Side room	Side rooms are used to nurse patients with particular clinical needs and are allocated to patients based on their clinical need. Patients can request to be moved into a side room if one is available, but it may not be possible to do so.
Switchboard	A piece of equipment that is used to direct all telephone calls.
X-ray	A procedure commonly used to produce images of the inside of the body.

PART ONE: RATING QUESTIONS

1. You have 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 you have conducted all of her previous assessments. You go to assess the patient and when she sees you, she says, “No, I do not want you as my doctor again. You can’t find out what is wrong with me. Please go and get me an experienced doctor.”

Rate **the appropriateness** of the following **responses to say** in this situation. Assume they are all said in a polite way. (1= Very appropriate; 4= Inappropriate).

- A. “Please be assured that I will try my best to find out the cause of your pain.”
- B. “I’m here to help you, please don’t speak to me in that way.”
- C. “Let me see if a senior doctor is available to assess you instead.”
- D. “I’m sorry you feel that way, but it is not my fault you are still experiencing pain.”
- E. “I can see if a senior doctor is available, however, you might end up having to wait a while to be seen.”

2. Part A

You have volunteered to be a facilitator on a clinical exam for medical students. A fourth-year medical student, Sarah, approaches you while you are walking out of work. Sarah knows that you are one of the facilitators for the clinical exam and asks you what type of scenarios will be covered in the clinical exam. You have worked with Sarah closely over the last few months.

Rate **the appropriateness** of the following **actions** in response to this situation. (1= Very appropriate; 4= Inappropriate).

- A. Provide Sarah with some publicly available information about medical school examination
- B. Explain to Sarah that it would be unfair on other candidates if only she knew the scenarios before the clinical exam
- C. Reassure Sarah that she should not need to know the scenarios before the clinical exam in order to do well

3. Part A (for reference):

You have volunteered to be a facilitator on a clinical exam for medical students. A fourth-year medical student, Sarah, approaches you while you are walking out of work. Sarah knows that you are one of the facilitators for the clinical exam and asks you what type of scenarios will be covered in the clinical exam. You have worked with Sarah closely over the last few months.

Part B:

The following day, you see an FY1 colleague, James, talking with Sarah over lunch. James is also a facilitator for the clinical exam. You can hear that James is providing Sarah with specific information about the types of scenarios which will be covered on the clinical exam. As James leaves the room, you walk over to Sarah and when she sees you, looks very guilty.

Rate **the appropriateness** of the following **actions** in response to this situation. (1= Very appropriate; 4= Inappropriate).

- A. Ask Sarah why she has chosen to also ask James for information
- B. Tell Sarah that you will need to inform her educational supervisor* about the situation
- C. Encourage Sarah to declare to the medical school that she has been told information about the clinical exam
- D. Explore with Sarah why she feels she needs to know the information

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

Rate **the appropriateness** of the following **responses to say** in this situation. Assume they are all said in a polite way. (1= Very appropriate; 4= Inappropriate).

- A. "It is up to you whether or not you go home."
- B. "Is there is a particular reason why you do not want to have surgery?"
- C. "Do you have any family members or friends who can come to support you?"

5. Part A

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

Rate **the appropriateness** of the following **responses to say** in this situation. Assume they are all said in a polite way. (1= Very appropriate; 4= Inappropriate).

- A. "You know that this is confidential information that I cannot discuss with you."
- B. "You will need to speak with your niece's parents directly about this."
- C. "Try not to worry. I'm sure everything is going to be fine."
- D. "It is inappropriate for you to ask this of me so please do not ask me again."

6. Part A (for reference):

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

Part B:

The following day, you arrive on the paediatric ward and notice the nurse reading a set of patient notes. When he sees you approaching, he looks guilty and immediately puts the notes back and walks away. You do not know which set of notes he was reading but suspect that he may have been reading his niece's notes.

Rate **the appropriateness** of the following **actions** in response to this situation. (1= Very appropriate; 4= Inappropriate).

- A. Ask the nurse in charge for advice about how to respond
- B. Tell the patient's parents that you suspect the nurse was reading their daughter's notes
- C. Ask the nurse why he was reading a set of patient notes for a ward he does not work on

7. You have had a particularly busy and challenging day on the ward and are feeling overwhelmed and finding it hard to concentrate. You ask your clinical supervisor*, Cathy, if you can leave two hours early because of how you feel and she says, “you need to toughen up, there are not enough staff on the ward anyway so you can’t leave.”

Rate **the importance** of the following **considerations** in the management of this situation. (1= Very important; 4= Not at all important).

- A. The impact on the rest of the ward staff if you leave work now
- B. The risk to patient safety if you complete your shift feeling like you do
- C. The amount of time you have left until the end of your shift

8. You are working on a paediatric ward and you have prescribed a drug for a patient after being advised to do so by the consultant. The nurse looking after the patient has informed you that she will not give the drug to the patient as she has checked your calculation and believes that it is the wrong dose. You were confident that your 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. You know that the timing of the dose is not critical.

Rate **the appropriateness** of the following **actions** in response to this situation. (1= Very appropriate; 4= Inappropriate).

- A. Reassure the parents that the delay in giving the drug will not cause harm to their child
- B. Tell the parents that the delay is because the nurse thinks that your drug calculations are incorrect
- C. Ask the consultant to confirm with yourself and the nurse what dose to give to the patient
- D. Avoid having a conversation with the parents until after you have sorted out the issue with the drug dose

9. While you are working on a ward, your consultant walks past you and asks you to order an urgent chest x-ray* for a patient. You attempt to ask him why, but he rushes off to treat another critically ill patient. The patient approaches you and asks for an update. When you tell the patient that you are about to order another chest x-ray, she tells you that she had a chest x-ray yesterday and asks why she needs another one.

Rate **the appropriateness** of the following **responses to say** in this situation. Assume they are all said in a polite way. (1= Very appropriate; 4= Inappropriate).

- A. "The consultant asked for the chest x-ray but I'm not sure why."
- B. "I'm not sure why you need one if you had one yesterday; I'll cancel the chest x-ray."
- C. "I'll check that the consultant realises that you had a chest x-ray yesterday."

10. A patient, Helen, was admitted to your 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. You are outside Helen's room when you overhear her partner saying that he cannot be the baby's father. You are unsure whether to intervene in case the situation escalates, but his voice gets louder and he begins to shout at Helen.

Rate **the importance** of the following **considerations** in the management of this situation. (1= Very important; 4= Not at all important).

- A. That Helen and her partner are having a private conversation
- B. That Helen's patient confidentiality is at risk of being compromised
- C. That Helen's partner may become physically aggressive
- D. That it is not your job to intervene between patients and their families

11. You have been working at a hospital for the past 3 months. Your consultant, Dr Wong, recently changed the structure of the FY1 rota, which now includes working more consecutive night shifts. Since the rota has changed, you have noticed that you and your colleagues are more tired and team morale appears low. Today, whilst you are on the ward, Dr Wong asks you “How is everyone finding the new rota?”

Rate **the appropriateness** of the following **responses to say** in this situation. Assume they are all said in a polite way. (1= Very appropriate; 4= Inappropriate).

- A. “Was it necessary to change the rota?”
- B. “It might be a good idea to discuss the new rota at a meeting with the whole team.”
- C. “I think it's OK, but you should speak to the rest of the team to see what they think.”

12. Part A:

You are working on a general medical ward. Over the past week, you have noticed that your FY2 colleague, Eliza, has been more withdrawn than normal. She has also been more easily irritated, which is unlike her typically friendly manner. Earlier today, you noticed that Eliza was very abrupt with one of the student nurses, who looked upset in response. As you enter the staff room to have your lunch, you overhear some of the other nurses complaining about how rude Eliza has been recently. The nurses see you and continue talking.

Rate **the appropriateness** of the following **actions** in response to this situation. (1= Very appropriate; 4= Inappropriate).

