

Paper Code: M-EPA-PSA2002

Level **2**

Pharmacy Services Assistant Mock Knowledge Test

Information for registered centres

The seal on this examination paper must only be broken by the candidate at the time of the examination.
Under no circumstances should a candidate 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 and **5 scenario-based multiple-choice** questions worth **2 marks** each.

The exam is worth **50 marks**, with a Pass being **33 marks**, and 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.

1

Under the current Medicines (Pharmacies) (Responsible Pharmacist) Regulations, what is the **main** responsibility of the responsible pharmacist?

- A. Approving the daily delivery schedule for medicines
- B. Ensuring that patient medical data is kept anonymous and confidential
- C. Overseeing the safe and effective operation of the pharmacy
- D. Securing all financial records related to the pharmacy

2

Which of the following demonstrates working within the limitations of a pharmacy services assistant's role?

- A. Dispensing medication without consulting a pharmacist
- B. Offering an individual advice on available treatment options
- C. Providing medical advice based on an individual's symptoms
- D. Referring any questions about medication to a pharmacist

3

Which of the following is an appropriate way for a pharmacy services assistant to check that a patient understands their medication instructions?

- A. Asking the patient to repeat back the instructions in their own words
- B. Only giving instructions verbally to comply with organisational policy
- C. Providing instructions via email to avoid any potential misunderstanding
- D. Repeating the instructions to the individual without allowing them to respond

4

What course of action **must** be taken in the event of a hazardous substance spill?

- A. Clean the spill according to pharmacy guidelines and report the incident to a manager
- B. Clean the spill with hand soap and water then report the incident to a manager
- C. Evacuate the premises and contact the emergency services
- D. Photograph the area and email it to all pharmacy staff members

5

Which of the following methods ensures that confidential information is kept secure?

- A. Keeping documents on the work desk
- B. Sharing passwords with colleagues
- C. Storing files in an unlocked cabinet
- D. Using password-protected systems

6

Why **must** pharmacy services assistants gain valid consent from patients?

- A. To ensure that patients can make informed decisions about their care
- B. To increase patient satisfaction levels
- C. To limit the frequency of future communication
- D. To reduce the pharmacy's responsibility for any adverse outcomes

7

What is the appropriate way to ensure that a patient with severe visual impairment takes their medication correctly?

- A. Advising memorising dosage instructions
- B. Offering large, bright dosage instructions
- C. Providing medication with large, tactile labels
- D. Recommending taking medication in a well lit area

8

Which of the following is a common hazard associated with needle-stick injuries?

- A. Difficulty managing stock levels
- B. Increased waste related costs
- C. Possible exposure to infection
- D. Reduced staff productivity

9

Which of the following **must** pharmacy services assistants **not** post on social media?

- A. Details of customers
- B. Details of opening hours
- C. Details of new products
- D. Details of upcoming promotions

10

Which team member is responsible for supporting the pharmacist in labelling and preparing medicines under supervision?

- A. Accuracy-checking technician
- B. Dispensing assistant
- C. Healthcare assistant
- D. Pharmacy technician

11

What is the **main** purpose of a medicine delivery log in a pharmacy setting?

- A. To document the transfer of medicines to patients and healthcare settings
- B. To maintain a record of supplier and customer contact information
- C. To monitor expired stock levels and disposal methods
- D. To record temperature data for refrigerated medicines

12

Which of the following is an appropriate way for a pharmacy services assistant to communicate with a patient who is hard of hearing?

- A. Asking a manager to handle all conversations in the future
- B. Relying solely on hand gestures to provide the necessary information
- C. Speaking loudly to the patient in the waiting room
- D. Taking the patient to a quiet room to provide the necessary information

13

Which of the following is a benefit of encouraging patients to be actively involved in their own health?

- A. It allows for increased personal choice and control in care decisions
- B. It ensures that patients can manage their care with no professional input
- C. It guarantees that all patients receive the same standard of care
- D. It improves the productivity and morale of the pharmacy staff

14

Which of the following types of medication is typically used for localised skin treatment?

