



T-LEVELS
THE NEXT LEVEL QUALIFICATION

Formative assessment materials for the T Level in Health

ET-FOUNDATION.CO.UK

Introduction

This resource has been developed to support providers delivering the T Level in Health. Specifically, it relates to the core content and is aimed at preparing learners for the core exams.

These materials are designed to support formative, not summative, assessment. Summative assessment is used to accredit learning by, for example, conferring a grade or qualification. Formative assessment is used to support learning and is also known as assessment for learning. Formative assessment should be designed to determine where learners are in their learning journey and whether they are progressing at the level expected at a particular milestone. If they are not, formative assessment focuses on providing learners with feedback on what they have or have not achieved, and it provides guidance and activities to support further learning. Formative and summative assessments may use the same materials, but the response is different.

This resource has two sections: formative assessment questions and peer assessment development activities.

1. Formative assessment questions

A range of questions is provided covering the following core elements of the T Level in Health:

- Element A2: The healthcare sector
- Element A3: Health, safety and environmental regulations in the health and science sector
- Element A5: Managing information and data in the health and science sector
- Element A7: Good scientific and clinical practice
- Element A11: Safeguarding

The questions address the following two assessment objectives:

AO2 Apply knowledge and understanding of contexts, concepts, theories and principles to different situations and contexts.

AO3 Analyse and evaluate information and issues related to contexts, concepts, theories and principles to make informed judgements.

Each question is presented with the related information in the following format:

- Targeted content: the T Level in Health specification reference that the question is designed to assess.
- The question itself.
- Indicative content: an indication of the content that a learner may provide in response to the question. This is not an exhaustive list, but it illustrates the type of content a learner may refer to in their answer.
- This section also includes a bullet point specific to the assessment objective:
 - **Applied:** highlights the key points that may be referred to in their application to the scenario.
 - **Issue(s):** relates to the key points in the scenario that should be the focus of the response.

- Model answer: an exemplar response that clearly demonstrates how it meets the targeted content and assessment objective. These are not designed to demonstrate **the** correct answer; questions where there are defined answers are AO1 questions. The model answers in this resource are designed to highlight where the answer has addressed the command verb in the question. For AO2 questions, the model answer highlights how it is applied to the specific context in the question. For AO3 questions, the model answer highlights how it has identified the issue and related the response to that issue. These aspects are highlighted in bold.

When an awarding organisation produces summative assessment materials, it is essential that they lead to valid and reliable outcomes. This means that learners are actually assessed on what they should be assessed on (validity) and that the evidence is marked in a standardised way (reliability). This is why awarding organisations produce mark schemes – to ensure that examiners can apply the marking in a consistent way and that no learner is penalised because of who is marking their work.

Mark schemes were not included with the marks because feedback on formative assessments is more beneficial for learners. This may come from their tutor, their peers or through self-reflection. It is essential that learners take on board the feedback that they receive through formative assessment. Therefore, these materials do not include a mark scheme as they are not designed to be used for summative assessment. The model answers are intended to be used to support formative assessment.

2. Peer assessment development activities

For this resource, peer assessment has been used as the basis of development activities. This section of the resource sets out how learners can engage with peer assessment as a formative assessment activity. It includes examples of resources that can be used to train learners to carry out peer assessment.

For this resource, two colleges engaged learners in a peer assessment activity. The outcomes of this peer assessment are also included in this section of the resource.

Formative assessment questions

AO2 questions

AO2 Apply knowledge and understand contexts, concepts, theories and principles in healthcare to different situations and context.

Source: NCFE T Level in Health specification.

The key aspect of AO2 questions is for learners to take the knowledge and understanding acquired through their learning and apply it to specific situations and contexts. Each question is set in a health-related context. Those contexts are drawn from across the breadth of the healthcare sector, including:

- Different types of organisations in the healthcare sector, the National Health Service (NHS), private and not-for-profit organisations
- Primary, secondary and tertiary healthcare providers
- Occupations across the healthcare sector

Targeted content

A2.3 The diverse range of personal factors that would dictate the services accessed by an individual, including barriers to service access.

Question

An NHS trust has closed one of its maternity units.

Explain **two** examples of how this can be a socioeconomic barrier to individuals attending antenatal classes.

Indicative content

- Definition of socioeconomic
- Examples of socioeconomic barriers: low wages, long (or short) working hours, low-skills employment, low levels of education, access to transport, distance to nearest maternity unit
- **Applied:** maternity classes, access to transport, work commitments, lack of time for travelling

Model answer

Socioeconomic barriers are related to an individual's economic circumstances, such as their job and income, as well as their social status, such as family grouping and the type of accommodation they live in. Individuals on **low incomes** may have difficulty in accessing the antenatal classes if the maternity unit is **far away from where they live or work, as they may not be able to afford the additional travel costs**. Those in lower socioeconomic groupings may find that they are **unable to rely on family** groupings to **support them** in attending the classes.

Targeted content

A2.3 The diverse range of personal factors that would dictate the services accessed by an individual, including barriers to service access.

Question

An individual has just been diagnosed with diabetes.

Explain **one** service that can be accessed to support them in managing their condition.

Indicative content

- Causes and symptoms of diabetes
- Roles that may support the individual (eg, dietitian and endocrinologist) and the nature of that support
- **Applied:** diabetes, already accessed primary care, related to potential difficulties, eg, diet

Model answer

A dietitian supports people in improving their health by providing expert nutrition and dietary advice. This will be important for an individual with diabetes, as **consuming certain foods will aggravate their condition**. It is important for them to know **how they can avoid those foods and still have a healthy and balanced diet**.

Targeted content

A2.3 The diverse range of personal factors that would dictate the services accessed by an individual, including barriers to service access.

Question

An individual has a physical disability that requires them to use a wheelchair.

Explain how this could be a physical barrier to accessing dental treatment.

Indicative content

- Types of physical disabilities
- Examples of physical barriers to those with physical disabilities
- Details of dentist surgeries
- Details of types of treatments
- **Applied:** wheelchair access, physical impairments restricting movement, dentist environment, types of treatment

Model answer

The individual uses a wheelchair. This may make it difficult for them to move around the dentist surgery when there is a lot of equipment there. They may also find it **difficult to move from the wheelchair to the dentist chair**. If they are not in the dentist chair, they may **not be at the right height** for the dentist to use their equipment or **carry out the treatment**.

Targeted content

A5.2 Considerations to make when selecting a range of ways in which to collect and record information and data.

Question

The UK Health Security Agency (UKHSA) has asked the NHS trusts to collect data on the number of measles cases and vaccinations for measles in their local area. They will use this data to determine whether there needs to be any vaccination campaigns during the year.

Explain **two** considerations for recording the data the NHS trust will be collecting.

Indicative content

- Type of data: quantitative
- Intended audience
- Method of collection
- Method of storage
- Depth of analysis required
- Method of presentation
- **Applied:** quantitative data, different sources, collated, for campaigns

Model answer

The **type of data** is one consideration. This is likely to be **quantitative** data as it will all be **patient numbers**, and this will need to be recorded **precisely** so that it can be used accurately, especially when **the data may come from various NHS trusts**.

Another consideration is the **method of storage**. The data is most likely to be sent to UKHSA electronically rather than on paper **as it will be too complex to be recorded on paper** and will need to be analysed. This means that a **secure folder** will need to be set up to store the data and **ensure that access to it is restricted**.

Targeted content

A5.7 How to ensure confidentiality when using screens to input or retrieve information or data.

Question

A new employee has just started as a healthcare assistant at a medical centre. A variety of staff and individuals frequently use and access the centre.

The new employee has been reading an individual's health records on a computer. When the employee is called away to deal with a problem, they leave the records visible on the screen and handwritten notes in a notepad next to the computer.

Explain what the healthcare assistant could do to ensure confidentiality in this situation.

Indicative content

- Log out of a system when leaving the screen
- Protect login and password information
- Be aware of the surroundings
- Use privacy screen filters where appropriate
- Lockable drawers
- **Applied:** notebook, computer screen, individuals can access

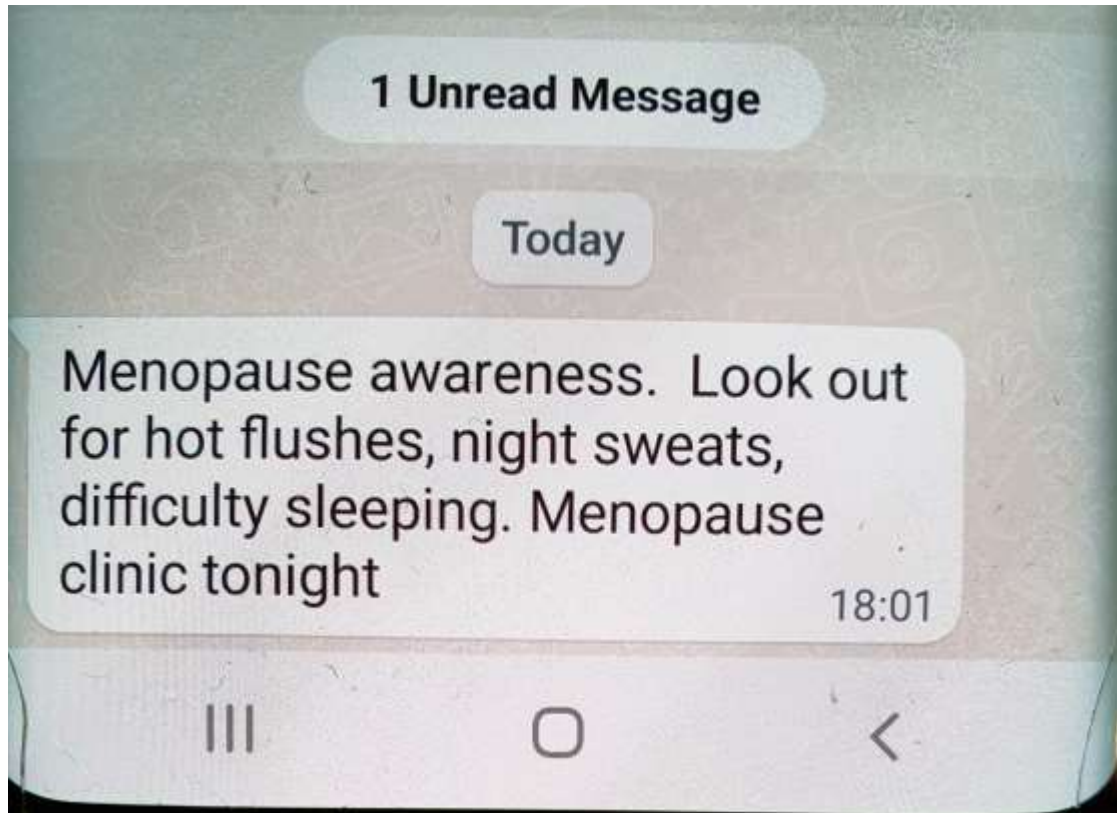
Model answer

The healthcare assistant should be **aware of their surroundings** and any other people who may be around when reading **confidential information so to avoid anyone else viewing the health records**. They should **lock the computer screen** when leaving the computer **to ensure that no confidential information is shared**. They should not leave the handwritten notebook there, as it may include **personal information** such as passwords and login information. The **notebook should be locked away** in a drawer **to avoid anyone having access to it that should not be reading it**. Any **information that is accidentally shared could be a breach of confidentiality**.

Targeted content

A5.8 The positive use of, and restrictions on the use of, social media in the health and science sectors.

Question



The above post was shared on social media by a community pharmacy to promote menopause awareness.

Explain **two** implications of using this type of social media for this message.

Indicative content

- Benefits: sharing widely, short message to get key points across, creates awareness, establishing support networks, marketing
- Issues: limited information, creates anxiety, inaccurate information, too many people at the clinic, goes wider than the local community, impacts other local services
- **Applied:** small number of symptoms, local community health practice

Model answer

Sharing information on social media is a **great way of getting a message out to as many people as possible**, as the local community are likely to see the post and, **if they identify with the symptoms, they will attend the clinic to get help.**

The problem might be that **too many people come to the clinic**, as this type of post is **limited in what it can say**. Only three symptoms are given, **and these could apply to lots of other health issues.**

Targeted content

A5.9 The advantages and risks of using IT systems to record, retrieve and store information and data.

Question

A private health clinic has introduced a new customer relationship management (CRM) system. When a patient makes an appointment, their personal records and the appointment system is updated. The patient receives a text message confirming the appointment. They also receive regular notifications and can reply to the text messages. The message from the patient then goes to the relevant member of staff and is recorded in the system.

Explain **one** risk of the private health clinic using the CRM system.

Indicative content

- Security breaches: accidental or malicious
- Unauthorised access to patient data
- System failure or system fault
- Lack of response or engagement from patient
- **Applied:** private health clinic, patient communication, CRM system

Model answer

There is a risk that the patient does not recognise the text number and, as a result, does not reply. **This may mean that they miss their appointment but may still be charged as it is a private health clinic.**

Targeted content

7.3 Why it is important for everyone to follow standard operating procedures (SOPs).

Question

A paramedic is the first to arrive on the scene of an incident. An individual has been seen in distress in a river.

Explain **two** reasons why it is important for the paramedic to follow an SOP for this situation.