- A. Ignore the nurses, leaving the staff room to eat your lunch elsewhere
- B. Find your FY2 colleague to tell her what you heard the nurses saying about her
- C. Speak to your FY2 colleague to find out if there is a reason for the recent change in her behaviour
- D. Advise your FY2 colleague that you have observed a change in behaviour that is having a negative impact at work

13. Part A (for reference):

You are working on a general medical ward. Over the past week, you have noticed that your FY2 colleague, Eliza, has been more withdrawn than normal. She has also been more easily irritated, which is unlike her typically friendly manner. Earlier today, you noticed that Eliza was very abrupt with one of the student nurses, who looked upset in response. As you enter the staff room to have your lunch, you overhear some of the other nurses complaining about how rude Eliza has been recently. The nurses see you and continue talking.

Part B:

This afternoon you are sat with your FY2 colleague, Eliza, on the ward. She becomes frustrated by making a mistake on some paperwork and disturbs you from writing your own notes. She apologises and explains that she is feeling very stressed at the moment, as she is worrying about an upcoming exam. She tells you that she that has been finding it difficult to concentrate at work and apologises if her recent mood has affected you in any way.

Rate **the appropriateness** of the following **actions** in response to this situation. (1= Very appropriate; 4= Inappropriate).

- A. Reassure your FY2 colleague that she will feel less stressed when the exam is over
- B. Ask your FY2 colleague if she has considered speaking to her educational supervisor* about how she is feeling
- C. Suggest taking on some of your FY2 colleague's workload to allow her more time to study
- D. Inform your FY2 colleague that some of the nurses have noticed a change in her behaviour

14. You are on a medical team that is well staffed, so your consultant has asked you to help out another understaffed medical team for an afternoon. You have completed the jobs for your 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 you to stay on the ward but does not give you a reason.

Rate **the importance** of the following **considerations** in the management of this situation. (1= Very important; 4= Not at all important).

- A. That the ward nurse in charge must have a reason for wanting you stay
- B. That the consultant probably knows the requirements of both wards the best
- C. That you might have an easier afternoon if you stay on your current ward
- D. That your relationship with the ward nurse in charge might be negatively affected if you go to the other ward

15. A patient on the Acute Admissions Unit* (AAU) was admitted to hospital 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 your way to the ward, you walk past the patient's daughter. You notice that she is upset, so you ask her if she is OK. She tells you, "I can't keep travelling three hours every day to visit my father, I'm too exhausted, but he hasn't got anyone else. I wish he could be transferred sooner."

Rate **the appropriateness** of the following **responses** to say in this situation. Assume they are all said in a polite way. (1= Very appropriate; 4= Inappropriate).

- A. "Don't worry, your father will be transferred next week."
- B. "Your father's health is the most important thing to consider in deciding when he can be transferred."
- C. "It is not necessary for you to visit every day, I am sure he would be OK."
- D. "Could you speak with your father on the phone, rather than visiting so often?"

16. You are being shadowed by a medical student, Jeremy, whilst consulting an elderly patient, Mrs McDermott. You are 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.

Rate **the appropriateness** of the following **actions** in response to this situation. (1= Very appropriate; 4= Inappropriate).

- A. Apologise to Mrs McDermott for causing confusion following Jeremy's comment
- B. Ignore Jeremy's comment and continue the conversation with Mrs McDermott
- C. After the consultation, explain to Jeremy that it was an inappropriate time to bring up the article that he has read online
- D. Ask Jeremy to explain to the patient why he believes that the alternative drug he has suggested is more effective

17. Part A:

You are covering a ward out of hours. An FY2 doctor, Raphael tells you that he will be back shortly. As the ward becomes busier, you note that Raphael has not returned from his break. You find Raphael asleep in the break room. You are very busy and becoming overwhelmed on the ward, so you decide to wake Raphael. Raphael tells you to leave him alone as he needs the rest.

Rate **the appropriateness** of the following **actions** in response to this situation. (1= Very appropriate; 4= Inappropriate).

- A. Explain to Raphael that you feel overwhelmed, under pressure and need his support
- B. Explain to Raphael that his behaviour is inappropriate
- C. Leave Raphael to sleep and carry on alone throughout the shift
- D. Ask other colleagues on the ward for their support
- E. Inform a more senior colleague that you are not receiving the support that you need from your FY2
- F. Decide to work late to finish the tasks

18. Part A (for reference)

You are covering a ward out of hours. An FY2 doctor, Raphael tells you that he will be back shortly. As the ward becomes busier, you note that Raphael has not returned from his break. You find Raphael asleep in the break room. You are very busy and becoming overwhelmed on the ward, so you decide to wake Raphael. Raphael tells you to leave him alone as he needs the rest.

Part B:

Raphael remains asleep for the remainder of the shift. As you are leaving, Raphael wakes up and tells you that, before that shift, he had not slept in 4 days. He commends you for managing well without him. Later on, you find out that your colleague, Shannon, has also had a previous similar experience with Raphael.

Rate **the appropriateness** of the following **actions** in response to this situation. (1= Very appropriate; 4= Inappropriate).

- A. Ask Raphael why he is struggling to sleep during his time off
- B. Tell Raphael that he is putting patients at risk by coming to work over-tired
- C. Encourage Raphael to seek support from his General Practitioner (GP)*
- D. Advise Raphael that you think it is inappropriate to sleep whilst on shift

PART TWO: MULTIPLE CHOICE QUESTIONS

19. Whilst working on a surgery rotation, your consultant asks you to prescribe a high dose of warfarin for a patient to go home with. However, the pharmacist informs you that the hospital protocol advises to use a smaller dose of warfarin to begin with, to reduce the risk of serious haemorrhage. You have only recently started working with your consultant, but your FY1 colleagues have told you that she often gets angry when her decisions are challenged.

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

- **Option A:** Ask the pharmacist to supply the high dose of warfarin, as per the prescription
- **Option B:** Inform your consultant that the warfarin prescription is against the hospital protocol
- **Option C:** Ask your consultant if she wants you to change the prescription to a smaller dose
- **Option D:** Ask the patient whether he is willing to accept the risks associated with the higher dose
- **Option E:** Change the dose of warfarin to follow the hospital protocol without speaking to the consultant
- **Option F:** Ask the pharmacist to contact your consultant to discuss the dosage directly with her
- **Option G:** Ask a different senior colleague for advice on how to proceed with the prescription
- **Option H:** Ask your consultant to explain why she asked you to prescribe a high dose of warfarin

20. You are working in the Emergency Department. A female patient approaches you as she is leaving and tells you that she thought you were very rude during the consultation that you had with her earlier. The patient is angry because she noticed that you were looking at your phone during the consultation, however, you were looking at her observations on your hospital phone.

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

- **Option A:** Reassure the patient that you were paying attention during her consultation
- **Option B:** Apologise to the patient for appearing rude during her consultation
- **Option C:** Explain to the patient that you were looking at her observations on your hospital phone
- **Option D:** Tell the patient that you were using your hospital phone so that she could receive the best possible care
- **Option E:** Advise the patient that in future you will tell patients why you are checking your phone during consultations
- **Option F:** Explain to the patient that doctors frequently have to check information on their hospital phones
- **Option G:** Show the patient her observations that you were looking at on your hospital phone
- **Option H:** Ask the patient if she would like to raise the use of hospital phones with one of your senior colleagues

21. You are an FY1 doctor working in the general surgical department of a small hospital. The registrar/specialty trainee* contacts you and asks you to inform a patient, Mr Jones, that his operation will be cancelled due to an emergency case. The registrar/specialty trainee tells you he is in theatre and cannot speak to Mr Jones himself. Mr Jones is on the ward, accompanied by his relatives. When you inform him of the situation, Mr Jones looks upset and his relatives get very angry. They are unhappy with the situation because Mr Jones' operation has already been cancelled twice. The relatives begin shouting about the poor care delivered by your hospital and demand an explanation.

Choose the **THREE** most **appropriate responses** to say in this situation. Assume they are all said in a polite way.

