

FIND *your* FUTURE



# Situational Judgement Test Workshop August 2016

## 9 Professional Attributes Assessed by SJT

- Commitment to Professionalism
- Coping with Pressure
- Effective Communication
- Learning and Professional Development
- Organisation and Planning
- Patient Focus
- Problem Solving and Decision Making
- Self Awareness and Insight
- Working Effectively as Part of a Team

## Timing

The SJT will consist of around 70 questions in  
2 hours 20 minutes SO ....

2 minutes per question!

## QUESTION 1

You see a 50 year old man with advanced lung cancer to discuss treatment options. After hearing about the benefits and burdens of chemotherapy he decides to decline treatment and says he has thought this through very carefully. His wife is shocked and requests you to ignore “the foolish man”.

*Rank in order the following actions in response to this situation (1= most appropriate; 5= least appropriate).*

- A** Explain to the patient that you will need to take into account the views of his family
- B** Explain to his wife that he does actually have the right to refuse treatment.
- C** Document in the notes all that has been explained during the consultation
- D** Empathise with his wife as this must be a difficult time for them both
- E** Ignore the wishes of the patient as no rational person you have ever come across declines treatment!

## Answer to Question 1

### **D Empathise with his wife as this must be a difficult time for them both**

This is the best overall option. The lives of both husband and wife have been turned upside down by recent events. They need support through this difficult time

### **B Explain to his wife that he does actually have the right to refuse treatment**

Adult competent patients have the right to decide how much weight to attach to the benefits, burdens, risks and the overall acceptability of any treatment. They have the right to refuse treatment even where refusal may result in harm to themselves or in their own death

### **C Document in the notes that all has been explained during the consultation**

It is good medical practice to keep clear, accurate and legible records of decisions made and information given to patients

### **A Explain to the patient that you will need to take into account the views of his family**

Not true (see B above)

### **E Ignore the wishes of the patient as no rational person you have ever come across declines treatment**

Doctors are legally bound to respect a patient's decision

## QUESTION 2

Your Consultant asks you whether you would be interested in doing an audit project. You are already doing an audit project for another Consultant and you know that you will not have enough time to do both.

*Rank in order the following actions in response to this situation (1= most appropriate; 5= least appropriate).*

- A** Agree you will do it as you don't wish to say no but plan to drag it out until you leave
- B** Refuse, saying that you are too busy with another audit project
- C** Refuse, explaining that you have another project to do but you ask your colleagues to see if any are interested
- D** Say you might be interested but you need some more time to think about it and then secretly hope he/she forgets about asking you again
- E** Agree to do the project and mentally plan to give up your half days to complete it

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## Answer to Question 2

### **C Refuse, explaining that you have another project to do but you ask your colleagues to see if any are interested**

It can be difficult to say no to your Consultant especially as you may be needing a reference. However, he/she will respect you more if you refuse on the grounds that you are already doing a project but also that you will ask around to see if anyone might be interested

### **B Refuse, saying that you are too busy with another audit project**

As in C but not as good as you are not seeking a solution to the problem

### **D Say you might be interested but you need some more time to think about it and then secretly hope he forgets about asking you again**

Not a virtuous move so hence is not as good as the first two options but better than the remaining two options

### **E Agree to do the project and mentally plan to give up your half days to complete it**

Making you own life a misery to please another person will only lead to resentment and unhappiness. Learn to say no

### **A Agree you will do it as you don't wish to say no but plan to drag it out until you leave**

This is not being particularly honest nor trustworthy. If you agree to do something you must see the project through. The Consultant could have allocated the project to somebody else and the project may have been investigating something important

## Question 3

You receive a request from social services requesting information on one of your patients in your GP practice. His son (not your patient) has been taken into care because of alleged child abuse and social services would like some more details about his dad (your patient). They ask specifically whether he has any history of alcohol or drug abuse

Choose the **THREE most appropriate** actions to take in this situation

- A Inform your patient of the request from social services
- B Ignore their request for the time being as you have more important patient issues to deal with first
- C Write back to social services asking them to write to the Chief Executive of your healthcare trust
- D Seek your patient's consent to disclose confidential information
- E Write back to social services and refuse their request as this would be in breach of patient confidentiality
- F Inform social services they will need to obtain a court order first to have access to this records
- G Co-operate with social services regardless of whether or not your patient has consented to the information being handed over
- H Wait until your patient has consented before disclosing the information requested

## Answer to Question 3

- A** Inform your patient of the request from social services
- D** Seek your patient's consent to disclose confidential information
- G** Co-operate with social services regardless of whether or not your patient has consented to the information being handed over

This question is all about being aware of when you can disclose information without patient consent. Sections 27 & 47 of the Children Act 1989 obligates cooperation between authorities with regard to the sharing of information.