- A. Ointment
- B. Patch
- C. Spray
- D. Suppository

15

When collaborating with other healthcare professionals, which of the following actions helps to ensure that the patient's best interest is prioritised?

- A. Avoiding any involvement in care decisions made by other healthcare professionals
- B. Communicating clearly and promptly about the patient's care needs
- C. Only involving healthcare professionals who agree with the patient's initial diagnosis
- D. Sharing personal opinions and preferences rather than medical information

16

Which of the following actions **must** be taken to ensure that written documents are stored securely?

- A. File the documents in the designated area immediately after use
- B. Keep the documents next to the noticeboard in the waiting room
- C. Place the documents in a box at the end of each shift
- D. Store the documents on a high shelf in the staff room

17

Which of the following is an appropriate way for a pharmacy services assistant to promote healthy eating habits to customers?

- A. Advising only eating 2 meals a day to speed up weight loss
- B. Discussing the benefits of a balanced diet
- C. Recommending high sugar products to increase energy levels
- D. Suggesting calorie counting apps

18

How many amoxicillin 250mg capsules are required to fulfil a prescription if a patient requires 2 capsules 3 times a day for 2 weeks?

- A. 80
- B. 82
- C. 84
- D. 86

19

It is important to treat patients as valuable and unique to:

- A. avoid the use of standard procedures
- B. build trust
- C. reduce reliance on medication
- D. test staff abilities

20

Which of the following is a **key** part of stock maintenance within a pharmacy?

- A. Maintaining records for controlled drugs only
- B. Ordering stock only when there is an urgent need
- C. Regularly checking the expiry dates of all medicines
- D. Storing temperature-sensitive medicines with general stock

21

Reflecting on work activities supports personal development by:

- A. avoiding challenges to ensure tasks are always completed correctly
- B. identifying areas for improvement and goals for further learning
- C. providing an opportunity to avoid feedback and focus only on strengths
- D. solely focusing on the tasks completed rather than the process

22

What document outlines the expected standards of behaviour when handling information within a pharmacy?

- A. Clinical audit reports
- B. Codes of conduct
- C. Equality policies
- D. Patient consent forms

23

Which of the following documents can be provided by a general practitioner (GP)?

- A. An eyeglass prescription
- B. Gender recognition certificates
- C. Insurance reports
- D. Referral letters

24

What action **must** be taken if a pharmacy services assistant overhears colleagues discussing confidential patient information in a public area?

- A. Discuss the issue in the next pharmacy staff meeting
- B. Immediately inform the patient and provide support
- C. Join the conversation and offer input
- D. Report the incident to a manager

25

Person-centred care is applied in a pharmacy setting by:

- A. focusing on the speed of service rather than individual needs
- B. offering tailored advice based on the preferences of an individual
- C. giving all individuals the same advice regardless of their needs
- D. suggesting individuals purchase expensive products regardless of preferences

26

Which of the following is a **key** responsibility of a pharmacist?

- A. Delivering medicines to patients homes and restocking shelves
- B. Preparing and administering COVID-19 vaccines
- C. Performing routine cleaning and maintenance tasks
- D. Providing clinical advice and ensuring the safe use of medicines

27

Which of the following is a common workplace risk in a pharmacy setting?

- A. Delays displaying promotional material
- B. Exposure to hazardous chemicals
- C. Low stock levels of painkillers
- D. Poor communication with patients

28

What form of medication is designed to be placed on the tongue for quick absorption?

- A. Caplet
- B. Inhaler
- C. Orodispersible
- D. Soluble

29

What is the purpose of a pharmacy database?

- A. To plan and store marketing strategies
- B. To record details of performance reviews and audits
- C. To schedule staff shifts and annual leave
- D. To store and retrieve information about prescriptions

30

In which of the following scenarios would a hospital prescription be issued, rather than an NHS or private prescription?

- A. When a general practitioner prescribes medication during a routine check-up
- B. When a specialist prescribes medication during inpatient care
- C. When a patient requires long-term oral medication
- D. When a patient requires short-term oral medication

31

If a pharmacy services assistant is unsure about a regulatory issue, who is the appropriate person to ask for advice?