- **Option A:** "I'm sorry but there is an emergency case that takes priority."
- **Option B:** "I can see you are upset. I know this must be disappointing."
- **Option C:** "I agree, this is not the best outcome."
- **Option D:** "Is there anything else I can do to help?"
- **Option E:** "The registrar/specialty trainee has made the decision; I can not do anything about it I'm afraid."
- **Option F:** "You can wait to discuss this further with the registrar/specialty trainee if you would prefer?"
- **Option G:** "I understand your frustration but getting angry will not help."
- **Option H:** "There is no need to shout at me, I can not change anything."

22. You are in the office with your FY2 colleague who is collecting feedback, via email, from his colleagues to use for his learning portfolio*. He sends a request to another staff member who is also his girlfriend, who you have previously worked with. He tells you that this is an easy way to make sure that he gets good feedback.

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

- **Option A:** Suggest to your FY2 colleague that he requests feedback from someone else instead of his girlfriend
- **Option B:** Contact his girlfriend, recommending that she does not complete the feedback form
- **Option C:** Ask your FY2 colleague if he thinks his girlfriend will respond to his request for feedback
- **Option D:** Report this incident to your FY2 colleague's educational supervisor*
- **Option E:** Inform your FY2 colleague that his behaviour is unprofessional
- **Option F:** Explain the benefits of receiving constructive feedback to your colleague
- **Option G:** Arrange to discuss the situation with your educational supervisor
- **Option H:** Offer to provide feedback to your FY2 colleague yourself

23. You are working on an orthopaedic ward. Your fellow FY1 colleague does not like going to the operating theatre and has been avoiding it. As a result, you have spent more time assisting in theatre, and have missed some bedside teaching sessions arranged by the registrar/specialty trainee*. The registrar/specialty trainee has noticed and has made a remark about the time you are away from the ward. You are now meeting with your FY1 colleague to discuss your allocation

Choose the **THREE** most **appropriate responses to say** in this situation. Assume they are all said in a polite way.

- **Option A:** “The registrar is not happy that I have missed some bedside teaching sessions.”
- **Option B:** “I’ve missed all the bedside teaching because I’m often in theatre.”
- **Option C:** “I would like us to split the work more evenly in future so that we both can meet all of our learning objectives.”
- **Option D:** “Is there anything I can do to help, to make you feel better about going to theatre?”
- **Option E:** “I think you should talk to your supervisor about why you have been avoiding theatre.”
- **Option F:** “You choosing to spend more time on the ward is having an impact on both of us.”
- **Option G:** “I understand you do not like going to theatre, but it is an important part of the job.”
- **Option H:** “The registrar will be disappointed if he notices that I’ve only been in theatre because you did not want to go.”

24. Part A

You are conducting a ward round with your FY2 colleague, Dr Lee. While reviewing one of your patients, Patricia, you see that her chart indicates that she has refused medication for the past week. It is not critical for her short-term health, however, her symptoms are unlikely to improve if she does not take her medication. Dr Lee says, “You don't seem to care about getting better, you may as well go home” and leaves the room. Patricia looks upset by Dr Lee’s comment.

Choose the **THREE** most appropriate **responses to say** in this situation. Assume they are all said in a polite way.

- **Option A:** “Is there a reason why have you been refusing to take your medication?”
- **Option B:** “I really think that you should listen to the advice that Dr Lee is giving you.”
- **Option C:** “Do you not want to get any better?”
- **Option D:** “Do not worry, there are no short term impacts of you not taking your medication.”
- **Option E:** “Are there any questions that you would like to ask me about your medication?”
- **Option F:** “I'm sorry, Dr Lee should not have spoken to you like that.”
- **Option G:** “Do not get upset, if you want to talk to me, I am here to help.”
- **Option H:** “It is really important that you take your medication if you want to get better.”

25. Part A (for reference):

You are conducting a ward round with an FY2 Doctor, Dr Lee. While reviewing one of your patients, Patricia, you see that Patricia's chart indicates she has refused medication for the past week. It is not critical for her short-term health, however, her symptoms are unlikely to improve if she does not take her medication. Dr Lee states, "what a waste of space it is you being here Patricia. You may as well go home if you do not want to get better" and leaves the room. Patricia looks upset by Dr Lee's comment.

Part B:

Dr Lee approaches you after you have spoken with Patricia and expresses his regret for the way he spoke to Patricia. He explains that he is under pressure from the consultant to discharge patients as quickly as possible. He tells you that he feels that this has had a negative impact on his relationships with many of his patients. You have not yet finished the ward round with Dr Lee.

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

- **Option A:** Suggest to Dr Lee that he takes a break before finishing the ward round
- **Option B:** Speak to your clinical supervisor* about Dr Lee's behaviour towards Patricia
- **Option C:** Ask your colleagues on the ward to monitor Dr Lee's behaviour with patients
- **Option D:** Explain to Dr Lee that you understand that he is under a lot of pressure
- **Option E:** Suggest that Dr Lee speak to the consultant about his concerns
- **Option F:** Advise Dr Lee apologises to Patricia for the way he spoke to her
- **Option G:** Suggest to Dr Lee that he stops trying to discharge patients early and focuses on maintaining positive relationships
- **Option H:** Ask Dr Lee if there is anything that you can do to support him

26. You are clerking* in a three year old patient with cystic fibrosis* who attends frequently with pulmonary* complications. You discover that her parents smoke cigarettes heavily at home and you mention to them that this may be a contributing factor to their daughter's deterioration. Later that day, the parents tell you they intend to make an official complaint about you because they feel like you were blaming them for their daughter's deterioration.

Choose the **THREE** most **appropriate responses** to say in this situation. Assume they are all said in a polite way.

- **Option A:** "I am sorry that I offended you with my comment, but making a complaint will not help your daughter."
- **Option B:** "Have you considered the benefits of stopping smoking?"
- **Option C:** "I did not mean to offend you with my comment earlier."
- **Option D:** "I understand this situation with your daughter must be difficult for your family."
- **Option E:** "Do you have any other suggestions about what is causing your daughter to have frequent pulmonary complications?"
- **Option F:** "Please give me the opportunity to explain the facts about smoking and pulmonary complications."
- **Option G:** "Was there something specific that I said that upset you?"
- **Option H:** "My intentions are to inform you of how you can help your daughter."

27. You are about to start a night shift on a medical ward. During handover, Hussein, the FY1 doctor who has been working the day shift, tells you that he has nothing to hand over. When you are on the ward later that evening, a senior nurse informs you that she bleeped* Hussein several times during the day and spoke to him over the telephone about an 88 year old patient with severe chest pain. You review and treat the patient accordingly. When you discuss this incident with Hussein the next day, he states that he was never informed about this patient, and that the nurse is lying.

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

- **Option A:** Inform Hussein's clinical supervisor* of the allegations that he has made about the senior nurse
- **Option B:** Explain the situation to your clinical supervisor, seeking advice on how to proceed
- **Option C:** Advise Hussein of the severity of his allegations, ensuring that he is aware of what he is saying
- **Option D:** Inform the senior nurse that Hussein told you that she was lying about the patient with chest pain
- **Option E:** Speak to the senior nurse involved, obtaining further details about the incident
- **Option F:** Explore with the other nurses whether they overheard the telephone call between Hussein and the senior nurse
- **Option G:** Suggest to Hussein that he talks to the senior nurse about the incident
- **Option H:** Fill in a critical incident form*, documenting the incident

28. Part A

While working in a busy surgical ward, your FY1 colleague, Abigail, approaches you in the staff room during your break. She tells you that she is feeling very stressed because of the current workload. Abigail explains that she feels that the stress is negatively affecting her mental health.