GMC states "information may be disclosed without consent, or where a patient has withheld consent, if there is an overriding public interest in the disclosure, for example, where the safety of child is in question". It also states that "you should seek consent to disclosure where practicable ... you should generally inform the patient before disclosing the information"

## Question 4

One of your patients is a general surgical consultant. He had an HIV test as he suffered a needle-stick injury a few months ago which has come back positive. However, you note that although he has given up his NHS practice he still seems to be operating in the local private hospital. You raise the subject with him and he refuses to tell the private hospital.

Choose the **THREE most appropriate** actions to take in this situation

- A** Your patient has a right to confidentiality and therefore you are unable to inform the private hospital
- B** You inform him that you have no choice but to inform the private hospital as this would be in the public interest
- C** You would be breaching GMC regulations if you informed anyone about his HIV status
- D** Document your decision and actions in the notes
- E** You tell him that you are unable to inform the private hospital but you strongly recommend that he does so in view of the risk he poses to patients
- F** Take no action as it's really none of your business – the private hospital should have picked this up
- G** Inform the private hospital
- H** Make a note in your diary in a week's time to call him up to check that he has informed the private hospital

## Answer to Question 4

- B** You inform him that you have no choice but to inform the private hospital as this would be in the public interest
- D** Document your decision and actions in the notes
- G** Inform the private hospital

GMC states that “disclosure of personal information without consent may be justified in the public interest where failure to do so may expose the patient or others to risk of death or serious harm. Where the patient or others are exposed to a risk so serious that it outweighs the patient’s privacy interest, you should seek consent to disclosure where practicable. If it is not practicable to seek consent, you should disclose information promptly to an appropriate person or authority. You should generally inform the patient before disclosing the information. If you seek consent and the patient withholds it you should consider the reasons for this, if any are provided by the patient. If you remain of the view that disclosure is necessary to protect a third party from death or serious harm, you should disclose information promptly to an appropriate person or authority.

## Question 5

You are called by medical staffing. They ask if you can cover a night shift as a colleague has called in sick. You are unable to accept as you have made plans to go to the theatre. While waiting to go in you see the doctor who has called in sick in the line ahead of you.

*Rank in order the following actions in response to this situation (1= most appropriate; 5= least appropriate).*

- A** Inform your consultant of the incident the next day
- B** Discuss the situation with other junior doctors in your department the next day
- C** Do nothing – it is not your problem
- D** Tell your colleague that you will cover for him if he pays for your ticket
- E** Inform your co-worker that his is irresponsible and unethical, and that were it to happen again you would be obliged to inform your consultant

## Answer to Question 5

**E Inform your co-worker that his is irresponsible and unethical, and that were it to happen again you would be obliged to inform your consultant**

You are making your colleague aware that his actions are wrong and allowing him a chance to explain himself/make amends

**B Discuss the situation with other junior doctors in your department the next day**

Someone else may have a useful suggestion as to how to approach this problem. The problem affects everyone on the rota so it makes sense to discuss it together

**A Inform your consultant of the incident the next day**

If you feel unable to tackle the situation yourself, by informing someone in a position of responsibility, it allows the problem to be addressed

**C Do nothing – it is not your problem**

This does not address the situation at all. As his action affects you and all of your colleagues, it is your responsibility to do something about it.

**D Tell your colleague that you will cover for him if he pays for your ticket**

This is unethical. Not only are you condoning his behaviour, your are asking for a bribe as well.

## Question 6

Your best friend is on holiday abroad. During that period, her father is admitted in the hospital where you work, but in a different service. Your friend calls you, asking for information about her father as the hospital is refusing to give her any indication as to the nature of the illness or whether she needs to return from her holiday early.

