

Paper Code: M-EPA-PSA2001

Level
2

Pharmacy Services Assistant

Mock EPA Knowledge Test

Information for registered Centres

The seal on this examination paper must only be broken by the learner at the time of the examination.
Under no circumstances should a learner use an unsealed examination paper.

Information for candidates

Under no circumstances should you the candidate use an unsealed examination paper.

This examination consists of **45** multiple-choice questions. This breaks down into:

- 40 multiple-choice questions worth 1 mark each
- 5 scenario-based multiple-choice questions worth 2 marks each.

The exam is worth **50 marks**, with a pass being **33 marks** and a distinction **43 marks**.

The duration of this examination is **90 minutes**.

You are **NOT** allowed any assistance to complete the answers.

You must use a pencil to complete the answer sheet – pens must **NOT** be used.

When completed, please leave the **examination answer sheet (EAS)** on the desk.

EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 A B C **ANSWER COMPLETED CORRECTLY**

Examples of how NOT to mark your examination answer sheet (EAS). These will not be recorded.

01 A B C **DO NOT** partially shade the answer circle
ANSWER COMPLETED INCORRECTLY

01 A B **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

01 A B C **DO NOT** use circles
ANSWER COMPLETED INCORRECTLY

01 A B **DO NOT** shade over more than one answer circle
ANSWER COMPLETED INCORRECTLY

All candidates **MUST** sign the examination answer sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

The following multiple-choice questions are worth **1 mark** each.

1

The dispensing label on prescription medication **must** include:

- A. the date of the prescription
- B. a 'keep out of reach of children' warning
- C. the name of the prescriber
- D. a batch number

2

How many flucloxacillin 250mg capsules will you need to dispense to fulfil a prescription for 1 capsule 4 times a day for 1 week?

- A. 14
- B. 20
- C. 28
- D. 56

3

Which of the following would be described as a solid?

- A. Gel
- B. Emulsion
- C. Liquid capsules
- D. Caplets

4

Which of the following prescribers **cannot** write NHS prescriptions?

- A. Vet
- B. Doctor
- C. Dentist
- D. Pharmacist Independent Prescriber

5

Which of the following is **not** a principle of the GPhC standards for pharmacy professionals?

- A. Use professional judgement
- B. The patient is always right
- C. Speak up when they have concerns
- D. Communicate effectively

6

A pregnant woman asks about taking a specific medicine. The **most** appropriate person to refer her to is:

- A. the registered pharmacist
- B. the pre-registration pharmacist
- C. any member of staff who is more experienced than you
- D. the registered pharmacy technician

7

Your pharmacy often collects details from its patients. If it wants to hold this information on file, it will need to comply with:

- A. data protection requirements
- B. consumer legislation
- C. the Consumer Credit Act
- D. health and safety requirements

8

Who **cannot** legally sell pharmacy (P) medicines?

- A. A newly qualified pharmacy technician
- B. A locum pharmacist who has not worked at your pharmacy before
- C. A pre-registration pharmacist who is in their first week of training
- D. A team member who is not yet registered on an 'over the counter' course

9

750mg is equal to:

- A. 0.0075g
- B. 0.075g
- C. 0.75g
- D. 7.5g

10

The **most** appropriate way of treating patients as valuable and unique individuals is:

- A. having conversations tailored to their needs
- B. always promoting the latest healthcare campaign to all patients
- C. using a 'one-size-fits-all' approach to communication
- D. always telling the patient to read the Patient Information Leaflet

11

What would be the **most** serious consequence of not maintaining the confidentiality of patient information?

- A. Loss of staff
- B. Legal action being taken
- C. Lower profits
- D. Loss of reputation

12

Which of the following would not be an appropriate way to communicate with patients who do not speak English as a first language?

- A. Using an online translation tool
- B. Enlisting the help of a colleague who speaks the same language as the patient
- C. Talking to the patient's representative who can speak English with their permission
- D. Speaking as quickly and as loudly as possible

13

Which of the following drugs needs denaturing before disposal?