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

- **Option A:** Ask Abigail if she wants to arrange to talk more about how she feels outside of work
- **Option B:** Suggest to Abigail that she takes some time off work until she feels less stressed
- **Option C:** Ask Abigail if she has thought about seeing her GP*
- **Option D:** Inform Abigail that it is normal to feel stressed when working on a busy ward
- **Option E:** Suggest to Abigail that she should ask to reduce her workload if it is affecting her mental health
- **Option F:** Advise Abigail to speak to her educational supervisor* about how she is feeling
- **Option G:** Suggest to Abigail that she monitors how she is feeling over the next couple of weeks
- **Option H:** Ask Abigail if there is anything you can do to help her to feel less stressed

29. Part A (for reference):

While working in a busy surgical ward, your FY1 colleague, Abigail, approaches you in the staff room during your break. She tells you that she is feeling very stressed because of the current workload. Abigail explains that she feels that the stress is negatively affecting her mental health.

Part B:

The next day, you and Abigail have twenty patients on your list. You divide your list into ten patients each to manage the jobs. Two hours before you are both due to finish, Abigail is visibly upset and tells you she cannot carry on as she feels so stressed. She gives you her list and bleep* and tells you that she is going to leave the hospital now. You have not finished the jobs for your patients, and you know that she has outstanding jobs on her list to complete.

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

- **Option A:** Ask Abigail if she can help you to prioritise the most important jobs
- **Option B:** Tell Abigail that you need her to finish her jobs before she can leave
- **Option C:** Advise Abigail that you have your own jobs to finish and cannot complete her jobs if she leaves
- **Option D:** Ask Abigail if she is sure that she cannot carry on working
- **Option E:** Suggest to Abigail that she takes a ten minute break and then sees if she can continue working
- **Option F:** Inform Abigail that she will need to tell other ward staff if she intends to leave now
- **Option G:** Ask Abigail how she intends to make sure that her jobs are completed if she leaves now
- **Option H:** Ask Abigail if she would feel better if she swapped some jobs with you

30. You have just started a night shift on the Medical ward. You are bleeped* by a nurse to attend to an 82 year old patient, Mrs Ratnaike, who is complaining of pain. Mrs Ratnaike is crying and tells you that your FY1 doctor colleague, Haroon, was very rough when he inserted a cannula, just before he hurried away. Mrs Ratnaike says that Haroon mentioned that he was late for a social engagement, and she thinks that he was rushing to leave.

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

- **Option A:** Telephone Haroon, explaining that he made Mrs Ratnaike cry
- **Option B:** Apologise to Mrs Ratnaike for Haroon's behaviour
- **Option C:** Advise Mrs Ratnaike of the hospital's complaints procedure
- **Option D:** Explore with your FY1 doctor colleagues whether they have ever witnessed similar behaviour from Haroon
- **Option E:** Ensure that Mrs Ratnaike is comfortable
- **Option F:** Inform your consultant of the incident
- **Option G:** The next time he is at work, inform Haroon that he made Mrs Ratnaike cry
- **Option H:** Reassure Mrs Ratnaike that Haroon would not rush a medical procedure

31. You have been in your new medical rotation for one month and have noticed that one of your FY1 colleague is consistently late for his shift. This has caused delay to the morning handover and the start of the ward round. As a result of this delay, the ward team tend to finish work late on most days.

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

- **Option A:** Report your FY1 colleague to his clinical supervisor*
- **Option B:** Arrange a private conversation with your FY1 colleague to explain the impact of his lateness
- **Option C:** Monitor your FY1 colleague's behaviour over the coming weeks to see if he continues to be late
- **Option D:** Discuss the situation with the other FY1 colleagues on the ward
- **Option E:** Inform your colleagues on the ward that you have noticed that one of your FY1 colleague is consistently late
- **Option F:** Suggest to the team that you start the morning handover on time, even if someone is missing
- **Option G:** Ask your FY1 colleague if he is having any difficulties getting into work on time
- **Option H:** Ask your FY1 colleague if he is clear on what time the morning handover and ward round starts

32. A 54 year old patient, Kathryn, attends the Emergency Department with an ankle injury. She has attended with a young man, Tristan, who you assume to be her son. You tell Kathryn that hopefully she will be able to go home in the next few days, and ask Tristan whether he will be able to look after his mum when she is at home. Kathryn angrily tells you that Tristan is her husband, not her son. She goes on to say, "It doesn't matter that Tristan's age is 22. I don't know why some people feel the need to be so judgemental. I'd like to speak with someone else please."

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

- **Option A:** Consider how you can learn from this to inform how you behave in future situations
- **Option B:** Tell Kathryn that it must be difficult to feel that she is being judged by others
- **Option C:** Apologise to Kathryn and Tristan, explaining that you did not mean to cause any offence
- **Option D:** Make a joke about the situation in an attempt to calm the situation down
- **Option E:** Tell Kathryn that you can ask one of your colleagues to treat her if she would prefer
- **Option F:** Explain to Kathryn that if she would like to be treated now, she will need to be treated by you
- **Option G:** Ask Kathryn if she would like you to tell your colleagues on the Department that Tristan is her boyfriend to prevent a similar mistake
- **Option H:** Explain to Kathryn that you were just trying to ensure that she has the necessary care at home

33. You have heard an FY1 colleague, Clare, being shouted at on the ward by a senior doctor regarding an incident during her shift on-call last weekend. Clare is visibly distressed and informs you that she wants to quit medicine.

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

- **Option A:** Inform the nurse on the ward that you are taking Clare to a quiet place to calm her down
- **Option B:** Report the senior doctor to their supervising consultant
- **Option C:** Explain to the senior doctor that they should have handled the situation better to avoid upsetting Clare
- **Option D:** Suggest that Clare discusses her concerns with her educational supervisor*
- **Option E:** Advise Clare to ignore the senior doctor's comments
- **Option F:** Tell Clare that the senior doctor should have handled the situation better
- **Option G:** Advise Clare to carefully consider what other career options are available to her
- **Option H:** Advise Clare that she should not quit medicine

34. You are working on a stroke ward. You missed the start of the consultant ward round, as you were cannulating a patient. At the end of the ward round, the consultant and registrar/specialty trainee* are called urgently to assess a patient. The consultant asks you to organise a CT* scan for Pat, who was the first patient of the ward round. He does not provide any further information before he leaves the ward. When you speak to Pat to explain that you will be organising a CT scan for her, she becomes upset and says that she is fed up of having so many tests.

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

- **Option A:** Explain to Pat that if she doesn't want to have any of the tests, that is her choice
- **Option B:** Tell Pat that unfortunately, she must have the tests done if she wants to get better
- **Option C:** Empathise with Pat that it must be difficult for her, having to have so many tests
- **Option D:** Explain to Pat that the tests are important, so that the team can give her the best possible care
- **Option E:** Offer to ask one of the nurses on the ward to come and sit with Pat
- **Option F:** Ask Pat if there is anything you can do to help her to feel better
- **Option G:** Ask Pat whether she understands why the CT scan is required and if she has any questions
- **Option H:** Offer to delay further tests until the consultant can come to speak with her

35. An 80 year old patient, who has been on the ward for three days for treatment of a urinary tract infection, is now much improved and due to be discharged home. The patient is extremely keen to get home, where she lives alone. The patient has two daughters; the first daughter, who is present at the hospital, is keen for her mother to return home. However, her second daughter telephones the ward and leaves a message with one of the nurses to say that she is very unhappy that her mother is being discharged, as she feels that her mother is not coping at home.

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

- **Option A:** Continue with the current arrangements for discharge
- **Option B:** Try and find out more details about the second daughter's concerns
- **Option C:** Explain to the patient that the second daughter does not want her to be discharged
- **Option D:** Contact the second daughter and explain that it is her mother's right to decide whether she is discharged or not
- **Option E:** Ask Occupational Therapy* to assess the patient
- **Option F:** Ask the first daughter if she has any concerns about her mother being able to cope at home
- **Option G:** Explain to the first daughter that she and her sister need to discuss the issue between them
- **Option H:** Ask the patient if she feels that she is able to cope at home

36. A five year old patient on your ward, Caleb, has been in hospital for three days with a fever. He has not been eating or drinking normally during this time. Caleb's diagnosis is yet to be confirmed, despite ongoing investigations. You are asked by the nurse in charge to speak with Caleb's father, Mr Hamilton, about his son's progress. Mr Hamilton is angry and displaying aggressive behaviour because Caleb has not yet been diagnosed, and he says that Caleb is not getting any better. The registrar/specialty trainee* is currently in clinic and your consultant has left the ward for the day.

