

## IACC 2023 Case-based discussion (CBD) scenario

<b>Specialty:</b>	<b>Gastrointestinal Physiology</b>
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### CBD Scenario

<b>CBD Scenario Title</b>	Patient Complaint									
<b>CBD Scenario Aim</b>	To test the trainee's understanding of how to resolve conflict and address a patient's complaint.									
<b>CBD Focus</b> (please provide the codes of the module(s) this scenario addresses)	SCC110									
<b>GSP Domains covered</b> (enter X to indicate all that apply)	<b>GSP 1</b>	x	<b>GSP 2</b>		<b>GSP 3</b>	X	<b>GSP 4</b>		<b>GSP 5</b>	
<b>CBD Scenario description</b>	<p>A patient has made a complaint and you have been asked to meet with them and seek a local resolution.</p> <p>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.</p> <p>Please explain what you would do prior to the meeting, how you would run the meeting and what you would do after the meeting.</p>									
<b>CBD Scenario model answer/ assessor guidance</b>  Detailed guidance that will be available for the assessors. Include guidance on what kinds of behaviours, actions, comments should secure a pass. What	<p>Trainee should describe what they would do before the meeting:</p> <ul style="list-style-type: none"> <li>Consider what information patient was provided before the clinical investigation, was it clear? Was it accessible?</li> <li>Discuss the consultation with the clinical scientist involved, how was patient consent gained?</li> <li>What information did the Clinical Scientist think they had provided to the patient?</li> </ul>									

<p>should the assessor expect to see? Assessors will be asked to plan questions in advance including links to trainee's IACC submission.</p>	<ul style="list-style-type: none"> <li>• Was all this in keeping with departmental policy?</li> </ul> <p>Trainee should describe what they would do during the meeting:</p> <ul style="list-style-type: none"> <li>• Introduce themselves</li> <li>• Reassure patient that their complaint will not affect their future care.</li> <li>• Understand duty of candour – apologise to the patient that they didn't receive the service they were anticipating.</li> <li>• Actively listen to the patient's concerns.</li> <li>• Explain the role of the Clinical Scientist, to reassure patient they were seen by the right person</li> <li>• Explain the role of the clinical investigations and why a definitive answer couldn't be provided on the day</li> <li>• Agree outcome from meeting, e.g., Review patient communication (letters or information leaflets), review department policies – are they adequate – are they being followed?</li> <li>• Potentially invite patient to be part of patient group so their feedback can be used to develop services further can be utilised.</li> <li>• 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)</li> </ul> <p>Trainee should describe what they would do after the meeting:</p> <ul style="list-style-type: none"> <li>• Act on the agreed outcomes from the meeting</li> <li>• Communicate the outcomes to the patient</li> <li>• 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</li> </ul> <p>Fail criteria - the trainee does not demonstrate a duty of candour and does not reassure the patient that their concerns will be taken seriously and not impact on their future care.</p>
<p><b>Trainee instructions</b></p> <p>Please include any specific information to be provided to the trainee as part of the CBD scenario</p>	<p>You have been given an outline description of a patient complaint (see above). You should discuss how you would go about addressing this complaint face-to-face.</p>

## 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	