

## Recorded Lectures - Multiple Choice Answers

### Providing Effective Communication

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Six of the following questions were presented online following a recorded lecture video to entrants to comply with the General Optical Council's best practice specification for this type of CET.

#### Q1. Which statement is correct?

- a) Bad news is "any news that adversely and seriously affects an individual's view of his or her future"
- b) Bad news is "any news an individual is happy to receive"
- c) Bad news is something an individual "expects to be given at regular intervals from various professionals"
- d) Bad news is "any news a practitioner will give to patients regularly every day of their working life."

**a is the correct answer.** In 1984 Buchman writes in the Stanford School of Medicine's Palliative Care Journal: "Bad news is "any news that adversely and seriously affects an individual's view of his or her future"

#### Q2. Communication is a GOC core competence for which registrant groups?

- a) Optometrists & Dispensing Opticians
- b) Optometrists, Dispensing Opticians & Contact Lens Opticians
- c) Optometrists & Independent Prescribing Optometrists
- d) Dispensing Opticians, Contact Lens Opticians, Optometrists & Independent Prescribing Optometrists

**d is the correct answer.** Communication is a Core Competence of all registrant groups.  
<https://www.optical.org/en/Education/core-competencies--core-curricula/>

#### Q3. The SPIKES model of Breaking Bad News is attributed to:

- a) Hoffman et al. (2014)
- b) Baile et al. (2000)
- c) Kaplan et al. (2010)
- d) Dean et al. (2016)

**b is the correct answer.** Baile & Buchman – both Oncologists – devised the SPIKES protocol for delivering bad news in 2000. Further information can be accessed via:  
<https://pubmed.ncbi.nlm.nih.gov/10964998/>

**Q4. In the ABCDE model for Breaking Bad News the C stands for:**

- a) Care
- b) Compassion
- c) Communication
- d) Courtesy

**c is the correct answer.** Communication is an integral part of the ABDCE model. Further information can be accessed via:

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4677873/>

**Q5. When breaking bad news, the patient may not always understand. As a registered practitioner we may tell:**

- a) The carer with the patient
- b) Only the patient
- c) The patient's family members
- d) Anyone involved in the care of the patient.

**b is the correct answer.** As a registrant we may only share information relating to the patient with the patient. To share any information with anyone else we must have the CONSENT of the patient or if they are incapable of giving consent, we must see documented evidence of who we may share information with. More info on consent can be found: <https://www.abdo.org.uk/regulation-and-policy/advice-and-guidelines/updates/r1-2-2-consent/> and <https://guidance.college-optometrists.org/guidance-contents/communication-partnership-and-teamwork-domain/consent/#open:190>

**Q6. Confidentiality is paramount when breaking bad news. As a registered professional we must:**

- a) Not disclose any information given in a consultation – it must remain confidential
- b) Ensure all involved in the patients' care/wellbeing are aware of the outcomes/treatment pathway
- c) Ensure we give written evidence of what we have discussed with the patient to them
- d) Ensure we conduct any conversations within earshot of other staff members

**a is the correct answer.** Any information a patient discloses to us in confidence should be kept confidential. It may be disclosed only with the patients consent. Further info can be accessed at: <https://standards.optical.org/disclosing-confidential-information-about-patients-with-or-without-consent/>

**Q7. Cassie's Law changed the powers Police Officers have in relation to revoking Driving Licences. Cassie's Law enables Police Officers to:**

- a) Stop drivers & advise them they may have to undergo an eye examination & if their vision is below standard, they will have to surrender their licence
- b) Write to people whose fitness to drive is impaired advising them to surrender their driving licence
- c) Undertake a roadside eye test and if they consider the safety of road users will be put at risk, they can request an urgent revocation of the licence through the DVLA
- d) Advise road users of their commitment to road safety by stopping road users & offering advice.

**c is the correct answer.** Cassie's Law introduced a new process which enables the police to notify the DVLA electronically with details of eyesight test failures, so they can review the case immediately and, where appropriate, provide an emailed revocation for the licence. This can be done using existing resources of both the Police & DVLA. For more info: <https://quarterly.blog.gov.uk/2013/10/22/road-safety-and-the-dvla/#:~:text=Cassie's%20law&text=A%20new%20process%20enables%20the,extra%20cost%20to%20the%20taxpayer.>

**Q8. Effective communication is essential when breaking bad news. Effective communication is:**

- a) Using very technical & clinical terms to impress your patient
- b) Using clear, concise language & non-verbal body language and empathy to ensure you are understood by colleagues & patients
- c) Treating your patients & colleagues in a way that shows your superiority & greater educational level
- d) Not taking an interest in your patients & colleagues. Passing them onto others as quickly as possible so you can get back to the practice accounts

**b is the correct answer.** Effective communication is communication where you are clearly understood & patients & colleagues alike have confidence in your skills and abilities. Utilising observational skills, being approachable & articulate all enhance effective communication. Further information can be found at:

<https://standards.optical.org/standards/communicate-effectively-with-your-patient/>

**Q9. When breaking bad news, we as practitioners must:**

- a) Be articulate when dealing with the patient so they understand what we have told them
- b) Only ask them if they have understood or require further info when they appear confused
- c) Give the patient a leaflet explaining what the problem is
- d) Be articulate, check for understanding, offer further info & support & record everything in the patient file.

**d is the correct answer.** It is of paramount importance to record all dialogue in the patient file, including what was said, what resources were given, what questions were asked & what the follow up/timescale might be. It is good practice to keep clear, legible, contemporaneous notes as detailed in the GOC Standards of Practice. Further information can be found at: <https://standards.optical.org/standards/maintain-adequate-patient-records/>