- A. Methotrexate 10mg tablets
- B. Ventolin Evohaler
- C. Glyceryl Trinitrate (GTN) tablets
- D. MST Continus 10mg tablets

14

Which of the following exemption certificates can be provided by a GP?

- A. An NHS tax credit exemption certificate
- B. A medical exemption certificate
- C. An HC2 certificate
- D. A pre-payment certificate

15

What process **must** have been completed before an accuracy checking technician (ACT) can complete the accuracy check?

- A. The ACT must have labelled the prescription
- B. The patient must have given their permission for ACT to check
- C. The pharmacist must have completed the clinical check
- D. The ACT must have dispensed the prescription

16

Which of the following would be **most** useful to reduce conflict with patients on discovering a dispensing error?

- A. Apologise and refer them to a supervisor
- B. Reassure the patient that they will be fine
- C. Explain that the dispensary team have been very busy
- D. Tell the patient that they will be contacted after the issue has been investigated

17

The **most** important reason for obtaining patient consent is to:

- A. ensure repeat business
- B. build a mailing list for health promotions
- C. comply with the law
- D. maintain patient loyalty

18

Which of the following standards is **not** required when maintaining Patient Medication Records (PMR)?

- A. Be protected by password
- B. Hold enough information to enable accurate identification
- C. Hold the prescription details including drug information
- D. Store the next of kin details

19

Which of the following forms is paracetamol **not** available in?

- A. Tablets
- B. Suppositories
- C. Eye drops
- D. A suspension

20

What information should you give a patient when issuing a prescription for metronidazole tablets?

- A. Do not drive or operate machinery
- B. Do not consume alcohol
- C. Do not consume caffeine
- D. Keep refrigerated

21

Good communication skills are one of the most important features of an effective team. The **main** reason for this is that good communication skills:

- A. ensure that everyone knows what they are doing
- B. mean there will be no disagreements
- C. will improve staff punctuality
- D. can help staff to arrange social events

22

Which of the following **cannot** be provided by cancer and diabetes support groups to support the wellbeing of patients?

- A. Patient focus groups
- B. Helplines
- C. Encouragement to take an active interest in managing their health and wellbeing
- D. Decisions made on behalf of the patient without their consent

23

You identify that the nearest fire escape has been blocked by a delivery. The **most** appropriate action you should take is to:

- A. finish what you are doing and make a mental note to report it later
- B. clear the obstruction immediately and report to the appropriate person
- C. contact the wholesaler to complain about the delivery being left in front of a fire exit
- D. ask a colleague to remove the obstruction when they return from their lunch break

24

Which of the following storage solutions is **most** likely to ensure that information is kept confidential?

- A. A filing cabinet in the consultation room
- B. A dispensary drawer
- C. A password-protected computer
- D. A box in the stock room

25

Of the following, the **best** examples of person-centred care are:

- A. reflection, record keeping and efficient service provision
- B. policies, procedures, processes and protocols
- C. communication, meetings, supervision and appraisal
- D. dignity, respect, choice and independence

26

Which of the following would **not** be a valid document for the supply of a Prescription Only Medicine (POM)?

- A. NHS prescription
- B. Written recommendation from the optician
- C. Signed order from a GP
- D. Private prescription

27

Risk assessments help to reduce the number of workplace accidents by:

- A. identifying the risk control measures that need to be put in place
- B. requiring additional training for all employees
- C. requiring the use of personal protective equipment (PPE)
- D. stating that only experienced persons can be employed

28

When handing out a prescription to a patient you notice that there is also one for a family member. You **must**:

- A. tell them there is a prescription however, you cannot give it to them
- B. tell them there is a prescription and ask if they would like to collect it
- C. not discuss the family members' prescription with the patient
- D. give them the family members' prescription and ask them to pass it on

29

How many millilitres are there in 0.3 litres of solution?

- A. 0.003ml
- B. 30ml
- C. 300ml
- D. 3000ml

30

The correct way to dispose of unused patient medicine labels is to:

- A. put them in the general waste bin
- B. put them in the recycling bin
- C. put them in the DOOP bin
- D. put them in the confidential waste bin

31

Which patient would benefit the **most** from receiving a liquid antibiotic rather than a capsule or tablet?