- A. A customer with healthcare experience
- B. A friend with healthcare experience
- C. The pharmacist
- D. The pharmacy's human resources (HR) officer

32

Which of the following is a **key** requirement of the current General Data Protection Regulation (GDPR) regarding the handling of personal information?

- A. Only businesses handling medical information must follow data protection policies
- B. Only businesses with more than 20 employees must follow data protection policies
- C. Personal data must be processed fairly, transparently and for specified purposes
- D. Personal data must be processed quickly, confidentially and for specified purposes

33

How many millilitres (ml) are there in 0.8 litres (l) of solution?

- A. 8ml
- B. 80ml
- C. 800ml
- D. 8000ml

34

Why **must** pharmacy services assistants ensure clear communication with patients?

- A. To allow patients to make their own decisions about medication
- B. To allow transactions to be completed quickly
- C. To ensure instructions do not have to be repeated
- D. To ensure that patients understand how to take their medication correctly

35

How do community organisations support patient wellbeing?

- A. By encouraging full reliance on pharmacy services for all care
- B. By offering free medication to reduce financial worries
- C. By providing support groups that help to improve mental health
- D. By recommending home remedies over professional guidance

36

What is 650mg equal to?

- A. 0.0065g
- B. 0.065g
- C. 0.65g
- D. 6.5g

37

Which of the following is an appropriate method for reducing communication problems?

- A. Assuming understanding based on previous experiences
- B. Communicating clearly and at an appropriate pace
- C. Speaking quickly and in a monotone voice
- D. Using non-verbal communication only

38

What is the appropriate form of medication to provide to a patient with swallowing difficulties?

- A. Capsule
- B. Pessary
- C. Liquid suspension
- D. Patch

39

Why **must** information be stored securely?

- A. To decrease the likelihood of staff reputation being damaged
- B. To ensure regulatory compliance and protect sensitive information
- C. To guarantee that there is never a breach of confidentiality
- D. To reduce the time spent on staff training and formal paperwork

40

What is the **main** purpose of a risk assessment in the workplace?

- A. To assign blame for accidents to specific staff members
- B. To eliminate the need for any clinical audits in the future
- C. To identify hazards and implement control measures
- D. To reduce insurance and personal protective equipment (PPE) costs

The following questions are worth **2 marks** each.

41

A pharmacist needs to prepare 250ml of a solution with a final concentration of 2mg/ml. How many milligrams (mg) of the active ingredient are required to achieve this concentration?

- A. 125mg
- B. 250mg
- C. 375mg
- D. 500mg

42

A new pharmacy services assistant is not confident on how to correctly dispense a patient's prescription. The manager refers them to the standard operating procedure (SOP). What is the purpose of an organisation's SOPs?

- A. To ensure consistency and safety on the dispensing of medications
- B. To manage the waste and cost levels related to dispensing medications
- C. To outline specific training and development strategies
- D. To provide guidelines on feedback and gross misconduct policies

43

A patient speaks very limited English and is struggling to understand the dosage instructions on their new medication. What is the appropriate action for a pharmacy services assistant to take?

- A. Arrange for a colleague to be available to interpret
- B. Organise for a professional interpreter to be available
- C. Provide information in written form
- D. Use complicated medical terminology

44

A pharmacy is located in a region where many individuals live below the poverty line and there is limited government funding for healthcare. Which of the following is a potential consequence of this?

- A. An increased focus on providing preventative care rather than reactive care
- B. Improved health outcomes due to increased use of private services
- C. Poor health outcomes due to long delays when accessing treatments
- D. Reduced pressure on healthcare staff due to lower demand for care

45

A patient has fainted in the waiting room. What course of action **must** a pharmacy services assistant take?

- A. Ask a colleague to monitor the patient and move others to a different room
- B. Call for medical assistance and continue to monitor the patient's condition
- C. Leave the patient where they are until a manager comes to assist
- D. Try to move the patient to a different area to prevent embarrassment

Highfield Qualifications

Highfield ICON
 First Point
 Balby Carr Bank
 Doncaster
 South Yorkshire
 DN4 5JQ
 United Kingdom

01302 363277

info@highfield.co.uk

www.highfieldqualifications.com

Level 2