Indicative content

- SOP: examples of what might be included
- Purpose of an SOP
- Specific benefits for the situation, eg, safety
- **Applied:** river, local environment

Model answer

It is important that the employee follows the SOP instructions and guidance to ensure that they **are maintaining their health and safety** as they are **close to flowing water, which may be dangerous**.

Targeted content

A7.5 The potential impacts of not regularly cleaning and preparing work areas for use.

Question

A dental assistant is preparing the dentist room for patients. They place unsterilised equipment on the worktop next to recently sterilised pieces of equipment.

Explain **one** potential risk of this for patients.

Indicative content

- Risks to health and safety: spread of infection, production of dangerous and toxic by-products
- Invalid results: contamination or cross-contamination (eg, environmental, samples, reagents or DNA)
- Inefficient working practices: leads to increased costs and timescales
- Damage to equipment: leads to increased costs and timescales
- **Applied:** dental surgery, mixing sterilised and unsterilised equipment

Model answer

Placing sterilised and non-sterilised dental equipment on the work area in the dentist room could cause a **risk of cross-contamination** between the different pieces of equipment. If the equipment is not sterilised and is then used on patients, this could **cause the patients to become ill**. There could be a high risk of the **spread of infection** from the **equipment to the patient** when **it is used in their mouths**.

Targeted content

7.7 Why it is important to calibrate and test equipment to ensure that it is fit for use.

Question

A paramedic has just started their shift. They have been sent to the scene of an incident. An elderly person has collapsed in a shop. On arrival, the paramedic will take the individual's blood pressure.

Explain **one** reason why the paramedic should test the blood pressure machine at the start of their shift.

Indicative content

- Ensure accuracy
- Meet legal requirements
- Prolong life of equipment
- **Applied:** start of the shift, away from the main setting, urgent need

Model answer

If the blood pressure machine is not tested at the start of the shift, it might not be working accurately when the **paramedic is out and needs to use it**. They **will not have access to another** and will therefore be **unable to get accurate information to inform the diagnosis of an individual's health issue**.

Targeted content

7.9 Why it is important to order and manage stock.

Question

A pharmacy puts in a stock order every week for the same non-medical products.

A pharmacy has an arrangement with its medicine supplier that, if it orders stock by 3 p.m., it will be at the pharmacy for 9 a.m. the following day. As a result, they only order when they run out of stock.

Explain **one** implication of using this approach to ordering and managing stock.

Indicative content

- Ensuring sufficient supplies of consumables and other materials
- Ensuring supplies are used before expiry date
- Improving inefficiency and productivity
- Reducing cost of excess stock
- Ensuring safety of stock
- **Applied:** wait to run out of stock, arrival following day, part of day not covered

Model answer

This may have serious implications for someone that is waiting for a prescription. **If a person arrives with a prescription after 3 p.m. for medicine that is not available, it can have an adverse effect on their health**, such as a heart attack. It might be **too dangerous for them to wait until the next day**. The pharmacy **should not wait to order stocks when they run out** as they need to ensure that they **always have some stock, even if only a small supply**.

Targeted content

7.9 Why it is important to order and manage stock.

Question

The pharmacy in a hospital oncology department has introduced a new stock-ordering system so that staff can work more efficiently. They now send in the same order for stock each day.

Explain **one** implication of this approach to ordering stock.

Indicative content

- Ensuring sufficient supply of consumable and materials
- Ensuring supplies are used before expiry date
- Improving inefficiency and productivity
- Reducing cost of excess stock
- Ensuring safety of stock
- **Applied:** reduced administration, focus on pharmacy, overstocking, not cost effective

Model answer

One of the key implications is that the pharmacy **has too much stock**. By making the same order each day, **some of the stock may not be used, leading to a build-up of unneeded stock**. This means that the pharmacy is potentially **spending more money on stock than is needed**. This will have an impact on **their budget**.

Targeted content

7.10 Consequences of incorrectly storing products, materials and equipment.

Question

A hospital has recruited an agency member of staff to cover another member of staff's absence. Stock has arrived. The agency member of staff has put the stock away at the front of the shelves in one of the storage cupboards.

Explain **one** potential consequence of this action.

Indicative content

- Cross-contamination
- Expiry dates: breakdown of limited stability products
- Loss of samples: temperature
- Health and safety
- Location of other stock
- **Applied:** front of shelves, inappropriate location

Model answer

The problem is putting the stock away in the front of the shelves. This **hides the older stock, so it encourages staff to use the newest stock, with the result that older stock does not get used and becomes out of date.**

Targeted content

11.2 How to safeguard individuals in relation to legislation, policies and procedures.

Question

An 18-year-old adult has a learning disability. They are in hospital for a minor operation. The nurse wants them to take some medication. The patient has refused to take it.

Explain which legislation can be used to support this situation.

Indicative content

- Mental Capacity Act 2005, amended 2019
- Key features of the legislation
- **Applied:** adult refusing to take medication

Model answer

The Mental Capacity Act 2005, amended 2019, would be applied in this situation. The key feature of the Act is to provide support to adults who may lack the mental capacity to make decisions about their own health and wellbeing. In this situation, the Act applies because, **although the adult may have a learning disability**, they need to **be supported** so that, if they do not want to take the medication, **they do not have to, as is the case for individuals who do not have learning disabilities**.

Targeted content

11.3 Factors that may contribute to an individual being vulnerable to harm or abuse, and the vulnerable groups that require protection.

Question

An individual with a learning disability lives alone and is very independent. They attend community classes and socialise with friends. The individual has not been seen recently and appears not to be attending classes. The neighbours have reported seeing groups of people they have never seen before visiting the individual's home. They are concerned for the individual's welfare.

Explain why the neighbours may have concerns about the safety of this individual.

Indicative content

- Factors that can contribute to abuse: age, individuals with health issues, being physically dependent on others, lack of mental capacity, previous history of abuse, social isolation, drug or alcohol abuse, finance
- Vulnerable groups: children and young or elderly people, adults receiving care in their homes, individuals with physical, mental or sensory impairments, individuals with learning disabilities, Black, Asian and minority ethnic (BAME) communities
- **Applied:** individual with learning disabilities, not attending classes, visitors to their home

Model answer

The individual has a **learning disability**, so they **may lack the mental capacity to understand the dangers posed by others**. That makes them more **vulnerable to abuse**. The **change in behaviour** may be concerning as it could suggest that the **visitors are having a negative influence on the individual**.

Targeted content

11.4 A range of different types of abuse and harm.

Question

A local hospital facilitates a weekly drop-in mental health clinic for young people to attend confidentially. One member of the mental health support team has noticed that a 12 year old who attends regularly always seems to have new designer clothes and recently had a new phone.

Explain **one** safeguarding issue that the mental health support team should highlight in this situation.

Indicative content

- Child sexual exploitation: definition and example
- Financial abuse: definition and example
- **Applied:** very young person, expensive clothes and phone, attending the clinic alone

Model answer

The person may be showing signs of **child sexual exploitation (CSE)**. This is because the clothes and phone **are expensive items**, and a child attending the clinic alone **indicates the potential for a lack of parental support**. It is therefore **unclear how they can afford to buy these expensive items**. One way is through sexual exploitation, where an older individual takes advantage of the young person in exchange for money and gifts such as the phone and clothes.

Targeted content

11.4 A range of different types of abuse and harm.

Question

The community nurse visits an individual in their home and notices that there is little food in their home and that the individual is losing weight. When questioned, the individual says that their neighbour is doing food shopping for them, and the neighbour has commented on how expensive food is now.

Explain what type of abuse may be suspected in this situation.

Indicative content

- Financial abuse: definition and example
- Vulnerable individual
- Impact of abuse on the individual
- **Applied:** neighbour buying food, losing weight

Model answer

This is potentially **financial abuse**. The neighbour may be **taking money from the individual and not spending it on food**. This means that the individual is **not eating as well as they could**, with a resulting **impact on their health, wellbeing and type of healthcare that they receive**.

Targeted content

A11.6 What action to take if abuse is suspected or disclosed.

Question

During a routine appointment, a midwife notices that one of the patients appears withdrawn and has new bruising to her stomach. When asked about the bruising, the patient appears not to know what caused it and to have been unaware of it. They were unable to offer an explanation as to how this issue could have occurred.

Explain **two** actions the midwife should take in this situation.

Indicative content

- Communicate with the individual: respecting confidentiality balanced with assessing risk, record any disclosure word for word
- Reporting: reporting procedure, escalation if suspected abuse not investigated
- Preserving evidence: documentation of facts, observation charts, clinical photography
- **Applied:** bruising, lack of explanation, maternity

Model answer

Unexplained bruising is an indicator of physical abuse. The midwife should communicate with the patient while respecting **confidentiality**. This could reassure the patient and **encourage them to give more details about the bruising**.

However, if a disclosure of abuse is made, the midwife should explain that **safeguarding of the unborn** requires that the relevant **policies and procedures be followed**, including **reporting** the situation to their line manager. The midwife should then document the facts to **ensure that nothing is missed**, as this is expected of the midwife, and **to allow other staff to follow up if needed**.

Targeted content

A11.7 Actions that can be taken by individuals and organisations to reduce the chances of abuse.

Question

A dental nurse overhears the hygienist making inappropriate comments to a patient in the clinic.

Explain which procedures should be applied for this situation.

Indicative content

- Whistleblowing: key purpose of policy and procedures, key requirements
- Safeguarding
- **Applied:** inappropriate comments, overheard by a member of staff

Model answer

The **whistleblowing procedures** apply in this situation. The whistleblowing policy and procedures are there to **safeguard both members of staff and the patients**. The procedures are anonymous to ensure that staff and patients will **not be disadvantaged in the organisation**, the anonymity of the process also **empowers people to use it**. In this situation, it means that the dental nurse, who **may feel that they cannot challenge a more senior member of staff**, can report the issue to someone in the organisation with a view to safeguarding future patients.

Targeted content

A11.12 What is meant by a conflict of interest and how to deal with one when practicing healthcare.

Question

A healthcare assistant has started work at a hospice. They are related to one of the hospice's patients.

Explain how the healthcare assistant should deal with this situation.

Indicative content

- Definition of conflict of interest
- Dealing with conflicts of interest: open, honest, integrity, workplace guidelines, declare personal conflicts
- **Applied:** personal relationship, hospice

Model answer

A healthcare assistant getting a job at the place where a relative is a patient is an example of conflict of interest. The healthcare assistant in this case should **declare to the hospice manager** that they are related to one of the patients. As this is a hospice, the healthcare assistant may benefit from the patient's death, so it is important that they **follow workplace policies and procedures** when looking after the relative to ensure that **no questions can be raised about their ethical conduct**. The manager may **want to scrutinise the healthcare assistant's work** when they deal with this patient. The manager may even **stop the healthcare assistant from providing care to this patient** to avoid anyone thinking that there was a conflict of interest.

AO3 questions

AO3 Analyse and evaluate information and issues related to contexts, concepts, theories and principles in healthcare to make informed judgements, draw conclusions and address individual needs.

Source: NCFE T Level in Health specification.

There are two clear points to note regarding this assessment objective:

1. Learners are expected to analyse and evaluate information and issues. This means that they need to read and interpret information and data to identify the issue. Whereas AO2 questions are likely to specify the issue, AO3 questions will expect learners to use their knowledge to identify the issue.
2. Learners then draw on other knowledge and understanding to address the issue. This may mean making recommendations, drawing conclusions and making judgements. In each case, these should be clearly related to the concepts, theories and principles that they have learnt and that are both relevant and appropriate to the identified issue.

Targeted content

A2.13 The potential impact of external factors on healthcare sector activities.

Question

In 2019, an elderly person was scheduled to have a procedure which involved an overnight stay in hospital. The procedure was cancelled on numerous occasions. In the last 12 months, no appointment has been made for the procedure. However, a letter arrived this week indicating that the procedure will take place in two weeks. No overnight stay will be required.

Discuss how Covid has impacted the types of services currently offered in the NHS.

Indicative content

- Staffing
- Inaccessible services
- Resource requirements
- New services
- Changes to systems and procedures
- Supply chain
- Patient care
- **Issues:** services cancelled, long delays, elderly person, no overnight stay, short notice for appointment

Model answer

It is clear from the information given that one of the key impacts was the **lack of services provided**. The person had their appointment cancelled several times **because staff were being used to deliver urgent care to others**. Hospitals had lots of infections and **only those who had to be in hospital were brought in**. If the patient had lots of appointments cancelled, **it was probably because it was thought that the procedure was not that urgent**. It might not have been life threatening, but for an elderly person **that procedure could have made a difference to their quality of life and ability to cope with lockdowns, etc**. It is **important to remember how this can impact the people that need the services and not just those that have treatments**. As a result of Covid, the NHS has had to reconsider all of its practices. **It is short of nurses, but not just because of Covid**. The NHS has had to look at its procedures. Does it need to have people in overnight? **If they are in overnight, there is a higher risk of infection, which is not good for an elderly person**. It also means that a bed is being used **which might be needed for more urgent care**. **The NHS will therefore be looking at how efficiently they can deal with procedures and whether they can be dealt with more quickly**. This will **reduce the number of staff that are needed**. This means that they can **use their staff for other services and therefore reduce waiting lists for procedures**.

