Summer Examinations 2015

ANW204315N

Module Title                  Practice Management, Imaging & Nursing Principles
Level                        Five
Time Allowed                 Two hours

Instructions to students:

• Enter your student number not your name on all answer books.
• Answer all questions.
• Questions are worth a total of 100 marks.
• Begin each answer in a separate booklet and label clearly.
• Number of the question you are answering.
• Neither books nor notes may be taken into the examination.
• This examination is worth 50% of the mark for ANW2043.
• ANW2043 is an unseen paper.
• Neither books nor notes may be taken into the examination room.

No. of Pages                  3
No. of Questions              3
Question 1

Using your knowledge of nursing models and theories, create a patient assessment, and plan nursing care for one of the following patients:

a. A 10 year old male DSH cat, with a urinary catheter in place following urethral outflow obstruction (due to a mucous plug, unblocked using a urinary catheter and flushing).

   (35 marks)

b. A 6-week old puppy with vomiting and diarrhoea that tested negative for parvovirus.

   (35 marks)

c. A 12 year old Shetland pony with an acute flare up of chronic laminitis due to over-feeding lush spring grass.

   (35 marks)

d. A 5 year old guinea pig with scurvy, post op following dental treatment for malocclusion.

   (35 marks)

Question 2

Explain how three pieces of legislation influence the work of a veterinary nurse.

(15 marks)

Question 3

As a practice manager, explain how you would tackle two of the following situations:

You should include a coherent strategy for tackling the problem, reference any external organisations you need to contact, consider your manner and approach, and any further action that could be required as a consequence of the scenario.

a. A distressed and angry client phones to say that her cat has died suddenly the day after starting a course of anti-inflammatory medication prescribed by one of the assistant vets. He has been reading on the internet that this drug can be fatal to cats and he says he will sue the vet for prescribing the wrong drug and expects the practice to pay for him having to take time off work due to emotional distress.

   (25 marks)

b. One of the veterinary surgeons at a mixed practice informs you that she is pregnant. What considerations need to be taken into account, and what restrictions should be put in place to protect her health and the health of her unborn baby?

   (25 marks)
c. One of the student nurses tells you in confidence that she is worried about the behaviour of one of the qualified nurses, who has worked at the practice for four years. The student nurse has noticed a smell of alcohol associated with her colleague and has observed mistakes with drug doses. Last week there was a client complaint about the same nurse.

(25 marks)

d. You notice that the practice’s drug costs are rising and decide to prepare a detailed strategy to present to the partners in order to improve profit margins.

(25 marks)

e. You overhear a client complaining about the bill they have received for a regular appointment, on examination they have been charged correctly, but it appears that in the past they have received services free of charge. How would you attempt to assess the levels of undercharging present in the practice, and how would you approach this with the whole team to try and reduce losses?

(25 marks)