



ADJ SUPPORT SERVICES LTD

CQC QUIZ

You have witnessed behaviour from an adult to a child that concerns you, what do you do next?

You notice a sharps bin is looking full, what do you do next?

What hazardous substances do we have on the premises (apart from medication)?

You have become aware of an issue that you feel is a significant event, what do you do next?

A patient wants to make a complaint, what do you do? (act in small group)

You prick your finger on a needle, what do you do next?

Some equipment is faulty, what do you do?

A temporary resident makes it clear they would like to be seen, they are Polish and speak very limited English, how would you deal with this in reception and in a consultation?

You smell burning and realise a computer in room 3 is smouldering, what do you do next? What would you do if there was a large fire?

A person comes to the reception desk, someone has vomited in the sink and on the floor in the toilet, what do you do?

A mother asks if there is somewhere she can breast feed whilst waiting in the surgery. How do you respond?

A patient waiting in the open surgery looks increasingly unwell, how do you respond?

A lady rings and says she is the mother of a 16 year old boy and asks if he has been seen that evening in the surgery, how do you respond?

Later a 15 year old girl has been in to see a doctor and her mother rings to see if she has been in, how do you respond?

A CQC inspector asks you to show them your training records, how would you do this?

The inspector wants to see the fridge temperature records, where are these kept?

A person is exhibiting threatening behaviour that makes you feel uncomfortable how do you respond?

A person would like a copy of their medical record, what do you do next?