



AMSPAR

**December 2015 series - Examiner's Report
5528-268 Level 2 Working in the NHS**

Question	Syllabus ref	Examiner comments
1a	1.1	The majority of candidates correctly identified appropriate organisations with just a few using incorrect answers stating parts of organisations rather than the actual org
1b		The descriptions of the identified organisations were very good and it was clear the candidates had revised.
2	2.1	Some excellent answers, the primary care providers are well known.
3	2.2	The majority knew about the different staff within primary care although some stretched it a bit with naming different types of nurses rather than identifying 'different' staff
4	2.3	The role of the consultant was a bit patchy, some gave good descriptions of their responsibilities but others gave information that was more to do with a GP in primary care.
5a	2.4	Secondary care dept and their services are quite well known.
5b		The majority knew what services were provided in their identified departments.
6	3.1, 3.2	Candidates are still getting confused as to what constitutes community and social care services and who provides the services. Please ensure they read the question and respond appropriately.
7a	3.3	All knew about the groups of people who could benefit from social care.
7b		The role of the community social worker working with young children was wide and varied. Some gave responsibilities which were far beyond the realm of the social worker with some candidates confusing the social worker with medical personnel.
8a	4.1, 4.2	The written contract of employment is well understood.
8b		All knew about the terms included in the contract.
9	4.3	Although the majority gave the correct answer there are still a significant number of candidates writing out of date legislation.
10a 10b	4.4, 4.5	Grievance procedures are quite well known.

11	5.1	The PDR process and reasons for it are well known.
12	5.2, 5.3	Although some gave good responses to this question CPD is still getting confused with the PDR process.
13	6.1	This question asked for health and safety legislation to be written in full and quite a few still wrote acronyms.
14	6.2	Some answers given were not actually within the remit of the medical administrator and the responses were a mixture of health and safety and confidentiality.
15	7.1	It is good to see that the candidates are now aware of the rights as laid down in the NHS constitution.
16	7.2	The answers around consent were excellent.
17	7.3	This was well known.
18	7.4	Although this was answered very well by the majority of the candidates some gave just brief points and did not explain enough in order to gain the full marks. They should read the question carefully in order to understand what is being asked for.
19	7.5	The consequences to the medical administrator are very well known.
20a	7.6, 7.7	Complaints were quite poor, some knew the basic process but gave very brief answers. Some gave more information but were not sure on the timings of acknowledgement and investigation.
20b		Candidates are aware of how the medical administrator should handle complaints.

Overall comments on candidates' responses

I would ask the candidates to spend time reading the questions before starting to ensure they are actually giving the correct response. Overall the candidates did well and gave some excellent answers.

Overall comments on the question paper

This paper covered the whole of the syllabus and gave candidates the chance to show their knowledge. Well done to all who sat this examination.