



AMSPAR

**June 2017 - Examiner's Report  
5528-268- Level 2 Working in the NHS**

Section 1 – Areas of good performance (question no/syllabus topic or reference)

**Comment**

There were a large number of entries for this qualification and there was quite a wide variety of standards with papers either being very good or very poor.

The questions that were answered well were:

Q2. Good services described

Q3. Staff in medical centres were very well known

Q7b. The role of the CPN was understood and their responsibilities well described

Q12b. Candidates were well aware on how to enhance their skills when working in the NHS

Q18. The majority of candidates gave excellent examples of how to protect patient confidentiality, this is really good to see as this is the mainstay of the role of the receptionist.

Section 2 – Areas for development (question no/syllabus topic or reference)

Q5a & 5b. Secondary care departments was very poor with some candidates describing primary care services instead. Candidates also lost marks by only giving services for two departments rather than two services for all three identified departments.

Q10. Although the majority of candidates gave the basic grievance procedure there are still some candidates who think this relates to a member of staff taking time off when a relative dies.

Q12a. CPD is still not explained properly with most candidates just repeating the information given regarding the personal development review (PDR)

Q17. Very few candidates knew the Caldicott Principles, this is an area which really needs to be looked at in some detail as this is core to working in the NHS. Candidates need to be aware of the legislation regarding patient confidentiality to help them abide by the rules when working in the NHS.

Q20. Complaints were very poor, this also is an area that needs some development. Candidates need to be aware of the processes within the NHS to enable the patient to make a complaint and how they can help the patient through the process.

Section 3 – Recommendations

**Reading the questions.** Candidates should read the questions carefully and should keep checking their answers to ensure that they are only giving the information/number of answers requested in the paper. Giving extra answers may use valuable time and cannot gain extra marks.

**Explain and describe**

The majority of candidates lost valuable marks because they did not give sufficient correct information in their answers. Tutors should stress that the words 'explain' and 'describe' require more than a couple of words in their answer

**Spelling.** It is noticeable in some instances that handwriting and spelling is still below the standard required especially relating to medical terminology and drug categories. When learning anatomical terms such as those of the human body it may be useful for candidates to practice the spelling of the term until this can be spelt correctly from memory. It is important to note that drug categories, medical terms and the names of body parts/systems taken from the given lists cannot be given the available mark if they are spelt incorrectly.

**Extra space for answers.** When asked to describe or explain something candidates should include as much information as possible. The number of marks allocated to a question should give some indication of the length of the expected answer.

Section 4 – Tips

Please read the questions over and over until you understand and are sure what you need to write.

If a question asks for three examples give three examples not four or six, writing extra information is just wasting your time and it will not be marked.

As the question is directly above the written answer it is not necessary to write out the question again in the answer.