Targeted content

A3.1 The purpose of the following legislation and regulations in the health and science sector.

Question

A healthcare assistant starts their shift on ward B of a hospital. They start their shift by completing welfare and health checks of all the patients. They have 10 patients to see. They have seen eight patients, and when they arrive at the room of the ninth patient, they discover that the patient is out of bed and laid on the floor. The patient is breathing, able to communicate and says that they fell.

The following resources are available in the room:

- Electronic hoist
- Manual hoist
- Walking frame
- Bed

Discuss the actions the healthcare assistant should take for this situation.

Indicative content

- Manual Handling Operations Regulations 1992 (as amended)
- Purpose and applications of equipment
- Support patient needs
- Lone working
- Availability of staff for support
- **Issues:** lone working, equipment not appropriate for lone working, patient unable to assist, potential physical harm

Model answer

The healthcare assistant should **not attempt to lift the patient manually** as this **could harm them and the patient**. The healthcare assistant does not know **whether the fall has added further to any physical health issues**. The healthcare assistant would need to lift the patient **using a hoist**, but this would **take two members of staff**. The assistant should **follow the policies and procedures to inform their colleagues** that their assistance is required. This will mean **leaving the patient on their own** while they look for other staff to assist. It will be important to **communicate with the patient** so that they are **confident that the issue will be resolved**, as leaving them on their own could **create or add to anxiety**. The healthcare assistant should make the patient **as comfortable as possible using pillows and blankets** while they wait for other staff members to arrive. The **implication of this is that the patient remains on the floor** while they wait for a second staff member. This could be uncomfortable for the patient. It is possible that the **ward is busy and struggling with staff shortages**, meaning that the patient could be on the floor for some time. The healthcare assistant will need to decide whether they should **go to deal with the tenth patient or stay with this patient**. If they stay with the patient, **nobody will be checking on the final patient, who may also be in need of assistance**. There are lots of decisions for the healthcare assistant to make.

Targeted content

A5.1 A range of methods used to collect data.

Question

The director of public health for a local authority has commissioned an investigation of how Covid impacted their local businesses. They have a limited budget.

Discuss the research methods that could be used to obtain the information and data.

Indicative content

- Primary research: focus groups, interviews, surveys
- Secondary research: public databases, official statistics
- Cost implications
- Accuracy of findings
- Currency, validity, reliability, bias of data
- Availability of data and access
- **Issues:** low budget, localised focus, businesses

Model answer

With a limited budget, the investigation will need to focus **on secondary rather** than primary research, as primary research would **be too costly**. For secondary research, they could use **public databases** with relevant information, such as numbers of people who have claimed **statutory sick pay, and compare that data over the years**. They could also look at the **number of bankruptcies** to see how it impacted business success. However, that **data may not tell the whole story**. As a public database, it can be **trusted for accuracy** and there should be a lack of bias, but not all the data will be current, and it **may not all be relevant, as some data may cover more than the local authority area**.

Targeted content

A5.5 How new technology is applied in the recording and reporting of information and data.

Question

A locum works with multiple GP surgeries in one NHS trust. In the last week, they have seen three different cases of measles. One of those was serious enough to require hospitalisation.

Discuss how technology can be used to record the data the locum is collecting.

Indicative content

- Types of recording technology
- Types of data to be recorded
- References to measles and risks
- How diseases become contagious
- **Issues:** measles, isolated cases, potential outbreak being missed

Model answer

Technology **needs to be applied across all health organisations in the NHS trust, not just by the locum or GP surgeries, to ensure that records can be used to identify patterns.** In the example, there were isolated cases, and each **individual GP may only see one example**, but **there could be many examples** across the trust. It is best if this data is collected through an app that health professionals have on their phone or desktop **so that it can be accessed quickly.** It could be specifically for this **purpose regarding contagious diseases.** The recording will **need to be accurate** as the **data will be used to make decisions.**

The app could be set up with **specific questions** so that **all professionals are looking for the same information**, and a **selection of possible answers** could be provided, **as in a drop-down menu.** That way, the trust can be sure that there **is no misinterpretation caused by different professionals using a variety of terms to say the same thing.** It also means that they will spot patterns more easily. If **different people use different terms to provide different types of information**, it is harder to analyse later.

Targeted content

A5.5 How new technology is applied in the recording and reporting of information and data.

Question

A locum works with multiple GP surgeries in one NHS trust. In the last week, they have seen three different cases of measles. One of those was serious enough to require hospitalisation. The locum is recording details of all those cases in the patient management system used by the NHS trust.

Discuss how technology can be used to report the data that is being collected in relation to the measles cases.

Indicative content

- Types of reporting technology
- Types of data and information to be reported
- Stakeholders that may be reported to
- **Issues:** contagious disease, possible outbreak, data is available and recorded

Model answer

There are **many different types of people and organisations that may need to access the data**, so the **way that it is reported or communicated needs to take account of this**. **Parents and guardians** of children who may have symptoms will need the information **reported in a different way** to the **public health team or health professionals**. Firstly, technology can be used to **extract data from the database** where it is recorded. Secondly, technology like data visualisation can be used to **present the data in different forms, such as in tables or graphs**. Using diagrams and images can help to **get key messages across** that may be important to some stakeholders. **Not everyone needs the details**.

Technology can also be used to **send out messages in bulk** to different types of stakeholders. For example, it can be used to **extract contact details from a database** to send a text message. Technology also **includes social media**, which can be used to communicate the message. It will be important when communicating with adults, such as parents or guardians, who have responsibility for children not to be too emotive or to cause panic. Technology like **machine learning and artificial intelligence** will one day, if not already, be used to **write messages based on behavioural theory**. Such messages will be clear and **direct people to the actions that need to be taken**.

Targeted content

A5.9 The advantages and risks of using IT systems to record, retrieve and store information and data.

Question

An elderly individual has presented at a hospital accident and emergency department (A&E) after a fall. Observations and blood tests have been taken. The blood tests have been analysed, and the results need to be shared with the doctor before a diagnosis can be given.

Discuss the advantages of using IT to support the doctor in retrieving this information.

Indicative content

- Types of IT including software
- Advantages: ease of sharing and transferring data, different ways of presenting data, storage to refer back to
- Risks: security breaches, whether accidental or malicious, potential for corruption of data, lack of access resulting from system failure
- **Issue:** emergency situation, A&E, doctor needs results for diagnosis

Model answer

The main advantage of using IT to retrieve the data is that **it is faster to retrieve**. This **benefits the patient**, as they **get a diagnosis earlier and can also be treated earlier**. This is especially important at **A&E, as it is a busy department and patients need to be dealt with quickly** so that they can be moved on to **leave space for the next patient to be dealt with**. With IT, the **data can be stored securely** and will not get lost, so the **doctor can go back and easily check the data** if they need to take tests again, compare data and identify any changes. They do not need to **carry around lots of folders with patient details**. This also helps to keep **patient medical records confidential**. It also means that **more than one person can access the records at the same time**. For example, the nurse practitioner can see the records at the same time as the doctor **without getting together to read paper-based documents**. **All this means that the specific patient benefits, but it also means that all patients benefit because less time is spent looking at the data and the professionals can treat more patients.**

Targeted content

A7.4 How to access standard operating procedures (SOPs) for a given activity.

Question

An adult has arrived at a hospital accident and emergency department. The doctor has diagnosed a rare condition. The nursing team have to implement the appropriate treatment. The last time anyone had this condition at the hospital was a child, four years ago.

Discuss how the nursing team should access the SOP for this treatment.

Indicative content

- Index searches
- Ensuring that it is the most up-to-date version
- Ensuring that it is appropriate for the individual and the treatment
- Ensuring that the relevant documentation is complete and signed
- **Issues:** SOP for child not adult, may not be current, might be difficult to find, might not comply with current policies

Model answer

Firstly, the team will need to **find the appropriate SOP**. They may need to do an index search of the intranet (or other internal system) **as it may have been archived because it has not been used recently**. As it is a rare condition, **there may not be an obvious folder for it to be located**. When they find the SOP, the team will **need to make sure that it is current**. As there may have been **changes to policies, regulations and procedures**, a member of the team will need to review the SOP against related regulations. This **may mean that changes will be needed, and the team members may need to collaborate with other teams to ensure that the SOP meets those requirements**. It is likely that the **SOP was written for child treatments rather than for adults**, as the last and possibly only person to be treated for this condition was a child. There may need to be **calculations made to ensure that the accurate amounts of medication are applied at appropriate intervals**. The SOP may also have included **actions such as parental consent, and this would not apply in the case of an adult patient**. Overall, it will **probably not be straightforward**. The **team will need to spend some time reviewing and revising the SOP, and they will need to work with other teams to achieve this**.

Targeted content

A6.2 Why personal information is collected, stored and protected.

A6.3 The types of information needed when obtaining a client history.

Question

A patient has arrived at hospital after being unwell at home. They live alone. They have been sick for a number of days and have stated that they feel weak and lethargic. They have previously spoken to a GP regarding their symptoms and were told to take paracetamol, drink fluids and rest. They followed the GP's advice until the last two days, when they were too tired to get out of bed. Today, they arranged for a taxi to take them to the hospital. They collapsed when walking from the taxi to the reception area. They are conscious but very tired when they are met by the triage nurse.

Discuss the importance of the triage nurse obtaining information from the patient in this situation.

Indicative content

- Personal information required and purpose of that information
- Medical history information required and purpose of that information
- Protected data
- **Issue:** difficulty in obtaining information directly from patient, patient lives alone, patient has collapsed once, patient potentially has serious health condition, prior engagement with primary care provider

Model answer

The triage nurse needs to obtain **two sets of information** from the patient. The first is their **personal information** such as **name, date of birth and/or their NHS number**. This ensures that the triage nurse and any other health professionals subsequently dealing with the patient **can be clear that they are dealing with the right person**. Knowing the NHS number can mean that the triage nurse **might be able to find a contact person for a relative who can act as an advocate for the patient**. Although the patient is currently conscious, they have collapsed already, so **the situation may escalate. If they were to lose consciousness, they would need someone to make medical decisions for them**. While the patient is conscious, the **triage nurse should be able to obtain their name and date of birth** directly from them. If not, there **may be personal information in their belongings**. This can then be **checked against their medical records**. A conscious patient's inability to provide personal information may be indicative of **some form of concussion**. . The triage nurse will also need to collect the second set of information, their **medical history**. This can **contain important information about allergies which would help to avoid inappropriate medicines being prescribed**. The medical history can also be used by the health professionals to **help them to make a diagnosis**. The hospital staff will find it useful to know from the medical history **how long the patient has had the symptoms and what the GP considered may be the cause**. The **GP's details** will also be there, and the **hospital staff would then be able to contact them for further information**.

Targeted content

A11.7 Action that can be taken by individuals and organisations to reduce the chances of abuse.

Question

The chief executive of an NHS trust has been contacted by a local journalist about reports of systemic safeguarding issues that have not been resolved. The chief executive is presented with evidence of social media posts and emails from previous patients, individuals and some members of NHS trust staff. The reporter would not give names but mentioned specific wards and departments.

The chief executive raised this at a management meeting and asked managers to investigate their own departments. The findings revealed examples of situations where staff had observed such situations but did not report them, particularly where senior staff were involved. There were also situations that had been reported but no action taken, mainly because it involved senior staff.

However, there were records of safeguarding issues reported involving junior staff, particularly in relation to healthcare assistants and their involvement with patients. These issues had been investigated, the staff disciplined where necessary and formal apologies given to the individuals affected. Most issues were reported by patients and their advocates.

Discuss how the NHS trust could use policies to ensure that patients are safeguarded across the trust.

Indicative content

- Types of policies: safeguarding, whistleblowing
- Development of policies
- Communication of policies
- Training related to policies and procedures
- Benefits of policies
- **Issues:** senior staff not reported, junior staff reported and disciplined, non-reporting of issues by staff, limited recording of issues

Model answer

One of the key issues identified is that **only junior staff safeguarding issues are being reported, and even then only by external people, not the staff themselves**. This could be that other staff do not see the incidents or **do not realise that the incidents are safeguarding issues**. This is probably down to a **lack of training or clarity regarding policies and procedures**. A **safeguarding policy would make clear what types of incidents are safeguarding issues so that staff know what they should be reporting**. Staff will **need to be trained regarding the policy, what to look for and what they should do if they see something that is a safeguarding issue, otherwise the issues will continue**. The safeguarding policy needs to have related procedures **so that people know what to do if they see a safeguarding issue**. A whistleblowing policy may also be needed. It would appear that **staff do not report issues related to senior staff**. This might be because they are worried about how that senior staff member may treat them if they know that a complaint has been made. This leads to a potential **abuse of power**. A

whistleblowing policy would mean that the reporting of issues would be anonymous. Again, the staff will need training to know that the policy exists, why it exists and **how it benefits them and their patients**. That way, **the poor behaviour by the senior staff could be dealt with**.

Targeted content

A11.8 The meaning of patient safety and clinical effectiveness, including why they are important.