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

- **Option A:** Speak to Mr Hamilton, with the nurse in charge present, to try to explore his concerns further
- **Option B:** Ask the specialty trainee to speak with Mr Hamilton upon his return from clinic
- **Option C:** Ask your consultant to speak to Mr Hamilton the next time she is on the ward
- **Option D:** Request that hospital security removes Mr Hamilton from the ward
- **Option E:** Inform Mr Hamilton that you will not tolerate his aggressive behaviour
- **Option F:** Suggest that Mr Hamilton documents his concerns in writing
- **Option G:** Ask the nurse in charge to inform Mr Hamilton that you are still awaiting the results of investigations
- **Option H:** Acknowledge Mr Hamilton's frustrations

37. During a busy night shift, you ask your FY1 colleague, James, to complete a blood test for one of your patients, Mr Rowley. You introduce James to Mr Rowley and shortly after James begins to complete the blood test, and you leave. After waiting a few hours, the blood test results are still not back. You call the laboratory, who state that they have no blood test results for a Mr Rowley, but state that there are results for a different patient on your ward. You have repeated the blood sample for Mr Rowley and sent these to the laboratory. You know that no other patient on your ward has recently had a blood test, so you feel sure that James has labelled the blood test wrong

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

- **Option A:** Inform James that he has labelled Mr Rowley's blood test wrong
- **Option B:** Encourage James to double check the labelling of blood tests in the future
- **Option C:** Explain to James that the laboratory has stated that they have no blood tests for a Mr Rowley
- **Option D:** Ask James if he remembers labelling Mr Rowley's blood tests
- **Option E:** Suggest to James that he gets someone to check over his labelling of blood tests in future
- **Option F:** Tell James that you will not ask him to complete blood tests for your patients again
- **Option G:** Inform James that Mr Rowley will not be very happy with him
- **Option H:** Tell James that he has wasted the laboratory's time

38. You are working on a busy surgical ward with an FY1 colleague, Alberto. Recently, you have noticed that Alberto often leaves tasks unfinished, leaving others to complete them. A nurse on the ward explains that a patient has not yet had an urgent scan that was supposed to be requested by Alberto two hours ago. You discover the scan has not been requested.

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

- **Option A:** Request the scan yourself
- **Option B:** Ask Alberto why the scan was not requested
- **Option C:** Talk to Alberto's clinical supervisor* about his performance
- **Option D:** Tell Alberto he should apologise to the patient for the delay
- **Option E:** Advise the nurse to discuss this patient with Alberto
- **Option F:** Check if any other urgent tasks are incomplete
- **Option G:** Inform the consultant that Alberto has not requested the scan
- **Option H:** Ask your fellow FY1s on the ward if they have had any similar experiences while working with Alberto

39. You are working on a respiratory ward. When you arrive on to the ward, you are immediately approached by the nurse in charge. He tells you that a patient has become very unwell in the past five minutes and asks you to immediately see the patient. You check and find that the patient is fine, but she is very confused as to why you looked so concerned when you first entered the room. The nurse in charge has previously approached you in this manner when he thought a patient was unconscious, but when you went to review the patient, she had been asleep.

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

- **Option A:** Ask the nurse to ensure that he is mindful of the urgency of a situation when he is communicating in future
- **Option B:** Reassure the nurse that the patient is fine
- **Option C:** Discuss with the nurse why he thought that the situation was urgent
- **Option D:** Ask the nurse to reflect on his previous errors in judgement
- **Option E:** Apologise for confusing the patient as there is nothing wrong
- **Option F:** Explain to the patient that the nurse in charge told you that she had become unwell
- **Option G:** Ask the nurse to apologise to the patient for causing her distress
- **Option H:** Tell the nurse that he needs to be less dramatic and more accurate when providing updates

40. A very ill patient tells you one morning that she wants to discharge herself from the hospital because she has not slept for the last three nights. She says that this is because her bed is next to the nurses' station and the telephone is always either ringing or the staff are talking on it during the night. She tells you that the staff often seem to be chatting on the telephone rather than discussing medical matters. The patient has not been deemed ready for discharge.

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

- **Option A:** Offer the patient some general advice on how to sleep better at night
- **Option B:** Ask the patient to tell you more about this situation and her concerns
- **Option C:** Explain that telephones are only used at night by nurses for urgent issues that cannot wait until the morning
- **Option D:** Document the patient's concerns in the nursing notes
- **Option E:** Inform the nursing staff that the patient is having trouble sleeping because of the noise levels at night
- **Option F:** Arrange for the patient to be given some ear plugs
- **Option G:** Ask the ward manager about the feasibility of moving the patient to a different bed on the ward
- **Option H:** Offer to prescribe a low dose sleeping tablet

PART THREE: RANKING QUESTIONS

41. You are on a busy medical rotation. One of your FY1 colleagues confides in you that he is finding the job particularly difficult. He tells you that he feels stressed and that he is not sleeping well. He tells you that he is so tired that he is worried he will make a mistake. He tells you that he is considering taking some time off work to recover and asks for your advice.

Rank in order **the importance of the following considerations** in the management of this situation (1= Most important; 5= Least important).

- **Option A:** The health and wellbeing of your colleague
- **Option B:** The opportunity for financial gain by working extra shifts if he takes time off work
- **Option C:** The impact on patient safety if he is working while tired
- **Option D:** The impact on the team if he takes time off work
- **Option E:** The impact on your workload if he takes time off work

42. Sandeep, the nurse in charge, informs you that a side room* is needed for a patient who has just been made palliative. Sandeep asks you to speak to a patient, Julia, who is currently in a side room unnecessarily. Sandeep asks you to explain to Julia that she will be moved because the side room is needed for a more severely ill patient. When you tell Julia that she will be moved, she appears concerned, saying “why am I not allowed to be comfortable?”

Rank in order **the appropriateness of 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:** “Unfortunately, you do not get to decide which room you stay in”
- **Option B:** “We would like to offer a side room to every patient, but there are not enough rooms for every patient to be in a separate room”
- **Option C:** “We must prioritise side rooms based on clinical need and you are not considered a priority on this basis”
- **Option D:** “I appreciate you are comfortable here, but unfortunately there is a severely ill patient who will benefit from this room even more so than you”
- **Option E:** “If you have a problem with the decision you should speak to the nurse in charge”

43. You are working on a care of the elderly ward. You are informed that one of your patients was accidentally discharged home yesterday. Upon investigation, you find out that the nursing staff booked transportation for the wrong patient, Mr Rayner, due to an inaccurate handover. The nursing staff realised the error and immediately arranged for the patient to be returned to the ward. Today, during the ward round, Mr Rayner and his son ask you who booked the transportation for him to go home, and demand to know how this mistake happened.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Reassure Mr Rayner and his son that a full investigation into this incident will take place
- **Option B:** Explain to Mr Rayner and his son that you are unable to disclose who booked the transportation
- **Option C:** Explain to Mr Rayner and his son that you will ask that they are kept up to date with any news of the incident
- **Option D:** Apologise to Mr Rayner and his son for the incident, explaining mistakes such as this are extremely rare
- **Option E:** Offer to ask the nurse in charge of the ward to come and speak to Mr Rayner and his son later

44. You are working with your consultant, Dr Edmund. You have noticed that she works extremely quickly, and you sometimes struggle to keep up with her instructions. While Dr Edmund has gone for a break, a patient, Chris, says, "I didn't understand anything that Dr Edmund just said. You looked like you didn't either!" You understood the tasks that Dr Edmund assigned to you to manage Chris, but you are unsure of how she came to some decisions based on his test results.

Rank in order **the appropriateness of 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 will ask Dr Edmund to come back and answer your questions."
- **Option B:** "I will make sure that I understand all the important details about your management before Dr Edmund leaves."
- **Option C:** "She does speak very quickly, doesn't she?"
- **Option D:** "Is there something in particular you want to discuss about your management?"
- **Option E:** "Don't worry, I am clear what she wants me to do next."