- A. An 18-year-old student with an ear infection
- B. A 6-month-old baby
- C. A mum with 2 children
- D. A 60-year-old diabetic

32

By developing your wider pharmaceutical knowledge, you are **most** likely to:

- A. reduce staff turnover
- B. understand how to reduce thefts in the pharmacy
- C. improve the quality of advice you give patients
- D. minimise the loss of stock

33

As you are going on your lunch, you notice that a customer has spilt a bottle of lactulose on the floor. The **first** thing you should do is:

- A. place a hazard sign near it and deal with it on your return
- B. make customers aware of it and clean it up straight away
- C. tell a colleague and then go for lunch
- D. hide the spillage with paper towels while you go to get the mop and bucket

34

Which of the following would be the **least** appropriate healthy lifestyle advice to give to a diabetic patient who smokes?

- A. Healthy eating
- B. How to count calories
- C. Taking regular exercise
- D. Quitting smoking

35

You notice that a bottle of chloramphenicol eye drops has been left on the shelf with the other eye drops. The **most** appropriate action to take is to:

- A. write off the medication and dispose of it as per the organisational SOPs
- B. use this for the next prescription you receive for these drops
- C. place them in the fridge
- D. leave them where they are

36

Who would you refer to if a patient asks to purchase ibuprofen and antacids?

- A. Pharmacy technician
- B. Pre-registration Pharmacist
- C. Pharmacist
- D. Pharmacy assistant

37

Communication between members of the dispensary team in a pharmacy has broken down. The **most** severe consequence of this would be:

- A. poor advice being given
- B. dispensing errors being made
- C. delays in the supply of medication
- D. shortages in pharmacy stock

38

You notice that a computer has been left unlocked and is displaying a Patient Medication Record (PMR) on screen. The **first** action you should take is to:

- A. find out who left the computer unlocked
- B. find the pharmacist so you can report it
- C. review the information on screen
- D. lock the computer

39

The **least** effective way to promote your pharmacy through social media platforms would be to:

- A. post staff vacancies
- B. send friend requests to all your regular customers
- C. post details of a charity event that you and some of your colleagues are taking part in
- D. post information relating to public health campaigns

40

It is important to get patients actively involved in their own health and care because it can:

- A. reduce the number of patients
- B. free up the pharmacists' time
- C. encourage patients to take ownership of their own health and wellbeing
- D. increase sales of vitamins and supplements

Questions continue on next page

The following multiple-choice questions are worth **2 marks** each.

41

A patient requires 5ml of antibiotic oral liquid 3 times a day. The doctor has prescribed it for 14 days. How much will you need to supply to fulfil the prescription?

- A. 100ml
- B. 105ml
- C. 150ml
- D. 210ml

42

A new SOP has been introduced to support the supply of controlled drugs. To ensure that the new procedures are undertaken safely, you should:

- A. dispose of the old SOP in the general waste
- B. file the new SOP safely for future reference
- C. read and understand the new SOP by the given deadline
- D. continue to follow the current SOP because it works well

43

A patient would like to discuss a sensitive issue. They appear embarrassed and unable to make eye contact. The **most** appropriate action to take is to:

- A. continue the conversation at the counter
- B. offer the use of a consultation room
- C. tell the patient that there is nothing to be embarrassed about
- D. refer the patient to someone else

44

You are speaking to a patient who doesn't understand your instructions on how to take their new medication. Which would be the **least** effective way to help support their understanding?

- A. Speak slowly
- B. Let them read the patient information leaflet when they get home
- C. Use straight forward language
- D. Allow extra time for reading

45

A work colleague slips on a wet floor and suffers a suspected broken arm. What is the **most** appropriate procedure to follow after the casualty has been taken care of?

- A. Accident recording and reporting
- B. A full evacuation of the area
- C. Disciplinary procedures
- D. Counselling services



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