Question

A five-year-old child is in hospital. They recently had an operation. The consultant has indicated that, for a speedy recovery, the child must be out of bed and moving as soon as possible. The physiotherapist has developed a plan to enable this to happen, with different activities scheduled throughout the next three days to encourage the child's movement. However, the child experiences discomfort when engaging with these activities and cries. The child's mother has ordered the physiotherapist to stop the activities and allow the child to rest. The mother has also threatened to submit a formal complaint if the activities do not stop.

Discuss how the physiotherapist can ensure clinical effectiveness in this situation.

Indicative content

- Definition of clinical effectiveness
- Examples of clinical effectiveness
- Relationship with patient safety
- Core values
- Empathy
- Patient-centred care
- Training and continuing professional development
- Evidence-based practice
- **Issues:** mother (next of kin), child not engaging with therapies, implications for clinical effectiveness, recovery time

Model answer

Clinical effectiveness is the application of the best knowledge, derived from research and experience to achieve optimum outcomes of care for patients. In this case it **means that the best (physical) outcome for the child will be achieved by following the physiotherapists plan.** This **does not mean that they will not recover if they do not follow those instructions, but they will not recover as quickly.** The physiotherapist may want to try to have more **empathy with the mother.** Insisting on the child following the plan may impact on patient safety, **their wellbeing and the mother's wellbeing.** Although the plan may be what is needed for the best clinical effectiveness, just **insisting on carrying out the plan will not work with the mother.** The **plan is based on the physiotherapist's training and experience,** and they have used evidence-based practice to develop the plan, but the mother and the **child do not really care about that.**

Perhaps the physiotherapist needs to stand back and try to **work with the mother and the child to develop a plan that everyone is happy with.** If they use a **patient-centred care approach rather than just thinking about clinical effectiveness,** they may be successful. It may help to sit down with the mother so that they are **speaking on the same level,** not **standing up, which suggests that they are superior.** They should explore with the mother **what their concerns are.** It may also be worth having the **paediatric nurse involved.** They also know about

evidence-based practice, so perhaps they can **give some suggestions for how the child could be distracted so as not to notice the pain and discomfort**. The physiotherapist could **give examples of evidence-based practice related to their own training and experience** to indicate why the proposed plan will lead to the best outcomes. They could also **use their evidence-based practice to explore alternative therapies** that the mother might be more willing for the child to engage in. The **implications of following the alternative plan**, in terms of any **delay to recovery, could be set out**, again using evidence-based practice to **highlight what that might mean in the short, medium and possibly long term**.

The key thing is to **work with, not against, the mother**. The physiotherapist should **explore different options for the therapy plan** and **bring in other specialists**, not to back them up, but to work collaboratively to develop **an approach that would work**, promote optimum recovery and **therefore ensure clinical effectiveness**.

Peer assessment development activities

Using peer assessment as a development activity

One formative development activity is for learners to peer assess answers to questions. Using peer assessment enables those reviewing other people's answers to reflect on their own learning and develop their own communication skills when providing constructive feedback.

Providers can use these formative assessment questions as part of their formative assessment strategy. It could be that on completion of a learning session or one of the core elements, a selection of questions is given to learners. Learners can then respond with answers to the questions and a formative peer assessment activity can take place.

To engage with peer assessments, learners will need to understand the requirements of the command verb in the question. Preparatory training may well be needed.

Firstly, learners can be asked to complete a matching exercise, such as that shown on the following page. This matching exercise presents command verbs on the left-hand side and definitions on the right-hand side. The command verbs have been selected from the resource provided by NCFE from its Qualhub. Learners complete the matching exercise individually. They then discuss the exercise in pairs, then in small groups, followed by a wider group discussion to ensure understanding of the key terms.

Secondly, learners are given an exercise where they respond individually to a series of questions on the same topic that use different command verbs. The purpose of this activity is for learners to appreciate how there can be different questions on the same topic that need different types of answers. These sample questions are on the topic of the most recent meal:

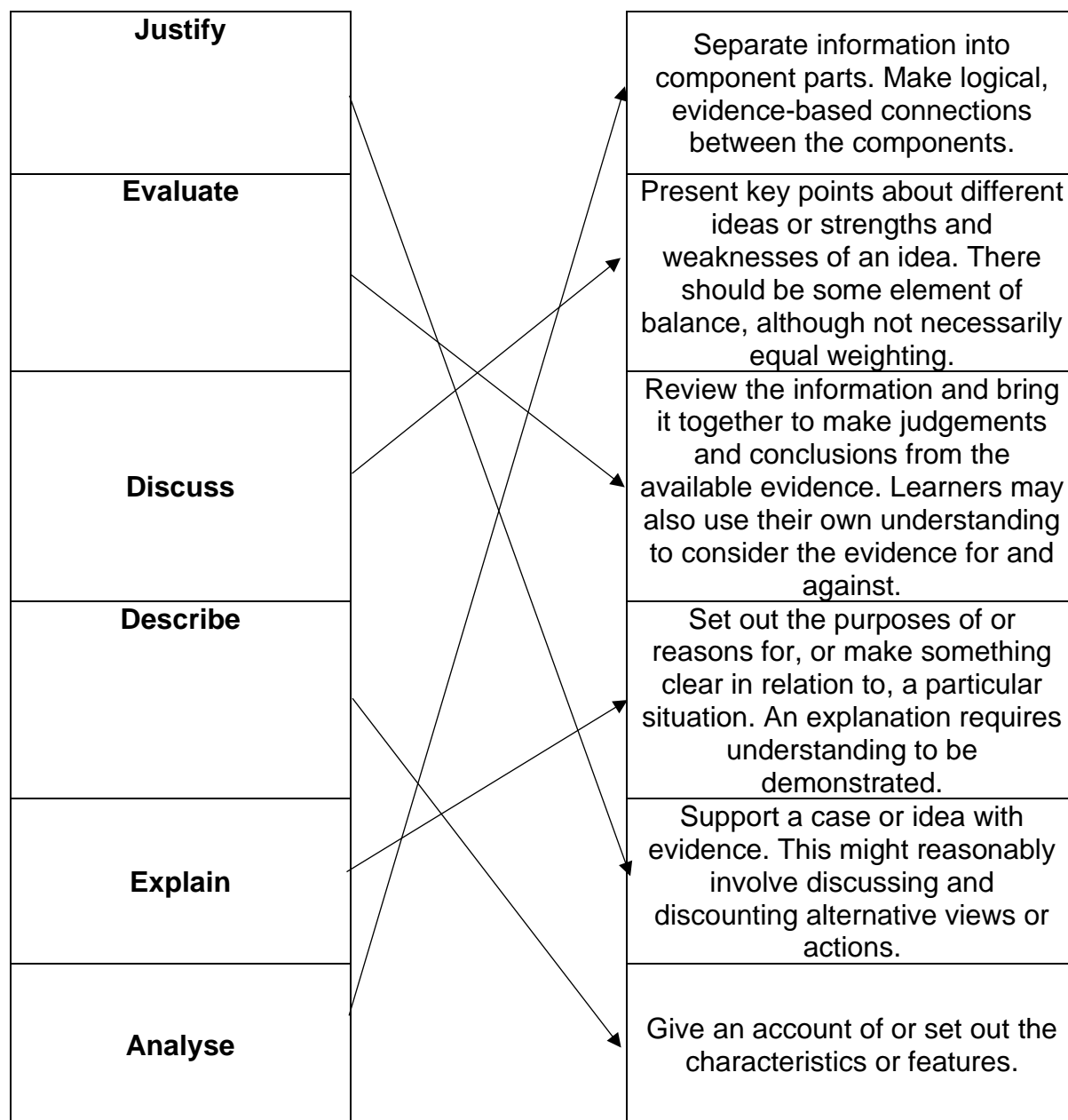
1. Describe your last meal
2. Explain your last meal
3. Analyse your last meal
4. Justify your last meal

This topic is selected because it does not require prior health-related knowledge and ensures that the focus is on responding to the command verb. The same activity could be related to a specific concept such as personal protection equipment (PPE) or a clinical procedure if the learners are confident in their subject knowledge.

Command verbs activity

Justify	Separate information into component parts. Make logical, evidence-based connections between the components.
Evaluate	Present key points about different ideas or strengths and weaknesses of an idea. There should be some element of balance, although not necessarily equal weighting.
Discuss	Review the information and bring it together to make judgements and conclusions from the available evidence. Learners may also use their own understanding to consider the evidence for and against.
Describe	Set out the purposes of or reasons for, or make something clear in relation to, a particular situation. An explanation requires understanding to be demonstrated.
Explain	Support a case or idea with evidence. This might reasonably involve discussing and discounting alternative views or actions.
Analyse	Give an account of or set out the characteristics or features.

Command verbs activity with links shown



Development materials

This section of the resource outlines how Calderdale College and Blackpool and The Fylde College used peer assessment as a development activity to support learning.

T Level in Health learners were provided with a sample of questions from this pack of materials. They included six AO2 and two AO3 questions. Not all of the learners completed all the questions, and some completed the questions in pairs or small groups.

Timetabled lessons were used for this activity. Learners were initially presented with the questions and asked for their observations. Their observations were used to make changes to some questions and inform the writing of additional new questions. Learners were able to produce answers to these questions individually or in pairs and were able to access resources such as their notes and textbooks. This was not set as a mock under exam conditions, as the purpose of the task related to the peer assessment to come later.

The learners' answers were collated and exchanged across the two colleges. Learners then peer assessed the answers. The peer assessment focused on:

- Accuracy of content
- Extent to which the answer addressed the command verb in the question
- Extent to which the answer was applied to the context in the question (AO2)
- Extent to which the answer showed an accurate interpretation of the issue in the question scenario (AO3)
- Clarity of conclusions, recommendations and judgements in the answer (AO3)
- Use of relevant concept, theories and principles in the answers (AO3)
- Quality of written communication: logical structure, spelling, grammar and technical language (AO3)
- How the answer could have been improved

These statements were put into a template document for the learners to complete. The document template is provided on the following page.

Learners then had to formulate constructive feedback for the question. This enabled them to consider how they communicate and articulate their message showing empathy and clarity. Learners were also asked to make recommendations for further learning based on the resources they had accessed through their particular college. The feedback from learners was then also used by the delivery staff as an indication of their level of knowledge and understanding, so overall it was an effective formative assessment strategy.

This section includes sample answers provided by the learners to the questions and samples of the constructive feedback generated. Those answers and feedback are reported verbatim in the following samples.

Peer assessment template

Question:

Accuracy of content	
Extent to which the answer addressed the command verb in the question	
Extent to which the answer was applied to the context in the question (AO2)	
Extent to which the answer showed an accurate interpretation of the issue in the question scenario (AO3)	
Clarity of conclusions, recommendations and judgements in the answer (AO3)	
Use of relevant concept, theories and principles in the answers (AO3)	
Quality of written communication: logical structure, spelling, grammar and technical language (AO3)	
How the answer could have been improved	

Question

An NHS trust has closed one of its maternity units.

Explain **two** examples of how this can be a socioeconomic barrier to individuals attending antenatal classes.

Learner response

“Prevents complications during pregnancy and after the baby arrives, this could also mean that women may have to travel further or have no access at all to this facility.”

Peer feedback 1

Accuracy of content	“The content is accurate as it gives a relevant reason of how it could be a barrier, but there isn’t much information. There was no clear socioeconomic barrier.”
Extent to which the answer addressed the command verb in the question	“The student has not addressed the command verb as they gave a general reason but have not explained it further. There is only one socioeconomic barrier and the question asked for two.”
Extent to which the answer was applied to the context in the question (AO2)	“The answer to the scenario does link to the question but wasn’t in much detail. The beginning of the answer doesn’t clearly link, it would be better if that came at the end.”
How the answer could have been improved	“Start by making the socioeconomic barrier clear then explain the impact.”

Peer feedback 2

Accuracy of content	“The student has alluded to the question but has not given a definition or a correct example to justify the factor.”
Extent to which the answer addressed the command verb in the question	“The student hasn’t provided a point or evidence to explain themselves. They have stated nothing in relation to the question.”
Extent to which the answer was applied to the context in the question (AO2)	“The student hasn’t stated what a socioeconomic barrier is or how the affect the person. There was an example to support their reasoning of having to travel further. The first part of the answer has no relevance to the question. Overall they have shown some understanding of what was asked but they didn’t develop their answer.”
How the answer could have been improved	They need to include what a socioeconomic barrier is and give a true example like low income.”

Question

An NHS trust has closed one of its maternity units.

Explain **two** examples of how this can be a socioeconomic barrier to individuals attending antenatal classes.

Learner response

"One example is unemployment this is because you are getting a low income and can't afford the cost of transport to get there. Another reason is they can't afford to take it off work."

Peer feedback 1

Accuracy of content	"The content is accurate as it links to the question."
Extent to which the answer addressed the command verb in the question	"The student has addressed the command verb, but it could have been addressed further."
Extent to which the answer was applied to the context in the question (AO2)	"The answer to the scenario does link to the question, but not fully. It is not really an accurate interpretation."
How the answer could have been improved	"Should have defined socioeconomic barrier and explanation for a second reason."

Peer feedback 2

Accuracy of content	"They have given correct examples and have understanding of what it effective, but they have no definition."
Extent to which the answer addressed the command verb in the question	"They have explained the example to a full extent, but they haven't explained what it is. And the second reason has no reason why."
Extent to which the answer was applied to the context in the question (AO2)	"The answer explains how a factor affects someone with socioeconomic problems, but they don't understand what it is. The understand how it affects them but not why."
How the answer could have been improved	"They need to include why and what in their answer."