45. A 50 year old patient, Mr Cox, is referred by his GP* to the Emergency Department with severe chest pain. You suspect that Mr Cox has acute coronary syndrome*. In line with your hospital's guidelines, you request that the cardiology specialty trainee*, Lynda, attends to assess him. However, she refuses as she is too busy.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Contact Lynda again, reiterating the urgency for her to assess Mr Cox immediately
- **Option B:** Contact the cardiology consultant, asking him to review Mr Cox since Lynda is too busy
- **Option C:** Document in Mr Cox's notes Lynda's refusal to attend
- **Option D:** Contact a senior colleague from your own team, seeking support in managing the situation
- **Option E:** Continue managing Mr Cox yourself, following hospital guidelines for managing acute coronary syndrome

46. You are part of the on-call* surgical team in the Emergency Department and are asked to see an acutely unwell 25 year old patient with abdominal pain, who is accompanied by her mother. When you go over to the cubicle to see her, her mother starts talking to you about her daughter's symptoms. You try to ask the patient some questions but as she attempts to answer, her mother keeps talking over her and answering your questions.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Let the mother continue to answer the questions
- **Option B:** Explain to the mother that you need the patient to answer the questions
- **Option C:** Ask the mother to leave the cubicle for a moment, while you ask the patient some questions
- **Option D:** Ask the patient if she wants her mother to remain in the cubicle while you continue to ask her some questions
- **Option E:** Inform the mother that she can stay in the cubicle but will need to remain quiet

47. You are working on a busy admissions unit where patients are becoming noticeably irritable as they are waiting to be clerked* in. You are about to go on your 30 minute break when the consultant, Dr Lough, asks you to help clerk the remaining patients. Dr Lough acknowledges that you have not had a break yet but says, “if you want to be a successful doctor, you should learn to work without breaks!” You are aware that Dr Lough has not had a break either, however according to the hospital's policy, you are entitled to a 30 minute break now.

Rank in order **the appropriateness of 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:** “Dr Lough, I’m sorry I am going on my break now. I'll be back in 30 minutes.”
- **Option B:** “Can I take my 30 minute break first so that I can clerk the patients safely and effectively.”
- **Option C:** “I don't think it is appropriate for you to teach others to avoid taking breaks during their shift.”
- **Option D:** “It is important we both take our regulatory breaks throughout the day.”
- **Option E:** “If you allow me to take a quick 5minute break, I can then quickly help with the rest of the patients.”

48. You are in the staff room and you overhear a fellow FY1 colleague, Lara, talking about one of the patients on the ward, who is due to be discharged tomorrow. Lara explains that the patient has invited her out to dinner, which Lara has agreed to. You approach Lara and remind her about her professional boundaries as a doctor, however she tells you it’s “none of your business”.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Ask to speak to Lara in private to reiterate that her behaviour is unprofessional
- **Option B:** Advise Lara to tell the patient that she cannot go out for dinner with him
- **Option C:** Suggest to Lara that she speaks to her other colleagues to see what they think
- **Option D:** Discuss the situation directly with Lara's clinical supervisor*
- **Option E:** Ask Lara if she has previously arranged to meet up with patients outside of work

49. You have recently started working in the Emergency Department. Today, you are working with a registrar/specialty trainee* who you have not worked with before. At the end of your shift, the registrar/specialty trainee says, "I've noticed that you are slow to complete tasks. You need to work harder" and then walks away. This is the first time that you have received feedback like this and you think that you have been doing well since starting in the Emergency Department.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Ask some of the other doctors working in the Emergency Department if they think you are slow
- **Option B:** Discuss the comment made by the registrar/specialty trainee with your clinical supervisor*
- **Option C:** Arrange to speak to the registrar/specialty trainee to discuss her feedback in more detail
- **Option D:** Try to increase the number of patients you see in a shift
- **Option E:** Compare the number of patients you saw on a shift to the other FY1 doctors working in the department

50. An FY1 colleague is working on a very busy ward during his first placement. He regularly misses the foundation teaching sessions* which are organised for FY1s by his clinical supervisor*, as he says he is too busy. It is expected that FY1s attend. He tells you that he is concerned that he has missed some of the teaching sessions, but that he feels his experience from working on the ward is valuable. You have found the teaching sessions very useful so far.

Rank in order **the appropriateness of 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:** "It is up to you to decide how you prioritise your time."
- **Option B:** "Both the teaching sessions and ward experience will be useful to develop your knowledge."
- **Option C:** "I don't think that the ward experience alone will give you all of the clinical knowledge you will need."
- **Option D:** "Have you thought about discussing this issue with your clinical supervisor*?"
- **Option E:** "Would it be helpful for me to explain what I find useful about the teaching sessions?"

51. You are looking after a patient, Roisin, on the Cardiology ward when she invites you to attend her husband's birthday party at her home next weekend. You have been on the medical team that has been looking after Roisin for the past two months, and she is due to be discharged tomorrow. You do not have any plans for next weekend; however, you are aware that it is inappropriate to see a patient socially outside of work.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Thank Roisin for the invitation but explain that it would not be appropriate for you to attend
- **Option B:** Invite other individuals from the medical team that has looked after Roisin to attend the party with you
- **Option C:** Politely decline Roisin's invitation, saying that you cannot attend
- **Option D:** Ask another doctor on the ward to manage Roisin's care until she is discharged
- **Option E:** Explain that you are unable to attend, but buy Roisin a small gift

52. You are working in the Emergency Department. While walking through the waiting room, a patient approaches you. She says "When are you going to see me? I have been waiting for hours! Do you not understand that I have other things to do today? I cannot stand this waiting room either, it is so noisy in here. This place is a joke!". Her voice is raised, and she is clearly very frustrated. This patient is not being prioritised because her condition does not require urgent treatment.

Rank in order **the appropriateness of 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:** "Please continue to wait patiently as the team are working as quickly as they can."
- **Option B:** "Unfortunately, we have to prioritise patients based on their condition, which is why some patients have to wait longer than others."
- **Option C:** "You do not require urgent treatment, so please continue to wait."
- **Option D:** "It is unreasonable for you to shout in the waiting room. Unfortunately, you have to wait to be seen."
- **Option E:** "I understand it can be frustrating to wait, but rest assured the team are working hard to see people as quickly as they can"

53. Tonight, you are working on-call* in general surgery, which includes covering the Paediatric ward. A nurse tells you that the registrar/specialty trainee* has requested that you to insert a cannula on a 12 year old patient, while he is in theatre operating on another patient. You have never been given training on how to cannulate children.

Rank in **order the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Wait for the registrar/specialty trainee to finish in theatre so he can show you what to do
- **Option B:** Watch an instructional video on how to cannulate children, before inserting the cannula
- **Option C:** Phone the registrar/specialty trainee whilst he is in theatre to explain that you cannot insert the cannula
- **Option D:** Try to cannulate the patient as instructed by the registrar/specialty trainee
- **Option E:** Establish the urgency of inserting the cannula before deciding what to do

54. You overhear the radiologist shouting at your FY1 colleague about a CT scan* request. The radiologist says rude remarks about the FY1's intelligence and refuses to do the scan, leaving your FY1 colleague visibly upset. You go and speak to your FY1 colleague, who explains that the consultant had asked him to request the CT scan. When you suggest reporting the radiologist's rude behaviour, your FY1 colleague ask you not to mention this to anyone. You have heard from other members of staff that this radiologist has spoken rudely to them before.

Rank in order **the importance of the following considerations** in the management of this situation (1= Most important; 5= Least important).