*Rank in order the following actions in response to this situation (1= most appropriate; 5= least appropriate).*

- A** Decline politely, telling your friend that her request would be in breach of regulations
- B** Ask your friend to give you written confirmation that you are permitted to request the information on her behalf
- C** Ask your consultant for advice on what you should do
- D** Tell your friend that you will ask her father to get in touch with you
- E** Tell your friend that you will raise the matter with her father's consultant

## Answer to Question 6

### **C Ask your consultant for advice on what you should do**

The ultimate principle will be that the matter should be handled by the admitting team but before you do so it may be advisable to check with your own seniors whether that would be appropriate

### **E Tell your friend that you will raise the matter with her father's consultant**

Matter needs to be handled by admitting team

### **B Ask your friend to give you written confirmation that you are permitted to request the information on her behalf**

This would mean you were essentially acting on behalf of your friend. It is worth a try and, at worst, the hospital can refuse to give you the information too. Provided you do not "steal" information from the notes and breach confidentiality, then this option is better than Option A

### **D Tell your friend that you will ask her father to get in touch with you**

Acceptable if you kept the relationship at a personal level and did not interfere with the clinical side. Also better than Option A

### **A Decline politely, telling your friend that her request would be in breach of regulations**

Needs to be last because all options are sensible to a degree and therefore are better than doing nothing

***NB Not much between Options B and D as, as such, the marking scheme may allow for both options to be interchangeable***

## Question 7

During a very busy shift, the relatives of a recently deceased patient want to see you to discuss “things”. What do you do?

Choose the **THREE most appropriate** actions to take in this situation

- A** Ask a nurse to talk to the relatives to get an understanding of the type of “things” that they want to discuss so that you can be fully prepared when you see them
- B** Tell the nurse to let the relatives know that you are aware they are waiting, that you are busy right now but that if they go home you will call them as soon as you are free
- C** Ask one of your juniors to talk to the relatives, to let them know that you cannot see them because you are busy and for them to deal with any queries
- D** Tell the nurse that you will grant the relatives 5 minutes only as you are busy
- E** Inform your Registrar that you need to see the relatives and ask him whether he can cover for you
- F** Tell the nurse to send the relatives to PALS as your involvement with the patient is over
- G** Tell the nurse to find an excuse to send the relatives home as the patient is dead and the matter is therefore less important than the patients that you are currently dealing with

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## Answer to Question 7

**A Ask a nurse to talk to the relatives to get an understanding of the type of “things” that they want to discuss so that you can be fully prepared when you see them.**

You are using another team member appropriately; the nurse is already with the relatives and it makes sense that you may want to know more about the relatives’ request in order to ensure that you can have the relevant information ready when you do meet with them eventually.

**B Tell the nurse to let the relatives know that you are aware they are waiting, that you are busy right now but that if they go home you will call them as soon as you are free**

This may be a little inconvenient for the relatives as they would obviously prefer to get answers straight away. But you are being honest with them and there is a feeling that you want to get their queries resolved even if it is only on the phone

**E Inform your Registrar that you need to see the relatives and ask him whether he can cover for you.**

Talking to your Registrar may help you to identify a good way around the problem. Also, if you need to go and see the relatives, then this option will make the Registrar aware of the situation and the team will be able to deal with your temporary absence

## Question 8

A nurse asks you to assess a patient who wants to self-discharge from the ward. The patient is still on the ward and has undertaken only part of the investigations he was meant to undertake for lung cancer. He is very agitated and anxious, and borders on aggressive, which is making the nursing staff feel threatened.

Choose the **THREE most appropriate** actions to take in this situation

- A Spend some time listening to the patient's concerns
- B Tell the patient that you are sorry that he is upset
- C Tell the patient that you understand how he feels
- D Explain to the patient that it is perfectly normal to be anxious about a possible diagnosis of lung cancer
- E Explain to the patient that it is important that he completes all the tests
- F Explain to the patient that if he leaves he could be putting himself at risk
- G Offer the patient help for his anxiety

## Answer to Question 8

### **A Spend some time listening to the patient's concerns**

Listening to the patient is a sensible thing to do. He is clearly anxious and it would help if you could determine what worries him so much. The tests are also not so urgent as to stop you spending time with the patient (in an emergency situations you may not have so much time to spend listening).

### **B Tell the patient that you are sorry that he is upset**

Saying that you are sorry he is upset will help demonstrate empathy without sounding condescending and patronising. This is therefore also a viable option.

### **E Explain to the patient that it is important that he completes all tests**

Explaining the importance of completing the tests would be a very constructive approach and would also help steer the conversation away from the emotions. Your aim should be to focus on the end result (ie getting the patient to complete the tests) without being coercive. Option E achieves this.

