



**4419-224 SAMPLE PAPER and MARKING SCHEME**  
**Level 2 Diploma in Medical Administration**  
Working in the NHS

**Sample**  
**00:00 – 01:30**

**You should have the following for this examination**

- one answer book
- a pen with black or blue ink

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**Fill in these particulars**

<b>Centre number</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<small>SUB</small>
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<b>Candidate number</b>	<b>A</b>	<b>B</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
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**Candidate's name**

**A N Other**

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**Candidate's signature**

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**General instructions**

- The duration of this paper is 1 hour and 30 minutes.
- Read each question carefully.
- The maximum marks for each question are shown.
- Answer **all twenty** questions.
- All questions should be completed in the answer book.

<b>LO 1</b>	<b>Q no</b>	<b>Know the structure of the NHS</b>	
1.1	1	State, in full, the official title for the Government Minister who has overall responsibility for the NHS.  <i>Secretary of State for Health / The Cabinet Secretary for Health and Well-being (Scotland)/ allow for other national variances</i>	1 mark
1.2	2	Identify one provider of primary care and give a brief description of their services.  eg: <i>GP – diagnose/treat/prescribe/refer to secondary care NHS Direct – telephone advice/available 24/7/help you find services in your area NHS Walk in Centre – no appt necessary/nurse led/open longer hours than GP surgery/deal with minor injuries Dentist – dental care/fillings/extractions/dentures/hygiene advice</i>	3 marks
<b>LO2</b>		<b>Understand the differences between primary care, secondary care and community care</b>	
2.1	3	Explain what is meant by primary care.  <i>Primary care is the first point of contact for most patients Gateway to secondary care services</i>	2 marks
2.2	4	Give a brief description of each of the following job roles: a) Practice Nurse b) Practice Manager  <i>Practice Nurse – runs health promotion clinics / carries out new patient health checks / assists the GP in the medical care of patients / takes blood for analysis  Practice Manager – day to day running of the practice / coordinates the team / deals with the financial aspect / responsible for identifying training for the administrative team / overall responsibility of the reception and secretarial staff</i>	6 marks
2.3	5a)	Identify <b>two</b> departments found in a NHS acute trust.  eg: <i>Radiology Oncology Orthopaedics Cardiology</i>	2 marks
	b)	Briefly describe the services each department provides and give one example of staff who may work in each department.  <i>Radiology – this dept carries out simple X-rays, CAT scans, Nuclear imaging, MRI scans, and ultrasound examinations. The department is staffed by radiographers, radiologists and admin staff</i>	10 marks



		<ul style="list-style-type: none"> <li>▪ enables the employee to pass through the pay gateways</li> <li>▪ improves staff morale and retention</li> <li>▪ enables the employee to comply with their KSF (Knowledge and Skills Framework)</li> </ul>	
4.3	11	Describe <b>two</b> ways of identifying learning and development needs.	4 marks
		<ul style="list-style-type: none"> <li>▪ <i>Training needs analysis at the beginning of employment/at mid year review</i></li> <li>▪ <i>PDR/appraisal process with line manager/supervisor</i></li> </ul>	
5.1	12	Name in full the legislation which covers the use of computers in the workplace.	2 marks
		<i>Health &amp; Safety (Display screen equipment) Regulations 1992</i>	
5.2	13	Give <b>five</b> examples of how the receptionist can ensure general health and safety in the reception area.	5 marks
		eg <ul style="list-style-type: none"> <li>▪ <i>Close filing cabinet drawers</i></li> <li>▪ <i>Do not lift heavy items eg boxes, stacks of files</i></li> <li>▪ <i>Do not leave coats, bags, wires trailing on the floor</i></li> <li>▪ <i>Wipe up spills immediately</i></li> <li>▪ <i>Keep work area tidy</i></li> <li>▪ <i>Report any hazards</i></li> <li>▪ <i>Keep walkways clear</i></li> </ul>	
5.4	14	Identify <b>five</b> pieces of information which must be included in an accident report.	5 marks
		<ul style="list-style-type: none"> <li>▪ <i>Date of accident</i></li> <li>▪ <i>Time of accident</i></li> <li>▪ <i>Name and occupation of injured person</i></li> <li>▪ <i>Nature of injury</i></li> <li>▪ <i>Place where accident/occurrence happened</i></li> <li>▪ <i>Description of circumstances</i></li> </ul>	
<b>LO 6</b>		<b>Understand how to maintain the rights of the patient</b>	
6.1	15	Identify <b>two</b> patients' rights.	2 marks
		eg <ul style="list-style-type: none"> <li>▪ <i>Access to health services</i></li> <li>▪ <i>Quality of care and environment</i></li> <li>▪ <i>Respect, consent and confidentiality</i></li> <li>▪ <i>Informed choice</i></li> </ul>	
6.2	16	Explain what is meant by 'express consent' using an example.	2 marks
		<i>Written consent for surgery eg biopsy – nothing else</i>	
6.3	17	State, in full, the legislation which protects all information held on a patient.	2 marks
		<i>Data Protection Act 1998</i>	
6.4	18	Describe <b>five</b> ways in which the receptionist can protect a patient's medical records (paper and electronic).	5 marks

- *Never share passwords / change frequently*
- *Log out of computer when leaving desk*
- *Ensure screen faces away from public*
- *Return files back to filing system as soon as possible*
- *Do not leave medical records in public view*
- *Keep reception area secure*

6.4      19      A receptionist breaches patient confidentiality by speaking about a patient to an unauthorised person. Identify one possible consequence to the receptionist.      1 mark

- *Termination of employment*
- *Disciplinary procedure*

6.5      20      List **four** Do's and **four** Don'ts of how the receptionist should deal with a patient who is making a complaint,      8 marks

*DO:*  
*Listen*  
*Stay calm*  
*Be pleasant*  
*Be professional*  
*Take down all relevant details*  
*Inform patient of process*  
*Pass complaint promptly to complaints manager*

*DON'T:*  
*Shout*  
*Be sarcastic*  
*Get involved in an argument*  
*Ignore the patient*  
*Disregard patients opinion*  
*Forget to write down all details*

**Total**

**80 marks**

**Grading criteria – recommended grade boundaries**

Pass – 50%  
 Merit – 65%  
 Distinction – 75%

*(Each examination paper is unique and there can be slight variations of difficulty from series to series – final grading is decided on the performance of each paper during standardisation).*