



AMSPAR

**June 2014 Series - Examiner's Report
4419-224 Level 2 Working in the NHS**

Question	Syllabus ref	Examiner comments
1	1.1	Answers given were a mixture of the old structure and the new structure. As this series has the old structure in the syllabus all answers were marked accordingly as long as the answer was correct.
2	1.2	Candidates mainly used the GP as the answer to this question and were very clear on the services GP's provide.
3	2.1	Candidates gave good explanations of the differences between primary and secondary care.
4	2.2	The responsibilities of the practice nurse and the practice manager were well understood and good examples of their roles were given.
5	2.3	(a) The majority of candidates gave good examples of secondary care departments and had a good idea of the services they provide. (b) Some really good examples of differing clerical job roles were explained.
6	2.3, 2.4	Candidates gave good examples of how the Hospital Social Worker can assist a patient on discharge from hospital.
7	3.1	Contract of employment is well known.
8	3.2	The Equality Act was not very well explained by the majority, some just putting 'discrimination' as an answer.
9	3.3	Most candidates know the basic grievance procedure.
10	4.1	CPD is understood and some good examples were given.
11	4.2, 4.3	Most candidates know why they should take part in the appraisal process but were a bit unsure of how to access learning opportunities within the NHS.
12	5.1	The majority of candidates identified 2 pieces of health and safety legislation.
13	5.2	This was not very well answered with a lot of candidates giving task based answers ie keep walkways clear, have regular breaks, rather than giving the employers responsibilities eg provide H&S training to all staff, carry out risk assessments, ensure appropriate PPE.

14	5.3, 5.4	RIDDOR was well answered as was identifying the items which must be recorded when an accident occurs.
15	6.1	It was good to see the majority used the actual rights from the NHS constitution as their answers.
16	6.2	Consent was clearly identified but some gave poor examples.
17	6.3	This was extremely poor, not many candidates actually know the Data Protection Principles. It was also mixed up with the Caldicott Guidelines but many just wrote examples of how to keep information safe ie do not leave notes on your desk, turn screen away from patient view. These are not DPA principles.
18	6.4	This question did ask how the administrator could protect information and it was well answered.
19	6.4	A few good examples given but on the whole the responses were poor.
20	6.5	(a) Complaints were a bit sketchy, most knew the first stage of the process with time details etc (b) The role of the administrator when dealing with complaints was well answered by some but a few just reiterated the complaints procedure.

Overall comments on candidates' responses
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Some excellent papers and candidates gained good marks, congratulations to the candidates and their tutors.

Overall comments on the question paper

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