

ACT WITH HONESTY AND INTEGRITY

Achieving Good Medical Practice





MID-EASTERNSHIRE

Hospital Trust



COMPLAINTS & QUERIES

Mid-Easternshire
Hospital Trust

Complaints and Queries

- Mid-Easternshire hospital trust have recently launched a new initiative to handle problems in their hospitals. They have set up a *Complaints and Queries* department to handle patient concerns and views.
- They have recently received a number of complaints about medical student behaviour at their teaching and regional hospitals.
- Particular concerns include how the medical students interact with patients, their peers and other professionals.
- A lack of honesty and integrity has been seen.





ADMISSIONS

MEDICAL STUDENTS | MID-EASTERNSHIRE

Medical Student Admissions

- Mid-Easternshire University have a dedicated team to consider medical student applications.
- As a result of the complaints concerning medical student behaviour at the university, the admissions team have decided this year to increase stringency in admissions, only accepting candidates that display the highest personal qualities that indicate they will become good doctors.
- However, they are unsure how they can ascertain which students display these desired characteristics.



Honest and Integrity

- The *Medical Students Admission* team have asked the *Complaints and Queries* team for advice.
- They want to generate a list of ‘Scenario Questions’ that can be asked at interview to determine what prospective medical students would do in situations that demand high levels of honesty and integrity
- These ‘Scenario Questions’ are intended to challenge the prospective medical students’ behaviour in situations relating to how they interact with patients, colleagues and other healthcare staff.





Your task (10 mins)

- In groups of four
 - 2 members of *Complaints and Queries* team
 - 2 members of *Medical Students Admissions* team
- Generate 4 ‘Scenario Questions’ that could be asked at a Medical School interview.
- Focus particularly on how prospective medical students would interact with patients, professionals and their peers in situations requiring honesty and integrity.
- You can use some of the complaints received by *Complaints and Queries* for inspiration.



Feedback (5 mins)

- What scenarios have you come up with?
- Do you think that you would always respond in the appropriate way if you were in those situations?
- Why is it important that medical students demonstrate honesty and integrity?



TRUE OR FALSE?

TRUE OR FALSE?

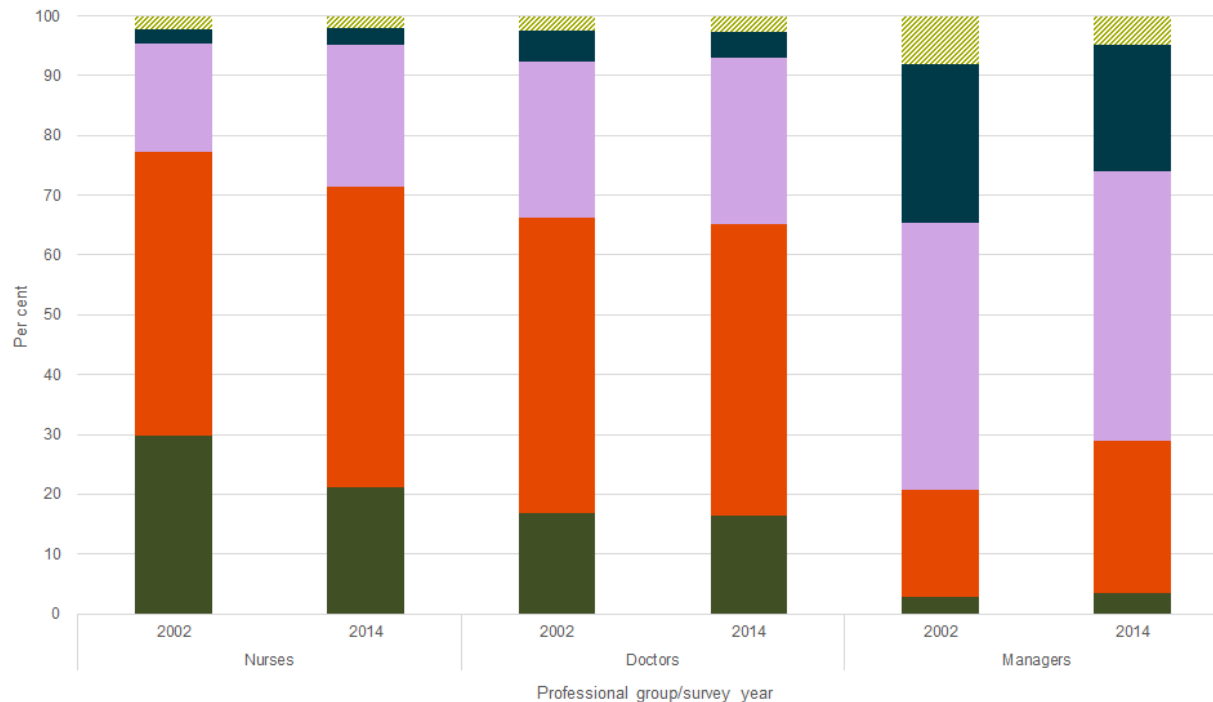
“There was a drop in public trust for doctors and nurses between 2002 and 2014”



TRUE

- According to surveys carried out by British Social Attitudes (BSA), there was a drop in levels of trust for both doctors and nurses.

Figure 1. From what you know or have heard, in general, how much do you trust [professional group] to put the interests of their patients above the convenience of the hospital?



Source: NatCen Social Research's British Social Attitudes survey

■ Just about always ■ Most of the time ■ Some of the time ■ Just about never ■ Don't know



TRUE OR FALSE?

“People who have recent contact with NHS services are less likely to trust NHS doctors than those who had not”



FALSE

- The same BSA survey reported that the largest drop in trust came from people that did not have contact with the NHS.
- This could potentially be due to negative media that may bias the public.
- It highlights that public perception of healthcare professionals is easily swayed (think Mid-Staffordshire enquiry, reports of doctors abusing patients – any others?)
- Medical students are part of this group of people and it is necessary that they adhere to the same standards of professionalism.



GMC Guidelines

- 72. Doctors hold a trusted position in society and must make sure their conduct – both professionally and personally – justifies their patients' trust in them and the public's trust in the profession.
- 73. As a student aiming to join a trusted profession, you have to meet a higher standard of behaviour than other students, who are on courses that don't directly lead to joining a profession.

Conclusions

- Medical students are expected to demonstrate higher standards of behaviours than their peers.
- Medical students should be honest about their capabilities and achievements.
- Medical students should admit when they have got things wrong.
- Medical students should show respect to their patients, peers and professional colleagues.