Question

An NHS trust has closed one of its maternity units.

Explain **two** examples of how this can be a socioeconomic barrier to individuals attending antenatal classes.

Learner response

"An NHS trust has closed one of its maternity units, one example of how this can affect socioeconomic factors of an individual could be that they can't afford the cost of petrol or transport to the nearest NHS antenatal care. Another example could be a low-income household, can't afford to take time of work to travel far."

Peer feedback 1

Accuracy of content	"The answer has explained in depth what an example is, but there is no definition of what it is."
Extent to which the answer addressed the command verb in the question	"They have answered it well but missed the point off about what it is."
Extent to which the answer was applied to the context in the question (AO2)	"They have stated what the barrier is and how it affects the individual. It shows the student understands what is going to happen to them in this situation, but they haven't explained what a socioeconomic barrier is."
How the answer could have been improved	"A definition needs to be given to make a full answer."

Peer feedback 2

Accuracy of content	"The accuracy of content is correct but no in-depth."
Extent to which the answer addressed the command verb in the question	"They have addressed the command verb but not in depth have they explained."
Extent to which the answer was applied to the context in the question (AO2)	"They do express how there are socioeconomic barriers and how it'd affect them. They have shown accurate interpretation but not expressed in terms of socioeconomic barriers."
How the answer could have been improved	"A more in-depth answer by explaining more."

Question

An NHS trust has closed one of its maternity units.

Explain **two** examples of how this can be a socioeconomic barrier to individuals attending antenatal classes.

Learner response

"Socioeconomic barriers that could occur from a closed maternity unit are that the maternity service could become more overwhelmed. This would cause longer waiting times which could prevent people from getting the service that they need. In addition to this, another socioeconomic barrier is that people may not be able to afford the transport to the nearest clinic meaning that they would miss antenatal classes."

Peer feedback 1

Accuracy of content	"The content is accurate, but the socioeconomic barrier is not clear."
Extent to which the answer addressed the command verb in the question	"There is a good, detailed explanation, but it is not about what the question asked. It is about the service rather than the individuals."
Extent to which the answer was applied to the context in the question (AO2)	"They have related to the answer to the question but have missed the key point about the individuals."
How the answer could have been improved	"Make sure the answer is clearly linked to the context of the question. This should be about the socioeconomic barrier to the individuals."

Peer feedback 2

Accuracy of content	"The final part of the question is accurate."
Extent to which the answer addressed the command verb in the question	"They have addressed the command verb, there is an explanation, but it is basic (miss antenatal classes)."
Extent to which the answer was applied to the context in the question (AO2)	"There is one socioeconomic barrier – afford the transport. They have given a basic answer about the individuals attending the classes – they miss the classes. The first part of the answer isn't really answering the question. It is not about socioeconomic barriers."
How the answer could have been improved	"There needs to be two reasons. The reason about not being able to afford transport could be expanded by saying more about what will happen if they miss classes – might it affect the baby and delivery."

Question

An NHS trust has closed one of its maternity units.

Explain **two** examples of how this can be a socioeconomic barrier to individuals attending antenatal classes.

Learner response

“One example would be that the next close trust is further away, and therefore the cost of travelling to the clinic may act as a financial barrier which would prevent patient access.

A second example would be that the next unit becomes overwhelmed and therefore increase waiting times and availability for the other patients.”

Peer feedback 1

Accuracy of content	“Clearly two answers, which is what was asked for in the question.”
Extent to which the answer addressed the command verb in the question	“The first answer is good, but the explanation sort of comes at the beginning rather than at the end. Good to use ‘therefore’ as it shows it is an explanation. The second answer has an explanation, but it is not really relevant to the question as it is not about socioeconomic barriers. There wasn’t a good explanation word used for this one.”
Extent to which the answer was applied to the context in the question (AO2)	“Both answers are related to the closing of the maternity unit, but they are not about socioeconomic barriers. The second one is about the service and the question asked about the individuals attending classes.”
How the answer could have been improved	“Put the answer in a different way so that it is clear. The cost of travelling to the clinic may act as a financial barrier. The next closest trust is further away, and this might mean the patient can’t access the classes.”

Peer feedback 2

Accuracy of content	“It is all accurate. There is nothing that is wrong.”
Extent to which the answer addressed the command verb in the question	“They have given two examples. The second one is about the service rather than the individual. There are reasons given, but they are basic and could be in more detail.”
Extent to which the answer was applied to the context in the question (AO2)	“There is one socioeconomic barrier. The other answer is not about socioeconomic barriers.”

How the answer could have been improved	"Maybe put something at the end to say why it is a problem, why it is important to attend the classes."
---	---

Question

An NHS trust has closed one of its maternity units.

Explain **two** examples of how this can be a socioeconomic barrier to individuals attending antenatal classes.

Learner response

“Finance – Struggle to fund getting to the classes, for example cost of transport, therefore they won’t get the education if they are on a low income.

Social – Lack of education required for the individual to learn more about pregnancies and antenatal care. They will lack social interaction, which will especially affect those that are on their own.”

Peer feedback 1

Accuracy of content	“Two good answers. One social and one economic barrier clearly identified.”
Extent to which the answer addressed the command verb in the question	“Both examples have reasons, so they have explained.”
Extent to which the answer was applied to the context in the question (AO2)	“Both answers are about the lack of antenatal classes and link to the barrier identified.”
How the answer could have been improved	“Good the way it is presented with the barrier clearly stated and then the explanation.”

Peer feedback 2

Accuracy of content	“Lack of education is a social barrier, and cost of transport is a financial barrier.”
Extent to which the answer addressed the command verb in the question	“Good use of explain-type word in the first answer - therefore. Not as clear in the second one. The explanations could be more detailed.”
Extent to which the answer was applied to the context in the question (AO2)	“Good, they have related the answer to the socioeconomic barrier and the closure of the maternity unit.”
How the answer could have been improved	“The second one they could make more reference to the impact on the pregnancy.”

Question

An individual has just been diagnosed with diabetes.

Explain **one** service that can be accessed to support them in managing their condition.

Learner response

"Type 1 – If you call or email NAMI's* helpline then you can be connected with appropriate support in your local community.

Type 2 – Diabetes specialists such as diabetologists or endocrinologists can help support people with type 2 diabetes."

* National Alliance on Mental Illness (NAMI)

Peer feedback 1

Accuracy of content	"The answer is in some ways accurate as they did suggest roles to support but they did not go into detail or explanation."
Extent to which the answer addressed the command verb in the question	"I think they have not gone and addressed the command verb as they didn't explain, they only described."
Extent to which the answer was applied to the context in the question (AO2)	"It was to a low level of extend as they showed that they did interpret it correctly but not in depth as they didn't say how this supports the symptoms of diabetes."
How the answer could have been improved	"By relating it to how the support would help them."

Peer feedback 2

Accuracy of content	"The student has mentioned NAMI, which doesn't directly correlate to diabetes and if it did then the student hasn't provided the necessary context as to how. However they have correctly identified diabetologists and endocrinologists as services to be accessed."
Extent to which the answer addressed the command verb in the question	"The student didn't explain how these people could help or what they were. They didn't explain NAMI either and didn't go into detail about how they could help."
Extent to which the answer was applied to the context in the question (AO2)	"The answer was related to diabetes so it was applied, but they could have talked more about it. They have linked mental illness and diabetes in the first part of their answer which does not show an accurate interpretation of the issue in the question."

How the answer could have been improved	"An explanation of how and why the services are relevant."
---	--

Question

An individual has just been diagnosed with diabetes.

Explain **one** service that can be accessed to support them in managing their condition.

Learner response

"An endocrinologist is a medical specialist who can provide expert advice on how to manage your diabetes. Type 2 diabetes may not need this, and a podiatrist can help instead."

Peer feedback 1

Accuracy of content	"This was an accurate answer, but they did not go into detail on how to manage diabetes."
Extent to which the answer addressed the command verb in the question	"They explained on what the job roles were but did not explain on how to manage diabetes."
Extent to which the answer was applied to the context in the question (AO2)	"The answer was applied to the context in the question. This showed an accurate interpretation of the question, but they failed to link how their chosen support would be able to support."
How the answer could have been improved	"They could have explained how they suggestions and support their symptoms of diabetes."

Peer feedback 2

Accuracy of content	"They correctly identified an endocrinologist and a podiatrist as services that can be accessed but no mention of symptoms."
Extent to which the answer addressed the command verb in the question	"They have said what an endocrinologist is but not how or why."
Extent to which the answer was applied to the context in the question (AO2)	"Answer was related to diabetes and the services they can access, but no elaboration."
How the answer could have been improved	"Explain what symptoms the services can help with and how they help."

Question

An individual has just been diagnosed with diabetes.

Explain **one** service that can be accessed to support them in managing their condition.

Learner response

“Dieticians – Dieticians can be contacted and people with diabetes will be asked questions, then according to the answers given the dietician will make a specific care plan that can help people stay healthy while having diabetes.”

Peer feedback 1

Accuracy of content	“The accuracy was good.”
Extent to which the answer addressed the command verb in the question	“They explained how a dietician can support a patient, but the explanation is limited.”
Extent to which the answer was applied to the context in the question (AO2)	“The context was applied, and it was related to managing the condition. However, it could have been more of an explanation.”
How the answer could have been improved	“They could have given an example of a symptom and what might be in the care plan from the dietician and why that would help.”

Peer feedback 2

Accuracy of content	“They have identified dietician as a service which is correct.”
Extent to which the answer addressed the command verb in the question	“They have given a brief explanation of the service and how it can help.”
Extent to which the answer was applied to the context in the question (AO2)	“It was related to diabetes and a correct service was used.”
How the answer could have been improved	“Talk about specific symptoms that can be supported by the service.”

Question

An individual has just been diagnosed with diabetes.

Explain **one** service that can be accessed to support them in managing their condition.

Learner response

"Diabetes UL, this would allow them to access emotional support and get an understanding of their next steps and help them to understand their condition."

Peer feedback 1

Accuracy of content	"Not sure what Diabetes UL is. This may be a typing error and it should be Diabetes UK."
Extent to which the answer addressed the command verb in the question	"This is describing what can be accessed and not explaining."
Extent to which the answer was applied to the context in the question (AO2)	"The answer is about diabetes and is related to supporting them."
How the answer could have been improved	"Give an explanation. Why do they need emotional support? How does that help with managing? What type of emotional support may be needed?"

Peer feedback 2

Accuracy of content	"I think this is Diabetes UK and so it is accurate."
Extent to which the answer addressed the command verb in the question	"There isn't really an explanation. It just says what support can be accessed."
Extent to which the answer was applied to the context in the question (AO2)	"It is about diabetes and is about support, but it isn't clear it is about managing the condition, although they do seem to understand that it is after the diagnosis."
How the answer could have been improved	"There needs to be more of an explanation about how the support can help the patient to manage the condition."

Question

An individual has just been diagnosed with diabetes.

Explain **one** service that can be accessed to support them in managing their condition.

Learner response

"Diabetes UK will support them and provide necessary information to support both type 1 and type 2 diabetes. The website includes signs and symptoms, how manage them and support groups as it's also a charity."

Peer feedback 1

Accuracy of content	"Accurate."
Extent to which the answer addressed the command verb in the question	"This isn't really an explanation. It just says what support is available."
Extent to which the answer was applied to the context in the question (AO2)	"It is a good answer, and it is accurate, but it isn't mentioning managing the condition. Giving details about signs and symptoms doesn't help if they already know they have diabetes."
How the answer could have been improved	"If they said more about a symptom and how Diabetes UK can help to manage the symptom it would have been better."

Peer feedback 2

Accuracy of content	"The information seems to be correct."
Extent to which the answer addressed the command verb in the question	"There isn't really an explanation, it is more telling what Diabetes UK do generally."
Extent to which the answer was applied to the context in the question (AO2)	"As I have said, it is more about what Diabetes UK do and not about the support to manage the condition and that is what the question is asking."
How the answer could have been improved	"More of an explanation of why the support helps to manage the condition and more focus on managing the condition."

Question

An individual has just been diagnosed with diabetes.

Explain **one** service that can be accessed to support them in managing their condition.

Learner response

"One type of service in place are support groups such as Diabetes UK which is a good way of finding help and support. These groups offer people to talk about their experiences and give guidelines on how to get help upon diagnosis of diabetes."

Peer feedback 1

Accuracy of content	"This is correct."
Extent to which the answer addressed the command verb in the question	"It is a good answer but there isn't really an explanation. No details about how and why that would support."
Extent to which the answer was applied to the context in the question (AO2)	"The answer is about diabetes but not about managing the condition. It talks about diagnosis but there has already been a diagnosis."
How the answer could have been improved	"Remember to look at all of the words in the question. This is about managing the condition so make sure the answer is about managing the condition."

Peer feedback 2

Accuracy of content	"Good. This is what Diabetes UK can do."
Extent to which the answer addressed the command verb in the question	"The command verb is explained but the answer doesn't explain."
Extent to which the answer was applied to the context in the question (AO2)	"The question asks about diabetes and the answer is about diabetes, but the question also asks about managing the condition and the answer is about diagnosing the condition."
How the answer could have been improved	"There needs to be more of an explanation. It would be better to choose one thing that Diabetes UK does and then say how that can help manage the condition."

