

## Pre-registration SJT Pharmacy Practice Items

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

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

(1= Most appropriate; 5= Least appropriate)

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

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

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

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

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

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

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

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

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

Answer Key	ABC
Rationale	<p>The most important thing here is to ensure compliance with the infection control policy, as this policy is in place to protect patients and staff from infections.</p> <p>Therefore you must not allow Rahul to come with you onto the ward if he does not remove his jacket. It is appropriate to explain the importance of infection control procedures (C) and to explore Rahul's reasons for refusing to comply (A) as either may lead to Rahul agreeing to comply with the policy and removing his jacket. You can also support him in finding a solution if there is a reason he does not want to remove his jacket.</p> <p>Why are the others not appropriate or not as appropriate?</p>

You cannot leave a student unsupervised (D). He may also go into another clinical area in his jacket if you are not with him.

The ward pharmacist or infection control team would not be able to change the policy to allow Rahul on the ward (E and H), but they may be able to help you find out why or persuade him to remove his jacket. They would also back up your decision not to allow him into the ward.

Asking another Pre-registration pharmacist in your team to supervise Rahul for the rest of the day (G) would just be switching the problem to another person and not taking responsibility for it yourself. This could also lead to Rahul going into another clinical area in his jacket.

Whilst the university should be informed that the student failed to comply with hospital policy (F), this is not in the top three most appropriate actions, as this does not need to be done immediately and the other options may find a solution first. However, it is important that the person responsible for organising the student visits tells the university, as it may affect patient safety in future and may also affect the student's assessment.

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

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

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

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

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

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

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

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

Answer Key	CDH
Rationale	<p>This scenario is assessing your approach to working within a multi-professional team and taking responsibility for the situation whilst understanding your limitations as a trainee. Of the options available:</p> <p>A and B can be discounted quickly as they demonstrate neither leadership nor responsibility.</p> <p>E can be discounted as, working within your trainee remit, you may not have the expertise or authority to suggest an alternative, unless it is under the supervision of a pharmacist (which the statement does not mention)</p> <p>F would not help resolve the situation-the drug is not on the formulary and so referring to the formulary pharmacist will not help the current patient</p> <p>G would not help resolve the situation-the consultant is the one who requested the drug and so the query would just be prolonged</p>

	<p>Of the correct responses, you would take responsibility and show leadership by personally explaining to a member of your multi-professional team that the drug is not available (C), further explore why the specific drug is needed (D), before taking all the relevant information to the senior pharmacist to explore next steps (H).</p>
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Your ward pharmacist has asked if you can advise a patient on a new medication. You have discussed what you need to tell the patient and the pharmacist is happy for you to advise the patient alone. When you approach the patient you realise that she does not speak English or any language you understand. The patient's daughter, Hannah, is present, and is able to speak both English and her mother's native language.

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

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

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

Answer Key	BEACD
Rationale	<p>When thinking of how to answer this question, consider which options would do least harm to the patient, and order your responses accordingly. Therefore:</p> <p>Option B is the most appropriate option, as having a translator able to correctly translate your instruction to the patient will minimise risk to the patient and give them the best chance of taking their medication correctly.</p> <p>Option E is next, as it demonstrates you have understood the barrier and are looking to resolve the situation by approaching someone senior for guidance</p> <p>Option A is next in terms of appropriateness, as you have explored the best options before accepting you can't help. Remember, you are looking at which options potentially cause least cause harm to the patient</p> <p>Although option C may seem appealing, consider the effects of mistranslations or omissions of instructions for a new medication-you will have no idea what is being said to the patient and so cannot be sure it is correct</p> <p>Option D is potentially even more high risk and inaccurate than option C, and so comes last</p>



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

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

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

Answer Key	BCD
Rationale	<p>The basis of this scenario is ensuring that the patient is the focus of your consultation, and you therefore need to decide which of the above options would serve the patient best. Bear in mind that all options may be feasible, but you need to decide which are the most appropriate.</p> <p>Option A: The patient has already said that she has a desire to stop smoking, so it appears she understands the need to stop and the issue is not one of ignorance, but of practicality. Would giving her mortality rates help?</p> <p>Option B: The most suitable initial response. You want to explore why Mrs MacDonald is forgetting to use the patches so you can formulate a plan to help her.</p> <p>Option C: If the issue is one of forgetfulness, then it makes sense to see if another form of NRT would help aid Mrs MacDonald</p>

Option D: If, after discussion, patches are the preferred method of NRT for Mrs MacDonald then you would want to explain how best to gain optimal effectiveness, and reinforce Mrs MacDonald's wish to stop smoking

Option E: If you have the option to help (and you are also visiting with a team of specialist nurses), then it seems unhelpful to pass off this problem to the patient's GP when you could help now

Option F: This may seem a viable alternative to option D, but comes across as more condescending and not inclusive; patient concordance is as important as patient compliance, so the words you use are important

Option G: Mrs Macdonald is ready now! You just need to support her. Consider the impact on the patient of any delay, particularly as at this moment she has indicated a willingness to stop smoking

Option H: Leaflets are fine as a follow up, but no substitute for the practical support you can provide her

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

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

(1= Most appropriate; 5= Least appropriate)

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

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