- **Option A:** That your FY1 colleague has requested not to mention it to anyone
- **Option B:** The impact of the radiologist's behaviour on patient care
- **Option C:** That the radiologist is more senior than your FY1 colleague
- **Option D:** The radiologist's past behaviour with other members of staff
- **Option E:** That you were not directly involved in the incident

55. You are the FY1 on-call* overnight. You are bleeped* by one of the nurses about non-urgent ward tasks. You explain that you are busy with a sick patient, but you will attend when you have completed your urgent tasks. An hour later you are bleeped twice within 5 minutes by the same nurse. When you do not respond, the nurse then calls you, regarding the same non-urgent ward tasks, asking when you are coming.

Rank in order **the appropriateness of 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:** “Please don’t bleep me again about non-urgent matters.”
- **Option B:** “If you bleep again, I will ignore it and not complete the tasks.”
- **Option C:** “I will attend to non-urgent tasks, but sick patients always take first priority.”
- **Option D:** “If I don’t answer a bleep, please assume that I am with a sick patient and leave some time before trying again.”
- **Option E:** “By constantly bleeping me, you are delaying me from helping you.”

56. This is your first post on a busy surgical rotation, and you are struggling with your workload. You have been assigned a combined clinical and educational supervisor*, Mr Jones, for your placement. So far you have emailed Mr Jones twice, with no response, and your initial induction meeting was due two months ago.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Refrain from attempting to make contact with Mr Jones, waiting for him to contact you
- **Option B:** Report to the Foundation Programme Director* the lack of response from Mr Jones
- **Option C:** Contact Mr Jones' secretary, in order to find Mr Jones and discuss your induction meeting
- **Option D:** Ask the Foundation Programme Director to assign you a new educational supervisor
- **Option E:** Ask the hospital switchboard* to transfer your call to Mr Jones' mobile telephone number

57. You arrive home one evening after finishing a shift at the hospital, when you remember that you have forgotten to handover some important information at the handover meeting. A patient requires an urgent blood sample which needs to be taken today. You are back at work tomorrow morning.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Take the blood sample when you return to work tomorrow morning
- **Option B:** Return to the ward immediately to take the blood sample
- **Option C:** Send a text message to the doctor who is currently covering the ward
- **Option D:** Contact the doctor covering the ward, to explain the situation
- **Option E:** Phone the ward directly and leave a message with the nursing team

58. You have had a busy day at work, and you are due to finish work soon. A senior doctor approaches you to tell you that the doctor due to start the night shift has called in sick. She asks you if you will stay an extra three hours until another doctor is available to cover the rest of the shift. You have plans to meet a friend for dinner after work.

Rank in order **the importance of the following considerations** in the management of this situation (1= Most important; 5= Least important).

- **Option A:** The length of the shift you have just worked
- **Option B:** The frequency of you being asked to work extra hours
- **Option C:** Whether there are other doctors who could stay for another three hours
- **Option D:** How much you will get paid for the extra work
- **Option E:** Your social life commitments for the evening

59. You are working on a medical ward. This morning, your consultant asked you to request a renal review for a patient. You return from your lunch break to find the registrar/specialty trainee* has just finished reviewing a different patient on the ward. You realise that you accidentally referred the wrong patient, who had a similar name, to the renal registrar/specialty trainee. You inform the renal registrar/specialty trainee of your mistake, and he becomes annoyed and says that you have wasted an hour of his time.

Rank in order the **appropriateness of 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:** “That was a silly mistake. We all make mistakes though, don't we?”
- **Option B:** “Sorry I know that was my fault, but do you have any time to review the correct patient now?”
- **Option C:** “Sorry, I know that this was my mistake, but I think we should focus on the correct patient having a renal review.”
- **Option D:** “I thought you would double check before spending an hour reviewing the patient.”
- **Option E:** “Please can you review the correct patient, it should only take a few minutes.”

60. You are walking along the corridor when Simon, your registrar/specialty trainee*, approaches you and asks you to assist him in reviewing a sick patient. When you arrive, the nurse takes you to one side and she tells you that he thinks Simon has been drinking. You can tell that he smells of alcohol. The review is urgent and Simon is needed as you are unable to conduct the review by

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Suggest to the nurse that she asks Simon whether he has been drinking
- **Option B:** Explain to Simon that he should not conduct the review if he is under the influence of alcohol
- **Option C:** Contact the consultant immediately to explain the situation
- **Option D:** Ask a specialty trainee from another ward to review the patient with you
- **Option E:** Continue with the review, but explain to Simon afterwards that he smells of alcohol

61. You are just about to leave for your foundation teaching session* when a nurse asks you to speak to a patient's relatives, who have asked for an update from a doctor on his progress. You have recently missed some teaching sessions due to night shifts and annual leave. You know you need to attend this session to reach the minimum amount of teaching to pass the Annual Review of Competence Progression (ARCP)*.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Ask the patient and his relatives if you can discuss his progress when you are back from the teaching session
- **Option B:** Ask one of your colleagues if they would be willing to have a discussion with the patient and his relatives
- **Option C:** Miss the teaching session so that you can discuss the patient's progress with him and his relatives
- **Option D:** Discuss the patient's progress with him and his relatives and attend the teaching session late
- **Option E:** Inform the nurse that you are busy and continue on your way to the teaching session

62. You are a FY1 doctor working on a respiratory ward. Last week, you completed a ward round with your consultant and saw a patient with advanced dementia, who was verbally abusive towards you. You found this interaction extremely challenging. Today, your consultant asks you to do a review of the patient by yourself. The patient is recovering from a chest infection and is by himself in a side room of the ward. You explain to your consultant that you found the last interaction with the patient very difficult, however, the consultant says, "all you need to do is examine the patient's chest. You will be OK."

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Request that the consultant attends the examination of the patient with you
- **Option B:** Ask your FY1 colleague if she is available to help you examine the patient
- **Option C:** Ask the consultant if there are any strategies that you could use to manage the patient's abusive behaviour
- **Option D:** Inform the consultant that you do not want to conduct the examination following your last experience with the patient
- **Option E:** Explain to the consultant why you found the interaction with the patient last week extremely challenging

63. You are working on an obstetrics and gynaecology ward. Your fellow FY1 colleague tells you that he is about to review a 20 year old patient who has attended for a termination of pregnancy. Your FY1 colleague tells you that it makes him angry that anyone would choose to have a termination and is going to try and persuade the patient to not have the termination.

Rank in order **the appropriateness of 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:** “You shouldn’t let your feelings about termination be known to the patient.”
- **Option B:** “You’re entitled to your own opinion.”
- **Option C:** “It is unprofessional to be judgemental towards others who have different beliefs to you.”
- **Option D:** “Some terminations are not due to the choice of the patient, it could be medically indicated.”
- **Option E:** “You should respect the patient’s decision regardless of your beliefs.”

64. You have started your shift in a busy hospital ward but one of your colleagues, Harriet, is late. Harriet has been late every day this week and this has increased your workload. As she is not there, your consultant, Dr Grey, asks you to review one of her patients, Adeel. You do not know Adeel’s history and are concerned that this might result in you making a mistake. Dr Grey tells you that the ward is short staffed and asks you to do the review as quickly as you can.

Rank in order **the appropriateness of the following actions** in response to this situation. (1= Most appropriate; 5= Least appropriate).

- **Option A:** Explain to Dr Grey that Adeel is not your patient so you do not feel comfortable conducting the review
- **Option B:** Inform Dr Grey that you may need to ask him some questions after Adeel’s review to check your understanding
- **Option C:** Suggest to Dr Grey that you will complete a very basic review of Adeel
- **Option D:** Ask Dr Grey to supervise the review as Adeel is not your patient
- **Option E:** Ask Dr Grey for any further background information that might help you understand Adeel’s presentation

65. Your FY1 colleague, Samira, looks unwell during the ward round. When you ask how she is, Samira tells you that she thinks that she has picked up a bug that has been going around the hospital. She informs you that she has come into work because she does not want to miss the teaching session this afternoon. Samira has already missed several teaching sessions.

Rank in order the importance of the following considerations in the management of this situation (1= Most important; 5= Least important).