Question

An individual has a physical disability that requires them to use a wheelchair.

Explain how this could be a physical barrier to accessing dental treatment.

Learner response

“Having a wheelchair is a physical barrier because some places do not have wheelchair access and only have stairs. This will make it exceedingly difficult for people in wheelchairs to get into the dentist as they will need to ask for assistance from others.”

Peer feedback 1

Accuracy of content	“The content is very accurate. They have given details on assistance for a physical disability. However, examples of physical disability could have been included.”
Extent to which the answer addressed the command verb in the question	“Explain – they have made a point and explored the ideas clearly.”
Extent to which the answer was applied to the context in the question (AO2)	“The answer was applied to the context very well, showing excellent interpretation of the issue in the question. Good recommendation for needing to ask for assistance.”
How the answer could have been improved	“More technical language could be used and examples of physical disabilities.”

Peer feedback 2

Accuracy of content	“They have included examples of physical barriers, but they haven’t applied the dentist environment.”
Extent to which the answer addressed the command verb in the question	“They have addressed the command verb by explaining how the barriers could affect the wheelchair user.”
Extent to which the answer was applied to the context in the question (AO2)	“They explained how the physical barrier can complicate the situation. However, they could include how being in a wheelchair could affect the treatment at the dentist.”
How the answer could have been improved	“They could have focused on more types of problems a person in a wheelchair would face in this situation.”

Question

An individual has a physical disability that requires them to use a wheelchair.

Explain how this could be a physical barrier to accessing dental treatment.

Learner response

“An individual with a physical disability that uses a wheelchair may struggle with accessing dental treatment resulting from a lack of access ability for wheelchair users, for example, no ramps, lifts or disabled parking/toilets.”

Peer feedback 1

Accuracy of content	“Very accurate. Given details and examples of physical barriers.”
Extent to which the answer addressed the command verb in the question	“Explain – made a clear point and explored the ideas clearly.”
Extent to which the answer was applied to the context in the question (AO2)	“This was clearly applied.”
How the answer could have been improved	“Include recommendations, technical language and details of the dental surgery.”

Peer feedback 2

Accuracy of content	“They were accurate with their answer with examples of physical barriers, types of things that could help this problem.”
Extent to which the answer addressed the command verb in the question	“They have addressed the command word by explaining how physical disability may cause a struggle with accessing dental treatment.”
Extent to which the answer was applied to the context in the question (AO2)	“The answer was applied to the context correctly by telling us that there are barriers at most places which stop wheelchair users from accessing. But it did not really go beyond that which is really about any building and not the dentist.”
How the answer could have been improved	“They could add how the dentist could carry out the treatment and give a broader scale of information, not just the complications of entering the building.”

Question

An individual has a physical disability that requires them to use a wheelchair.

Explain how this could be a physical barrier to accessing dental treatment.

Learner response

"This can lead to social isolation because not all dental treatments are accessible for people with physical disabilities."

Peer feedback 1

Accuracy of content	"Not very accurate because the answer talks about 'social isolation' whereas the question asks about physical barriers."
Extent to which the answer addressed the command verb in the question	"The command word is explain. This answer has made their point clear however they could have explored on this point."
Extent to which the answer was applied to the context in the question (AO2)	"The answer wasn't very applied to the context in the question because their idea doesn't link to physical impairments."
How the answer could have been improved	"Link to the question, physical barriers, dentist."

Peer feedback 2

Accuracy of content	"They have not been accurate with their answer. They have spoken about their social needs."
Extent to which the answer addressed the command verb in the question	"They haven't included an explanation about how entering for dental treatment could be hard or impossible for a wheelchair user."
Extent to which the answer was applied to the context in the question (AO2)	"They have applied part of the question in their answer. They have said 'not all dental treatments are accessible' but haven't mentioned that the person is a wheelchair user."
How the answer could have been improved	"Could write more. Explain more. Write in more depth."

Question

An individual has a physical disability that requires them to use a wheelchair.

Explain how this could be a physical barrier to accessing dental treatment.

Learner response

“A wheelchair could be a physical barrier to accessing dental treatment as some dental facilities may not have buildings suitable for use of wheelchairs for example, ramps for wheelchair users to access buildings.”

Peer feedback 1

Accuracy of content	“I hadn’t thought of the wheelchair itself being a physical barrier.”
Extent to which the answer addressed the command verb in the question	“Not sure there is an explanation here.”
Extent to which the answer was applied to the context in the question (AO2)	“Good about accessing the building, but the question asks about dental treatments, and this wasn’t mentioned really.”
How the answer could have been improved	“Say more about how the wheelchair impacts on the treatments that the individual can access.”

Peer feedback 2

Accuracy of content	“The wheelchair is not the physical barrier, it is the support. This is not accurate. There is no mention of an actual physical barrier.”
Extent to which the answer addressed the command verb in the question	“There is no explanation. It is just telling what may be there or not there. Nothing about how they impact on the treatments.”
Extent to which the answer was applied to the context in the question (AO2)	“It mentions dentists but really the answer could be about anywhere.”
How the answer could have been improved	“Maybe give a specific example that relates to a treatment and then giving an explanation.”

Question

An individual has a physical disability that requires them to use a wheelchair.

Explain how this could be a physical barrier to accessing dental treatment.

Learner response

"If the dentist has no lifts or ramps and the needed treatment is upstairs, they won't be able to access dental treatment and may be required to travel further distance to get the treatment which could lead to not going at all."

Peer feedback 1

Accuracy of content	"It is true what they are saying."
Extent to which the answer addressed the command verb in the question	"There is some explanation – it says what may happen if there is a barrier."
Extent to which the answer was applied to the context in the question (AO2)	"To some extent but it seems to be about accessing the building and not really about the treatment."
How the answer could have been improved	"Focus on the link to the treatment as that is what is in the question."

Peer feedback 2

Accuracy of content	"Yes."
Extent to which the answer addressed the command verb in the question	"There is a basic explanation."
Extent to which the answer was applied to the context in the question (AO2)	"This isn't really answering the question enough, it is not about the treatment."
How the answer could have been improved	"Choose a treatment like a filling or the hygienist and then explain how a physical barrier in the treatment room. This would make it more applied."

Question

An individual has a physical disability that requires them to use a wheelchair.

Explain how this could be a physical barrier to accessing dental treatment.

Learner response

"The dental surgery may not have wheelchair access and them not have an ability to get within the clinic so cannot access the dental surgery."

Peer feedback 1

Accuracy of content	"It is correct."
Extent to which the answer addressed the command verb in the question	"Yes, but very basic."
Extent to which the answer was applied to the context in the question (AO2)	"Not really as the answer could apply to anything."
How the answer could have been improved	"This needs more detail. It needs to be about the dental treatment. The explanation bit needs to be clearer."

Peer feedback 2

Accuracy of content	"Yes, it is accurate."
Extent to which the answer addressed the command verb in the question	"There is an explanation, but it isn't very detailed, it just states something."
Extent to which the answer was applied to the context in the question (AO2)	"This is not really applied to the dental treatment and that is what the question asks about. The answer just focuses on the wheelchair."
How the answer could have been improved	"Focus on the question and the dental treatment. Give more detail in the explanation bit."

Question

An 18-year-old adult has a learning disability. They are in hospital for a minor operation, and the nurse wants them to take some medication. They have refused.

Explain which legislation can be used to support this situation.

Learner response

"Due to the fact that the patient has a learning disability, they don't have the capacity to consent to treatment so they would need a power of attorney to make decisions on their behalf when it comes to their healthcare treatment as long as it benefits the patient."

Peer feedback 1

Accuracy of content	"They haven't really mentioned legislation. It is not really accurate that someone needs power of attorney."
Extent to which the answer addressed the command verb in the question	"It is good about power of attorney but there isn't really an explanation and explain was the command verb."
Extent to which the answer was applied to the context in the question (AO2)	"They have linked to the learning disability, but they haven't linked to legislation."
How the answer could have been improved	"It needs to relate to legislation first and then it needs to say how the legislation can be used for the situation."

Peer feedback 2

Accuracy of content	"The content is OK, but it is not about legislation and so the question remains unanswered."
Extent to which the answer addressed the command verb in the question	"What the student has said is well thought about but isn't really explaining."
Extent to which the answer was applied to the context in the question (AO2)	"The answer was not a good interpretation of the question. They haven't noted that it should be about legislation. They have noted it is about learning difficulties, but they haven't answered the question. They haven't said anything about medication either."
How the answer could have been improved	"Make sure you answer the question by talking about legislation."

Question

An 18-year-old adult has a learning disability. They are in hospital for a minor operation, and the nurse wants them to take some medication. They have refused.

Explain which legislation can be used to support this situation.

Learner response

"The mental health act 2007 allows treatment to be given to someone with a learning disability regardless of whether people have the capacity to consent to it."

Peer feedback 1

Accuracy of content	"The legislation is not correct. They cannot be forced to take medication. It should be the Mental Capacity Act 2005."
Extent to which the answer addressed the command verb in the question	"The points explained are both incorrect."
Extent to which the answer was applied to the context in the question (AO2)	"It is about the question, but not correct. No person can be made to take medication."
How the answer could have been improved	"The correct legislation."

Peer feedback 2

Accuracy of content	"They are accurate on the how (what it does) however wasn't as accurate with when and what the act was called exactly."
Extent to which the answer addressed the command verb in the question	"They have semi-explained the answer. However, I don't believe they have fully."
Extent to which the answer was applied to the context in the question (AO2)	"They have linked to the context in the question well in their answer but not as much as they could have."
How the answer could have been improved	"1. More technical language, 2. Explain more – more details, 3. Be careful with facts and dates."

Question

An 18-year-old adult has a learning disability. They are in hospital for a minor operation, and the nurse wants them to take some medication. They have refused.

Explain which legislation can be used to support this situation.

Learner response

"The Care Act 2014 allows treatment to be given to someone with a learning disability regardless their capacity to consent to it."

Peer feedback 1

Accuracy of content	"Wrong legislation used. They do not have to take the medication!"
Extent to which the answer addressed the command verb in the question	"Both points explained are incorrect."
Extent to which the answer was applied to the context in the question (AO2)	"The answer is clearly applied to the question, but it is wrong."
How the answer could have been improved	"Use the correct legislation. Needs to know more about the legislation so the answer is not incorrect."

Peer feedback 2

Accuracy of content	"They are not accurate to the indicative content from mentioning the capacity to consent to medication."
Extent to which the answer addressed the command verb in the question	"They have not addressed the command verb. This is only a basic one sentence answer. There is no explanation."
Extent to which the answer was applied to the context in the question (AO2)	"They have applied the answer to the context in the question."
How the answer could have been improved	"Take note of the command verb. Use more technical language. Link question scenario in answer more."

Question

An 18-year-old adult has a learning disability. They are in hospital for a minor operation, and the nurse wants them to take some medication. They have refused.

Explain which legislation can be used to support this situation.

Learner response

"The mental health capacity act can help someone who may not have the capacity to make decisions that best help them for example taking necessary medication. This works by someone who is a guardian or someone that has their best interest in mind taking over decisions that the person with no capacity may not be able to make."

Peer feedback 1

Accuracy of content	"Correct act, although date could be given."
Extent to which the answer addressed the command verb in the question	"It is mainly describing the relevant act it doesn't really explain."
Extent to which the answer was applied to the context in the question (AO2)	"It is applied but it could have been more about the age of the person and their learning disability. They haven't mentioned these."
How the answer could have been improved	"Maybe add the date. Say more about why."

Peer feedback 2

Accuracy of content	"Yes, it is all correct."
Extent to which the answer addressed the command verb in the question	"It isn't really an explanation. It tells you about the act rather than why that is the right act to help in this situation."
Extent to which the answer was applied to the context in the question (AO2)	"It is relevant to the question but only in general terms, not enough applied."
How the answer could have been improved	"Say more about how the act can be used and why it should be used. Say more about how this person is over 18 and so can make their own decisions."

Question

An 18-year-old adult has a learning disability. They are in hospital for a minor operation, and the nurse wants them to take some medication. They have refused.

Explain which legislation can be used to support this situation.

Learner response

"If the patient has mental capacity, he has the choice to take the medication or not. If he doesn't have mental capacity, he doesn't have the choice because he lacks the ability to make the best decision for himself."

Peer feedback 1

Accuracy of content	"It is correct, but there is no legislation mentioned."
Extent to which the answer addressed the command verb in the question	"It isn't really answering the question as it doesn't mention the legislation."
Extent to which the answer was applied to the context in the question (AO2)	"It is relevant content, but they are not really saying much about the situation and that is what the question is asking, it is about an adult who has a learning disability, but we don't know if that means it is such a disability that they need help to make a decision."
How the answer could have been improved	"Look more at the scenario and give more details about the scenario in the answer."

Peer feedback 2

Accuracy of content	"No. No law is given."
Extent to which the answer addressed the command verb in the question	"This doesn't explain."
Extent to which the answer was applied to the context in the question (AO2)	"It doesn't explain anything about the situation."
How the answer could have been improved	"Make sure that there is an explanation – reasons why. Also, make sure it relates to the scenario."