## Question 9

You are very upset after your clinical supervisor was rude and undermined you in front of a patient during a mini CEX performance assessment.

Choose the **THREE most appropriate** actions to take in this situation

- A Speak to your clinical supervisor about the way you feel
- B Apologise to the patient for your supervisor's behaviour
- C Wait until you are calmer to take any action
- D Speak to your programme director as soon as possible
- E Reflect on whether you can learn from the feedback
- F Discuss your supervisor's behaviour with your colleagues
- G Behave as normally as you can so that your supervisor does not see that you are upset

## Answer to Question 9

### **A Speak to your clinical supervisor about the way you feel**

Since the supervisor caused an issue which upset you it would make sense to address it directly with him/her first.

### **C Wait until you are calmer to take any action**

Waiting until you are calmer is always a good option if there is no emergency, particularly when dealing with emotions. It will stop you having a knee jerk reaction that you may later regret.

### **E Reflect on what you can learn from the feedback**

Despite the lack of tact shown by the supervisor, his/her behaviour may have been prompted by failures on your part. The behaviour does not take away your need to learn and improve and therefore reflecting on the feedback, however, badly it was delivered, will be a valuable and appropriate thing to do.

## Question 10

As an F2 in Psychiatry you are concerned that one of the other F2s is drinking in the on call room whilst he is at work. You can smell alcohol on his breath and have seen half empty bottle of vodka in the on call room. Do you:

*Rank in order the following actions in response to this situation (1= most appropriate; 5= least appropriate).*

- A** Discuss the issue with the consultant that day
- B** Approach the F2 the same day and ask about the issue
- C** Talk to the other F2 about the issue a few days later when you've had the chance to think about it
- D** Discuss it with your peers a few weeks later
- E** Throw away the vodka bottle you found in the on call room and say nothing

## Answer to Question 10

### **B Approach the F2 the same day and ask about the issue**

The best option is to talk with the involved party as soon as possible. If they listen to you, are drunk at work and may be endangering patients they should go home straight away. He may need help with his problem or may offer an explanation

### **A Discuss the issue with the consultant that day**

If you cannot talk to the other F2 or they will not listen to you, you will need to discuss it with a consultant

### **C Talk to the other F2 about the issue a few days later when you've had the chance to think about it**

By delaying the conversation you may be endangering patients

### **D Discuss it with your peers a few weeks later**

By delaying for this long you may be endangering patients and also allow your colleague to put himself at further risk

### **E Throw away the vodka bottle you found in the on call room and say nothing**

Not something you can ignore. You are ignoring your duties as a Foundation Doctor as outlined by the GMC in "Good Medical Practice"

## Question 11

You are just finishing a busy shift on the Acute Assessment Unit (AAU). Your FY1 colleague who is due to replace you for the evening shift leaves a message with the nurse in charge that she will be 15 to 30 minutes late. There is only a 30 minute overlap between your timetables to handover to your colleague. You need to leave on time as you have a social engagement to attend with your partner.

**Rank in order** the following actions in response to this situation (1= Most appropriate; 5= Least appropriate)

- A.** Make a list of the patients under your care on the AAU, detailing their outstanding issues, leaving this on the doctor's office notice board when your shift ends and then leave at the end of your shift
- B.** Quickly go around each of the patients on the AAU, leaving an entry in the notes highlighting the major outstanding issues relating to each patient and then leave at the end of your shift
- C.** Make a list of patients and outstanding investigations to give to your colleague as soon as she arrives
- D.** Ask your registrar if you can leave a list of your patients and their outstanding issues with him to give to your colleague when she arrives and then leave at the end of your shift
- E.** Leave a message for your partner explaining that you will be 30 minutes late

## Answer to Question 11

**Rationale:** This question asks you to demonstrate your commitment to patient care.

- E** Although it is not appropriate for trainees to stay for an extensive period of time after their shift ends, or do this in a regular basis, staying an extra 30 minutes on this occasion is important to ensure an effective handover.
- C** It is more appropriate to provide information directly to your colleague to ensure they receive it
- D** Your specialty trainee (registrar) could also be able to ensure that your colleague received the information.
- B,A** Leaving lists of information on the end of a bed is less effective and leaving a list on the notice board is least effective as your colleague is unlikely to know it is there.