- **Option A:** The ability of Samira to meet her educational needs
- **Option B:** That Samira could pass on the illness to patients or colleagues
- **Option C:** That Samira should be resting in order to recover from the illness
- **Option D:** Whether there are enough staff to see the patients should Samira be off sick
- **Option E:** That Samira has already missed several teaching sessions this year

66. You are working on a busy hospital ward. It is 16:30 and you are due to finish at 17:00 to attend a meeting with your educational supervisor*. You have been asked by a registrar/specialty trainee* to carry out a task before you leave, which is low priority and could be done tomorrow. The registrar/specialty trainee tells you that it is an easy task and it normally takes her 30 minutes. However, you completed the task once previously and it took much longer.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Inform the registrar/specialty trainee that you are unable to help
- **Option B:** Explain that this task has taken you longer than 30 minutes previously, and you need to leave at 17:00 for a meeting
- **Option C:** Agree to complete the task
- **Option D:** Ask if you can help to find a different colleague to help with the task as you need to leave at 17:00 for a meeting
- **Option E:** Ask the registrar/specialty trainee if she can find another colleague to complete the task

67. You have had a busy day on-call* for the wards. The night shift FY1, Lucas, phones to say that he is going to be 20 minutes late for the shift handover. You are scheduled to meet your family after work as they have not seen you for a long time. Lucas tells you to write a list of tasks and to leave it on the nurses' desk for him to review when he arrives.

Rank in order **the importance of the following considerations** in the management of this situation (1= Most important; 5= Least important).

- **Option A:** You are responsible for completing a thorough handover at the end of your shift
- **Option B:** The inconvenience to your family if you are late
- **Option C:** If there is another staff member available who could share the information with Lucas when he arrives
- **Option D:** The level of detail required to effectively explain the shift handover information
- **Option E:** It is not your responsibility to ensure that Lucas arrives on time for his shift

68. You are working an on-call shift on a Friday evening. You are called to a ward to see the family of a patient who has just died. The patient and relatives are members of a religion that states burials should happen as soon as possible after death. You do not know the patient, although you are aware that your FY1 colleague, Claire, was treating the patient earlier today. As you enter the ward.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Telephone Claire to ask that she comes back to the hospital to sign the patient's death certificate
- **Option B:** Escalate the relatives' request to the on-call consultant
- **Option C:** Tell the relatives that Claire has left the hospital and will not be able to return to sign the death certificate until her next shift on Monday
- **Option D:** Sign the patient's death certificate
- **Option E:** Contact the ward manager to see if there are any other doctors in the hospital who are able to sign the death certificate

69. You have recently started a new rotation and your FY2 colleague is responsible for allocating the ward tasks between the two of you. After a couple of weeks, it appears to you that your FY2 colleague is allocating most of the work to you. You are struggling to finish all of your workload on time, while your FY2 colleague appears to have more free time and she does not offer to help complete your tasks.

Rank in order **the appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Monitor the situation for a bit longer to see if it improves
- **Option B:** Ask your FY2 colleague if she could allocate the ward tasks more equally between the two of you
- **Option C:** Ask another colleague on the ward if they think your FY2 colleague is being unfair with allocating the ward tasks
- **Option D:** Talk to your clinical supervisor* about the situation
- **Option E:** Ask your FY2 colleague if there is a reason why she is allocating more of the ward tasks to you

70. You are working on a busy medical ward. The nurse in charge has asked you to complete a discharge summary urgently as a patient's transport has already been booked. Whilst typing the summary, you are interrupted several times by colleagues who need your help, and you are finding it very difficult to concentrate on the summary. A nurse then approaches you and asks you to change a patient's prescription for the drug round later that evening.

Rank in order **the appropriateness of 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 already have a lot of other requests to deal with."
- **Option B:** "I'm completing an urgent discharge summary, I will change the prescription after."
- **Option C:** "I'm completing an urgent discharge summary, is anyone else able to help?"
- **Option D:** "I'll never get any tasks done if I keep getting interrupted."
- **Option E:** "I will come and find you after I have completed this task, to discuss your request."

71. You are just starting a night shift for the hospital surgical team. You are asked to review a patient that the previous FY1 has just seen. You begin to read the patient file written by the previous FY1. The final section in the patient file is titled patient management plan, however, you are struggling to read this section as the handwriting becomes very messy. You assume that this is because the FY1 rushed the last section of the patient file before leaving.

Rank in order **the importance of the following considerations** in the management of this situation (1= Most important; 5= Least important).

- **Option A:** How the FY1 will handle receiving the feedback about his handwriting
- **Option B:** Whether the information provided in the patient file is understood
- **Option C:** The reason why the FY1 had to rush the last section of the patient file
- **Option D:** Your need to start completing your tasks
- **Option E:** Other ways you could find out about patient management plan

72. You have been completing an audit with another FY1 doctor, Zara. You are near the end of your rotation and have only collected half of the data; there are two wards remaining to collect data from. You and Zara have both observed that a general trend has emerged in the data that you have collected so far. One morning, Zara informs you that she has fabricated the rest of the data, based on the trend that had emerged in the existing data, and that she has submitted the report to your joint clinical supervisor*, Dr Hadi. The following week, Dr Hadi informs you that she is very pleased with the audit and wants both you and Zara to attend an international conference to present the findings.

Rank in order the **appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Inform Dr Hadi that the data was fabricated by Zara
- **Option B:** Tell Dr Hadi that you did not have any input into the audit so Zara should attend the conference alone
- **Option C:** Tell Dr Hadi that there was a mistake with the data, so you and Zara will need to collect some more before presenting at the conference
- **Option D:** Attend the conference with Zara, but refuse to present any of the findings
- **Option E:** Suggest to Zara that she admits to Dr Hadi that she fabricated the data

73. You are working in the Emergency Department and have just reviewed a 10 year old boy with a probable diagnosis of appendicitis. You attempt to contact the surgical registrar/specialty trainee* several times, and when he responds, he is very rude and states that “just like all the other FY1 doctors, you are unable to use your knowledge to make the right decisions”. You have never had an interaction with him before, but your FY1 colleagues have said that he can be very rude.

Rank in order **the appropriateness of 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 to disturb you, but I am worried about this patient”
- **Option B:** “Can you explain why you feel that I have made a wrong decision?”
- **Option C:** “Would you like me to explain why I bleeped you?”
- **Option D:** “I feel that you are being very rude”
- **Option E:** “My FY1 colleagues have said that you are very rude”

74. You are on your break and you overhear a fellow FY1 colleague in the canteen speaking about one of her patients that is currently on the ward. Your FY1 colleague is talking loudly, so you can clearly hear what she is saying from a distance. You look around and notice that there are also relatives and other patients currently in the canteen. You approach your FY1 colleague and try to make her aware of the issue, but you are dismissed with a wave before being able to say anything.

Rank in order **the importance of the following considerations** in the management of this situation (1= Most important; 5= Least important).

- **Option A:** That you have already attempted to say something to your FY1 colleague, and she has dismissed you
- **Option B:** That the relatives of the patient that is being spoken about may be in the canteen
- **Option C:** That there are lots of other members of medical staff that could make your FY1 colleague aware of the issue
- **Option D:** That your FY1 colleague is breaching patient confidentiality
- **Option E:** That patients and relatives in the canteen may not know that your FY1 colleague is speaking about a patient

75. You are working on a busy ward. You have made three unsuccessful attempts to insert a cannula into a patient who requires antibiotics for a wound infection. You do not believe that you will be successful if you make any further attempts. The patient is becoming agitated and is losing patience with you. You call a registrar/specialty trainee* for assistance, but he informs you that someone of your level should be able to do this, and that it is not his responsibility as he has other things to do.

Rank in order the **appropriateness of the following actions** in response to this situation (1= Most appropriate; 5= Least appropriate).

- **Option A:** Attempt to insert the cannula again
- **Option B:** Leave it in the evening handover for a colleague to complete
- **Option C:** Call the registrar/specialty trainee again and ask him to reconsider his decision
- **Option D:** Ask another colleague to assist you
- **Option E:** Ask a colleague for advice on how to proceed

End.