Question

An 18-year-old adult has a learning disability. They are in hospital for a minor operation, and the nurse wants them to take some medication. They have refused.

Explain which legislation can be used to support this situation.

Learner response

"The Mental Capacity Act 2019 can be used in this situation in order to understand whether the patient has the capacity, refused care, or if they need to be placed on a DOLS* so they can use to guide them on their decisions."

* Deprivation of Liberty Safeguards (DoLS)

Peer feedback 1

Accuracy of content	"The Mental Capacity Act is 2005 and amended 2019 so this is not correct."
Extent to which the answer addressed the command verb in the question	"Not really explained. They have used in order to which is good to use words that suggest an explanation, but the total answer isn't really explaining how it is used to support."
Extent to which the answer was applied to the context in the question (AO2)	"Not really. They have said about the legislation but haven't linked it back to the details in the situation."
How the answer could have been improved	"Link it back to the details in the question. This is an adult, there is a learning difficulty, there is medication. The answer needs to mention all of this."

Peer feedback 2

Accuracy of content	"Not sure what DOLS is to know if it is accurate."
Extent to which the answer addressed the command verb in the question	"No explanation. More or less telling what the law is."
Extent to which the answer was applied to the context in the question (AO2)	"It is about refusal to take medication."
How the answer could have been improved	"Needs to be in more detail. More explanation. More about the situation."

Question

The community nurse visits an individual in their home and notices that there is little food in their home and that the individual is losing weight. When questioned, the individual says that their neighbour is doing food shopping for them, and the neighbour has commented on how expensive food is now.

Explain what type of abuse may be suspected in this situation.

Learner response

"The suspected abuse would be financial abuse, as the individual is trusting them to go food shopping for them and they bring barley any food back. The nurse would have to report this as it is under the safeguarding policy."

Peer feedback 1

Accuracy of content	"Yes, it is accurate because they have mentioned indicative content."
Extent to which the answer addressed the command verb in the question	"They have addressed the command verb and have explained why and how that is that."
Extent to which the answer was applied to the context in the question (AO2)	"Yes, the answer was applied to the context in the question. They could have mentioned the impact of abuse."
How the answer could have been improved	"The answer could have been improved by adding the impact of the abuse. It would also be better if the explanation had more links to the financial abuse."

Peer feedback 2

Accuracy of content	"Yes, they have given indicative content."
Extent to which the answer addressed the command verb in the question	"They have answered the command verb to a point but there is irrelevant information at the end."
Extent to which the answer was applied to the context in the question (AO2)	"They have not applied much of the context in their answer."
How the answer could have been improved	"More needs to be expressed about the impact on the individual – why is it abuse."

Question

The community nurse visits an individual in their home and notices that there is little food in their home and that the individual is losing weight. When questioned, the individual says that their neighbour is doing food shopping for them, and the neighbour has commented on how expensive food is now.

Explain what type of abuse may be suspected in this situation.

Learner response

"This would be exploitation and physical neglect as the neighbour is taking money from the individual to do their food shopping, but not providing them with enough food which can cause the person's health to deteriorate as they are losing weight quickly and not getting the correct dietary needs."

Peer feedback 1

Accuracy of content	"They have given the wrong type of abuse."
Extent to which the answer addressed the command verb in the question	"They have 'explained' really well in the answer."
Extent to which the answer was applied to the context in the question (AO2)	"The answer related back to the question and linked well."
How the answer could have been improved	"Ensure the correct type of abuse is selected."

Peer feedback 2

Accuracy of content	"Not so accurate."
Extent to which the answer addressed the command verb in the question	"They have not addressed the command verb in the question. They have not explained."
Extent to which the answer was applied to the context in the question (AO2)	"The answer is applied to the context in the question, but a lot of the answer is just repeating the information in the question. It isn't really an accurate interpretation of the question."
How the answer could have been improved	"The correct type of abuse should be mentioned and then they should make sure they link back to the type of abuse in their explanation, eg, why is it that type of abuse."

Question

The community nurse visits an individual in their home and notices that there is little food in their home and that the individual is losing weight. When questioned, the individual says that their neighbour is doing food shopping for them, and the neighbour has commented on how expensive food is now.

Explain what type of abuse may be suspected in this situation.

Learner response

"There might be financial abuse suspected from the neighbour because even if the food is becoming expensive it does not mean that the neighbour has the right to neglect the individuals needs and disallow their wishes of buying the proper food needed."

Peer feedback 1

Accuracy of content	"Correct type of abuse."
Extent to which the answer addressed the command verb in the question	"Vague on the explanation and reasoning. Really just describing."
Extent to which the answer was applied to the context in the question (AO2)	"Slightly applied but not really interpreted the question. Not much depth."
How the answer could have been improved	"More depth is needed. Needs to say more about why it is financial abuse."

Peer feedback 2

Accuracy of content	"Yes, the accuracy is good."
Extent to which the answer addressed the command verb in the question	"They have explained the command verb in the question."
Extent to which the answer was applied to the context in the question (AO2)	"Yes, the answer was applied to the context of the question. But they haven't really mentioned about the vulnerable individual and the impact of abuse."
How the answer could have been improved	"Talk about the impact of abuse, make sure it is about financial abuse, relate it to the vulnerability of the individual."

Question

The community nurse visits an individual in their home and notices that there is little food in their home and that the individual is losing weight. When questioned, the individual says that their neighbour is doing food shopping for them, and the neighbour has commented on how expensive food is now.

Explain what type of abuse may be suspected in this situation.

Learner response

"Neglect may be suspected as there is little food in their home and the individual is losing weight."

Peer feedback 1

Accuracy of content	"No. There is no type of abuse mentioned."
Extent to which the answer addressed the command verb in the question	"They have given a basic explanation, but the explanation is about neglect and that is not correct."
Extent to which the answer was applied to the context in the question (AO2)	"They have picked up on some relevant information, but they haven't used it to answer the question."
How the answer could have been improved	"Need to look again at the question. Start with saying the type of abuse. Neglect is not what is the issue here. They need to have the correct type of abuse and then say why it is that type of abuse."

Peer feedback 2

Accuracy of content	"Yes, it is neglect by the person doing the shopping."
Extent to which the answer addressed the command verb in the question	"It is basic, but there is an explanation. It is just that you have to work out the explanation yourself. It would be better if they could have a conclusion at the end."
Extent to which the answer was applied to the context in the question (AO2)	"It is relevant to the question, but I think they have misinterpreted the question. They haven't said why it is neglect."
How the answer could have been improved	"It would be better if it was about financial abuse how someone that is supposed to be caring for them is putting their own finance over that of the individual."

Question

The community nurse visits an individual in their home and notices that there is little food in their home and that the individual is losing weight. When questioned, the individual says that their neighbour is doing food shopping for them, and the neighbour has commented on how expensive food is now.

Explain what type of abuse may be suspected in this situation.

Learner response

"Neglect for the individual as they aren't getting their everyday need. Financial for the neighbour as he could be either keeping the money for themselves or they are not getting any money and is buying the individual's food with their own money."

Peer feedback 1

Accuracy of content	"They have mentioned financial."
Extent to which the answer addressed the command verb in the question	"They have given an explanation."
Extent to which the answer was applied to the context in the question (AO2)	"Yes, it is applied. They have picked up key points. But the way the answer is written, it isn't clear that they understand the question."
How the answer could have been improved	"They could try and make it a better explanation. Check their grammar or how they have phrased the answer. It suggests that the neighbour is using their own money to buy food but that is not what is suggested in the question."

Peer feedback 2

Accuracy of content	"It is financial abuse. They haven't specified the type of abuse, but they have said financial."
Extent to which the answer addressed the command verb in the question	"It is difficult to work out what they are saying. It is not clear."
Extent to which the answer was applied to the context in the question (AO2)	"It is about the situation in the question, but it does seem that they have misinterpreted."
How the answer could have been improved	"Start the answer with the type of abuse so that it is clear. They explain why it is that type of abuse. Don't bring in information that is not in the question, it is confusing. Check the answer, read it through to check it makes sense."

Question

The community nurse visits an individual in their home and notices that there is little food in their home and that the individual is losing weight. When questioned, the individual says that their neighbour is doing food shopping for them, and the neighbour has commented on how expensive food is now.

Explain what type of abuse may be suspected in this situation.

Learner response

"Financial abuse, as the neighbour is receiving money and there is still no food in therefore the neighbour could be taking advantage of her in this way."

Peer feedback 1

Accuracy of content	"This should be neglect."
Extent to which the answer addressed the command verb in the question	"They use 'therefore' so some kind of explanation."
Extent to which the answer was applied to the context in the question (AO2)	"Yes, it is about the information in the question."
How the answer could have been improved	"This is good. Just need to link it back to financial abuse in the conclusion."

Peer feedback 2

Accuracy of content	"Accurate, this is the type of abuse."
Extent to which the answer addressed the command verb in the question	"Good explanation. Says therefore so clear that it is explaining. It is a bit basic. Better if they could just have a conclusion that links it back to the financial abuse."
Extent to which the answer was applied to the context in the question (AO2)	"Yes, they have picked up the key points."
How the answer could have been improved	"Put a conclusion at the end so that it links back to financial abuse."

Question

A dental nurse overhears the hygienist making inappropriate comments to a patient in the clinic.

Explain which policy should be applied for this situation.

Learner response

"Grievance Policy, this is because when inappropriate comments are made it causes problems to pop up which will require a meeting with all the staff and management. This is so the meeting can make it clear on what staff should and should not do to uphold their professional standards and keep the staff in check."

Peer feedback 1

Accuracy of content	"The answer is not in the indicative content, but it is still correct so a good answer."
Extent to which the answer addressed the command verb in the question	"They have confidently addressed the command verb when they say, 'this is because'."
Extent to which the answer was applied to the context in the question (AO2)	"The student has somewhat applied context to the question, but they have not explained all the effects of raising a grievance and the things that would follow besides a meeting. There isn't really anything about the context that is the dentist."
How the answer could have been improved	"Make the response more about the dentist. Why is it an issue with a dentist – patient in a chair, power of the dentist, difficulty to respond if in a chair and dentist using equipment."

Peer feedback 2

Accuracy of content	"No. Grievance is between staff and the dentist hasn't addressed the comments to the nurse. This is whistleblowing."
Extent to which the answer addressed the command verb in the question	"The command verb 'explain' has been met to a good extent in this answer."
Extent to which the answer was applied to the context in the question (AO2)	"They have applied but could have done more. It talks about the issue."
How the answer could have been improved	"They need to choose the correct policy. They did not understand what grievance is about. They need to link the answer to the correct policy."

Question

A dental nurse overhears the hygienist making inappropriate comments to a patient in the clinic.

Explain which policy should be applied for this situation.

Learner response

"Safeguarding Act 2006 would be applied for this situation because safeguarding will keep all individuals in a healthy and safe environment."

Peer feedback 1

Accuracy of content	"It is accurate and matches the indicative content."
Extent to which the answer addressed the command verb in the question	"The student has vaguely addressed the command verb."
Extent to which the answer was applied to the context in the question (AO2)	"The student has hardly applied their answer to the situation as they do not refer to dentistry or the inappropriate comments. It is short."
How the answer could have been improved	"Give more detail. Give more accurate context."

Peer feedback 2

Accuracy of content	"Some accurate points however a vague answer not extending on from a sentence."
Extent to which the answer addressed the command verb in the question	"Not to a good extent as they haven't extended the sentence."
Extent to which the answer was applied to the context in the question (AO2)	"There was a small amount of context that was applied from the question. No mention of any key part of the scenario to link their answer to the question only mentioning a healthy and safe environment."
How the answer could have been improved	"Read the question more carefully next time and extend onto the answer to show off knowledge."

Question

A dental nurse overhears the hygienist making inappropriate comments to a patient in the clinic.

Explain which policy should be applied for this situation.

Learner response

"The policies which should be used/accessed In this situation would be: Safeguarding policy, maintaining professionalism, disciplinary policy. These enable a safe environment and workplace for staff members as well as patients. These policies also explain how a situation, like stated in the question, would be dealt with and/or disciplined."

Peer feedback 1

Accuracy of content	"Yes, they have accurately identified the safeguarding policy and why."
Extent to which the answer addressed the command verb in the question	"Yes, they have made a point and provided an example."
Extent to which the answer was applied to the context in the question (AO2)	"They have not linked the specific dental example. The answer could apply to any scenario."
How the answer could have been improved	"There could be an explicit link to the scenario in the question and link the policy directly to the dental context eg dental nurse to report to..."

Peer feedback 2

Accuracy of content	"The student has used accurate and good knowledge of the question."
Extent to which the answer addressed the command verb in the question	"They have explained their answer to a good extent but haven't related it to the scenario."
Extent to which the answer was applied to the context in the question (AO2)	"The student has not specifically applied their response to the question."
How the answer could have been improved	"There is no conclusion. Have a conclusion. Use more technical language. Relate the response to the scenario more."

Question

A dental nurse overhears the hygienist making inappropriate comments to a patient in the clinic.

Explain which policy should be applied for this situation.

