National School of Healthcare Science

NHS England

IACC 2023 Case-based discussion (CBD) scenario

Specialty	Clinical Measurement and Development

CBD Scenario

CBD Scenario Title	Addressing a Patient Complaint								
CBD Scenario Aim	To test the trainee's understanding of how to resolve conflict and address a patient's complaint.								
CBD Focus (please provide the codes of the module(s) this scenario addresses)	**Core module (professional practise)** SCC110			**Essential module** SPE324c3					
GSP Domains covered (enter X to indicate all that apply)	**GSP 1**	X	**GSP 2**		**GSP 3**	X	**GSP 4**		**GSP 5**	
CBD Scenario description	A patient has made a complaint and you have been asked to meet with them and seek a local resolution. The complaint was that when they attended your service for a clinical investigation, they were expecting to see a medical consultant but are unsure who they did meet (it was a Clinical Scientist from your service). They are unhappy that they didn't get a definitive decision about their future treatment on the day. Please explain what you would do prior to the meeting, how you would run the meeting and what you would do after the meeting.								
CBD Scenario model answer/ assessor guidance Detailed guidance that will be available for the assessors. Include guidance on what kinds of behaviours, actions, comments should secure a pass. What	The trainee has been given an outline description of a patient complaint (see below). They should discuss how they would go about addressing this complaint face-to-face. The trainee will not be expected to cover all the points listed below, but a logical thought process should be communicated. However, it is important to ensure the trainee can demonstrate a duty of candour and can reassure the patient that their concerns will be taken seriously and not impact on their future care.								

should the assessor expect to see? Assessors will be asked to plan questions in advance including links to trainee's IACC submission.	Trainee should describe what they would do before the meeting: These points are desirable: • Consider what information patient was provided before the clinical investigation, was it clear? Was it accessible? • Discuss the consultation with the clinical scientist involved, how was patient consent gained? • What information did the Clinical Scientist think they had provided to the patient? • Was all this in keeping with departmental policy? Trainee should describe what they would do during the meeting: These three points are essential: • Reassure patient that their compliant will not affect their future care. • Understand duty of candour – apologise to the patient that they didn't receive the service they were anticipating. • Actively listen to the patients concerns. These points are desirable: • Explain the role of the Clinical Scientist, to reassure patient they were seen by the right person. • Explain the role of the clinical investigations and why a definitive answer couldn't be provided on the day. • Agree outcome from meeting, e.g., Review patient communication (letters or information leaflets), review department policies – are they adequate – are they being followed? • Potentially invite patient to be part of patient group so their feedback can be used to develop services further can be utilised. • Explain that if they are still unhappy with the outcome of this meeting, they are welcome to work with PALS (Patient Advice and Liaison Service) Trainee should describe what they would do after the meeting: These points are desirable: • Act on the agree outcomes from the meeting. • Communicate the outcomes to the patient. • Reflect on meeting, how did the meeting go? What learning points could the trainee take away with them? What worked that can be used in future?
Trainee instructions Please include any specific information to	

be provided to the trainee as part of the CBD scenario	

Criteria being assessed by this CBD scenario

Aspect	Please indicate if this criterion is being assessed
1. Understands the clinical context of the scenario, including priority setting and testing strategies	X
2. Understands scientific principles of scenario	
3. Can discuss the relevant procedures involved in the scenario and associated health and safety issues	
4. Understands and applies the appropriate test validation, IQC, EQA, relevant professional/clinical guidelines	
5. Understands and applies associated IT/bioinformatics and other appropriate resources	
6. Is able to interpret and report patient results and provide appropriate clinical advice	
7. Can discuss the significance of patient results within the clinical context of the referral	
8. Understands the ethical, legal and social implications of the scenario	
9. Is aware of the importance of audit and can use this tool effectively	X
10. Output meets accepted laboratory/professional standards	
11. Demonstrates awareness of the limits of responsibility and when to seek advice	X
12. Consideration of patient/professionalism	X
13. Overall ability to perform	