Learner response

"Follow the grievance policy which is a policy in place to raise concerns, problems or complaints in private towards the employer. It will prevent comments being made again and for action to be taken for the dental nurse."

Peer feedback 1

Accuracy of content	"This is not the correct policy. It should be whistleblowing."
Extent to which the answer addressed the command verb in the question	"They have not explained why it is that policy that is to be applied."
Extent to which the answer was applied to the context in the question (AO2)	"They have mentioned the dental nurse, and comments that were made. The bit at the end is not really relevant. The policy doesn't stop comments otherwise they would not have made comments. They should focus on what information they have been given."
How the answer could have been improved	"Choose a better policy. Give a clearer explanation."

Peer feedback 2

Accuracy of content	"Yes."
Extent to which the answer addressed the command verb in the question	"They have explained the purpose of a grievance policy."
Extent to which the answer was applied to the context in the question (AO2)	"They have mentioned dental nurse and the comments."
How the answer could have been improved	"It is a bit basic, so more information needed."

Question

A dental nurse overhears the hygienist making inappropriate comments to a patient in the clinic.

Explain which policy should be applied for this situation.

Learner response

"A complaint policy should be in place in the clinic so that the patient can complain and be heard about the hygienist making inappropriate comments. This is used because it can prevent similar occurrences happening in the future."

Peer feedback 1

Accuracy of content	"This is not really a correct policy as it is not the patient that wants to make the complaint."
Extent to which the answer addressed the command verb in the question	"There isn't really an explanation."
Extent to which the answer was applied to the context in the question (AO2)	"It does pick up on the relevant content of the question."
How the answer could have been improved	"Choose a different policy. It should be whistleblowing."

Peer feedback 2

Accuracy of content	"This would only be accurate if the patient wanted to make the complaint and that isn't what is in the question."
Extent to which the answer addressed the command verb in the question	"The explanation is basic as they don't say how the policy will prevent similar occurrences in the future."
Extent to which the answer was applied to the context in the question (AO2)	"Yes, it is applied."
How the answer could have been improved	"The answer needs to say why that policy is relevant in this situation and not how the policy stops the situation occurring."

Question

The public health director for a local authority has commissioned an investigation of how Covid impacted their local businesses. They have a limited budget.

Discuss the research methods that could be used to obtain the information and data.

Learner response

“Observation – The businesses can observe how many people come in and how much money they make after Covid and then compare the statistics to before Covid and see how much the business was impacted. However, this will take time and effort to implement.

Surveys – They could ask people that come in to do a survey and ask them questions on how Covid affected them and stopped them from going out or things like that. Covid also made every business close for a few months which negatively affected everyone, nobody really went out the first few weeks when everything opened back up which would mean that business would have been slow.”

Peer feedback 1

Accuracy of content	“The first point is accurate if you consider the content, but ‘observation’ is not so accurate. The second point however is much more accurate and discusses a very valid research method.”
Extent to which the answer addressed the command verb in the question	“The person here has made two separate points and discussed each of them to a good extent.”
Extent to which the answer showed an accurate interpretation of the issue in the question (AO3)	“In the answer, the person has mentioned Covid quite a few times which is a positive because the pandemic was mentioned in the question.”
Clarity of conclusions, recommendations and judgements in the answer (AO3)	“The judgements that were made are relevant to the initial question that was asked.”
Use of relevant concepts, theories and principles in the answers (AO3)	“They have shown good understanding of the concept that was introduced and used lots of relevant content.”
Quality of written communication: logical structure,	“There is very good use of logical structure, and the SPAG* is of a great standard.”

spelling, grammar and technical language (AO3)	* Spelling, punctuation and grammar (SPAG)
How the answer could have been improved	"The first point, although the content is right needs to be changed because observation is not really clear enough."

Peer feedback 2

Accuracy of content	"The content, even though it is limited, is factually accurate."
Extent to which the answer addressed the command verb in the question	"The answer does relate to the question but not enough content."
Extent to which the answer showed an accurate interpretation of the issue in the question (AO3)	"There is a correct interpretation of the question, but it has not been explained or discussed in any way."
Clarity of conclusions, recommendations and judgements in the answer (AO3)	"There are relevant points made in the answer."
Use of relevant concepts, theories and principles in the answers (AO3)	"They have shown very limited and simple understanding of the concept they were asked about."
Quality of written communication: logical structure, spelling, grammar and technical language (AO3)	"There is real logical structure because of how limited the answer is."
How the answer could have been improved	"There needs to be more depth in the answer as there is no discussion."

Question

The public health director for a local authority has commissioned an investigation of how Covid impacted their local businesses. They have a limited budget.

Discuss the research methods that could be used to obtain the information and data.

Learner response

“One method of collecting data and information for how Covid is through secondary research through things such as public databases, journals and articles. This is because they are easy to access online.”

Peer feedback 1

Accuracy of content	“The answer is accurate.”
Extent to which the answer addressed the command verb in the question	“There is no discussion. It is a statement of fact.”
Extent to which the answer showed an accurate interpretation of the issue in the question (AO3)	“To some extent, but it is really simplistic. Not picking up on the budget bit.”
Clarity of conclusions, recommendations and judgements in the answer (AO3)	“Too short an answer. The conclusion is the answer.”
Use of relevant concepts, theories and principles in the answers (AO3)	“Not really showing any knowledge of research methods.”
Quality of written communication: logical structure, spelling, grammar and technical language (AO3)	“As it is a really short answer, then there is a logical structure. Two sentences with punctuation.”
How the answer could have been improved	“This needs to be a discussion and not just a couple of sentences. If they are only talking about one method, they need to talk more say more about the method why it is good, are there any problems with the method. Maybe say why it is good for working within a budget and maybe about whether there is all of this information about Covid.”

Peer feedback 2

Accuracy of content	"Yes, but too brief."
Extent to which the answer addressed the command verb in the question	"There is no discussion."
Extent to which the answer showed an accurate interpretation of the issue in the question (AO3)	"There is nothing that shows an appreciation of the issue. Nothing about the budget or really about Covid."
Clarity of conclusions, recommendations and judgements in the answer (AO3)	"No real conclusions as it is just a couple of sentences."
Use of relevant concepts, theories and principles in the answers (AO3)	"No real concepts or theories included."
Quality of written communication: logical structure, spelling, grammar and technical language (AO3)	"Too brief to have any problems."
How the answer could have been improved	"Needs to be a discussion and talk about the issues in the scenario."

Question

The public health director for a local authority has commissioned an investigation of how Covid impacted their local businesses. They have a limited budget.

Discuss the research methods that could be used to obtain the information and data.

Learner response

"One method that they could use are surveys, this is useful because you could get direct information about their experiences from businesses. In addition to this. Surveys are a cheap option which complies with the limited budget the investigation has. Using statistics, could help them investigate how many companies closed during Covid in comparison to regular times. This is cost effective as the information can be obtained through online sources and the government. There are negatives of using surveys as people may not answer truthfully. The problem of statistics is you do not know why the businesses closed and if it was related to Covid or was just during Covid."

Peer feedback 1

Accuracy of content	"Yes, but not correct for the question."
Extent to which the answer addressed the command verb in the question	"There is some basic discussion."
Extent to which the answer showed an accurate interpretation of the issue in the question (AO3)	"Yes, they have referred to the budget and given valid reasons linked to the budget."
Clarity of conclusions, recommendations and judgements in the answer (AO3)	"There are no real conclusions. Each point is made but not brought together."
Use of relevant concepts, theories and principles in the answers (AO3)	"Some relevant concepts and theories in the answer about the different types and the advantages and disadvantages."
Quality of written communication: logical structure, spelling, grammar and technical language (AO3)	"Yes, it is logically structured and no real issues."

How the answer could have been improved	“Try to discuss more. Bring in different perspectives. Look at it from more than the public health. How would businesses feel about being involved in a survey if they have just had to shut their business. They might not like thinking about it and might be more emotional in their answer. Also link to things like validity, reliability and currency.”
---	---

Question

An adult has arrived at a hospital accident and emergency department. The doctor has diagnosed a rare condition. The nursing team must implement the appropriate treatment. The last time anyone had this condition at the hospital was a child, four years ago.

Discuss how the nursing team should access the standard operating procedure (SOP) for this treatment.

Learner response

"They should focus on maintaining the patient's health and safety and give them the treatment that will improve their health the quickest before focusing on anything else. The nursing team should also be consistent in their approach so that the quality of care that the nurses give is good and is helpful to the patient."

Peer feedback 1

Accuracy of content	"The student has answered on why a SOP may be useful but not how to access it for the treatment. It is not related to the question."
Extent to which the answer addressed the command verb in the question	"The student hasn't looked from multiple perspectives and how explained why the nursing team should access the SOP and not how."
Extent to which the answer showed an accurate interpretation of the issue in the question (AO3)	"The student answer doesn't relate to the issue in the question scenario. They have not discussed how the team should access the SOP."
Clarity of conclusions, recommendations and judgements in the answer (AO3)	"There is no conclusion or recommendation in the answer."
Use of relevant concepts, theories and principles in the answers (AO3)	"They have explained what should come from the SOP but not how to access it."
Quality of written communication: logical structure, spelling, grammar and technical language (AO3)	"Spelling and structure are good, technical language was used, and SPAG* has been well followed." * Spelling, punctuation and grammar (SPAG)

How the answer could have been improved	"If they related to the question correctly and followed the command verbs."
---	---

Question

An adult has arrived at a hospital accident and emergency department. The doctor has diagnosed a rare condition. The nursing team must implement the appropriate treatment. The last time anyone had this condition at the hospital was a child, four years ago.

Discuss how the nursing team should access the standard operating procedure (SOP) for this treatment.

Learner response

"The nursing team should be able to access this SOP via their organisation's intranet or on the internet."

Peer feedback 1

Accuracy of content	"They have said how."
Extent to which the answer addressed the command verb in the question	"This is too brief to be a discussion."
Extent to which the answer showed an accurate interpretation of the issue in the question (AO3)	"Only link is the SOP. Nothing else."
Clarity of conclusions, recommendations and judgements in the answer (AO3)	"No conclusion or judgement with a limited answer."
Use of relevant concepts, theories and principles in the answers (AO3)	"Well, they have said how so that is a relevant theory."
Quality of written communication: logical structure, spelling, grammar and technical language (AO3)	"Too little in the answer to comment."
How the answer could have been improved	"Link the answer to the scenario. Provide examples of accessing the SOP and how this would benefit the patient in the scenario."

Question

An adult has arrived at a hospital accident and emergency department. The doctor has diagnosed a rare condition. The nursing team must implement the appropriate treatment. The last time anyone had this condition at the hospital was a child, four years ago.

Discuss how the nursing team should access the standard operating procedure (SOP) for this treatment.

Learner response

"The nursing team should access the SOP for this treatment by making sure the SOP is up to date."

Peer feedback 1

Accuracy of content	"Yes, it is correct what they are saying."
Extent to which the answer addressed the command verb in the question	"There is no discussion."
Extent to which the answer showed an accurate interpretation of the issue in the question (AO3)	"No identification of the issue."
Clarity of conclusions, recommendations and judgements in the answer (AO3)	"No conclusion or judgement – too brief."
Use of relevant concepts, theories and principles in the answers (AO3)	"By making reference to it being current."
Quality of written communication: logical structure, spelling, grammar and technical language (AO3)	"Too brief."
How the answer could have been improved	"More detail."

Question

An adult has arrived at a hospital accident and emergency department. The doctor has diagnosed a rare condition. The nursing team must implement the appropriate treatment. The last time anyone had this condition at the hospital was a child, four years ago.

Discuss how the nursing team should access the standard operating procedure (SOP) for this treatment.

Learner response

“One reasons would be to ensure they provide the appropriate care to the patient based of their condition so the SOP would give them instructions of how they can do this.

A second reason would be to ensure that the staff remain safe, for example if the patient disease is infectious, they will have levels of PPE they will need, and the SOP would identify this and tell them exactly what they need to do.”

Peer feedback 1

Accuracy of content	“The answer is accurate but not answering the question. It is OK to put things in context so to say what a SOP is and what it is used for but then they should be discussing that.”
Extent to which the answer addressed the command verb in the question	“No they are really just describing what a SOP is.”
Extent to which the answer showed an accurate interpretation of the issue in the question (AO3)	“They don’t seem to have related to the patient at all. This is what they should be talking about. Also that the patient has a rare condition so that there may not even be a SOP. Even if it was treated at the hospital before that doesn’t mean they had SOPs in those days.”
Clarity of conclusions, recommendations and judgements in the answer (AO3)	“No overall conclusion, no clear recommendation for how to access and no judgements about different ways.”
Use of relevant concepts, theories and principles in the answers (AO3)	“There are some concepts and theories about what SOPs are but not about the question.”
Quality of written communication: logical structure, spelling, grammar	“No issues.”

and technical language (AO3)	
How the answer could have been improved	“There needs to be a discussion. It needs to be about accessing SOPs. It needs to relate to it being a rare situation and so the SOP will be hard to get hold of. Also need to mention that it might take some time and that can affect the patient.”

With thanks to Deborah Johnson at Calderdale College



**PRODUCED
BY**

Calderdale College has produced this resource
on behalf of the Education and Training
Foundation

**FUNDED
BY**

