

Welcome to your guide...

21 TOUGH NHS INTERVIEW QUESTIONS & ANSWERS

Get more guides, books and training courses at the website www.How2Become.com.

Copyright © PassMyInterview.com. All Rights Reserved.
For personal use only.

Q1. What are the core values of the NHS, which is most important and tell me a time when you demonstrated one of them at work.

Sample answer:

The six NHS values are, working together for patients, respect and dignity, commitment to quality of care, compassion, improving lives and everyone counts. They are all as important as each other and unless they are integrated into all NHS staff's daily working routines, a first-class service cannot be provided. In my previous role I had a responsibility to always be committed to providing a quality service to our customers. To achieve this, I undertook six-monthly performance reviews with my manager to find different ways that I could improve and develop. During my last review, I asked my manager if I could attend a new customer service training course that enabled me to deal with customers more efficiently in the 21st century. By attending this course my skillset and knowledge improved which, in turn, increased the level of service I was able to our customers.

Q2. What are the challenges facing the NHS?

Sample Answer:

The NHS is under enormous pressure right now and that pressure is likely to continue. The factors that are resulting in the pressure include the coronavirus pandemic and the long-term effects that will have. These include hospital admissions, recurring vaccinations, an increase with patients who have Long Covid, and the fact that a percentage of NHS staff will fall ill as a result of the virus and therefore be off work. The NHS is under pressure from the mounting waiting list of non-pandemic operations. Due to the pandemic so many routine procedures and operations have been put back and these will need to be carried out as soon as is possible. A skills-shortage in certain healthcare sectors is placing the NHS under pressure and although it is good to see an increase in healthcare recruitment, the new staff will take time to train up, develop and become integrated into the NHS system. Other NHS challenges include budget restrictions, the potential for more viruses becoming prevalent around the world and the need for NHS staff to keep up-to-date with new technology and treatment advancements as and when they come into the healthcare system.

Q3. Tell me about a time when you challenged a situation where someone was providing substandard care or service.

Sample Answer:

In my old job, I overheard an experienced member of our team being rude to a customer who was making a complaint via telephone. I was embarrassed to hear them speak in that manner and as soon as the call ended, I asked to speak to them in private. I asked why they felt the need to speak to the

customer in that manner and I explained how I was concerned for them because normally, they were very professional. They said they were frustrated with dealing with rude customers and there seemed to be more and more of them as the weeks were going by. I said they should speak to our manager to tell them how they felt because their own mental health was clearly being affected. The manager would be able to provide some form of support or training to help them deal with difficult customers. They initially declined but I persuaded them it was really important they raised this issue with the manager not just for their own sake, but for the sake of the company's reputation, too. They eventually agreed to speak to the manager and this resulted in a successful outcome.

Q4. What are the most important qualities needed to work in the NHS?

Sample Answer:

One of the most important qualities needed to work in the NHS is the ability to **work with other people** to achieve outstanding patient care. Within the NHS you must **collaborate** with people within your direct team, with people from other healthcare departments and with patients, their families and their carers to ensure they receive the right treatment and care. Other qualities include being able to **care for people** in line with NHS policies and procedures and to always **communicate effectively** in a way that is representative of the six NHS values. This involves listening to patients and talking to them in a manner that is commensurate to their needs. You must show **respect and dignity**, carry out patient needs assessments and be **compassion and caring** throughout each task. Another essential quality is the ability to **plan and manage** your work properly. It is not acceptable to be late for work or to do things to an unacceptable standard. Finally, you need **competence** in your particular area of specialism, be willing to show **strong leadership skills** when required, be **open to change** and demonstrate **honesty, fairness and integrity** in everything you do.

Q5. How would you deal with a confrontational or angry patient?

Sample Answer:

First and foremost, I would remain calm and I would follow my training and the operational guidance issued by the NHS. Patients are likely to be under stress or anxiety due to their circumstances and this must be taken into account whilst dealing with them. I would be professional and confident and I would ask them questions to ascertain why they were feeling the way they were. I would establish what is important to them and I would be clear when explaining the assessment or medical care process they were going to undergo. I would acknowledge any grievances the patient may have and I would maintain eye contact whilst discussing their issues. I would need to be careful with my eye contact and perhaps

only use it at certain times, such as when asking the patient questions. Whilst dealing with the patient I would always be aware of the risks and the location of my exit just in case I needed to raise the alarm. I am confident that by using a variety of different interpersonal and communication skills, I could successfully defuse the situation.

Q6. What is respect and dignity?

Sample Answer:

Respect and dignity is one of the six NHS core values. It must be demonstrated in everything you do within your work. Respect and dignity is valuing everybody within the NHS, including patients, their families, work colleagues and external stakeholders or contractors. To demonstrate respect and dignity I would focus on what was important to people, what their needs were and their limitations. I would always be respectful, show exceptional manners and afford people dignity at all times. Regardless of someone's circumstances, their background, or their beliefs I would have respect and dignity always at the forefront of my mind.

Q7. Talk me through a situation where your communication skills made a positive difference to someone.

Sample Answer:

A work colleague of mine appeared to not be themselves. They were normally upbeat, positive and great at their work. However, during a short spell I noticed a downturn in the quality of their work and they appeared depressed and disinterested. I spoke to them in private to ask if there was an issue. I chose the time and location of our discussion carefully so we would not be disturbed, and I used an empathetic style of communication. They told me everything was fine and so I explained a couple of examples of where I had noticed they were not their usual self and that I was concerned. By using an appropriate style of communication that wasn't pushy or intrusive, I eventually managed to get them to open up. They explained their partner had left them and they were devastated. Whilst they spoke, I listened and acknowledged how they must have been feeling. After they had time to vent their frustrations and their feelings I turned my attention to the options for providing them with support. I gave them options that included spending more time with me at work on projects and also the option of seeking help through our manager. Although they were initially reluctant to speak to our manager, I managed to persuade them that this would be in their best interests as they could then access the support they needed internally. By using an appropriate style of communication I was able to achieve the desired outcome.

Q8. Tell me about a time when you observed a health, safety or security risk.

Sample Answer:

In a previous job, I worked on the sixth floor of an office building. Someone kept leaving the fire doors wedged open which was not just a dangerous act, but it was also a breach of the fire safety regulations. I'd already informed my manager about this issue and her fire safety chat with the team had not sunk in. I spoke to my manager again about the issue and I suggested it might be worth this time asking the local fire station to come to the office and give a talk to everyone to explain the dangers of keeping open the fire doors and the fact we were breaking law by doing so. After all, the fire doors were there to protect us and being located on the 6th floor we were in a particularly vulnerable position. My manager agreed this was a good idea and she left it with me to arrange a visit. After the fire service had visited the office to speak to the team, the same situation never happened again.

Q9. How would you deal with someone making transphobic comments?

Sample Answer:

Any form of discrimination is not welcome anywhere either in the workplace or in society. In the workplace, I would challenge the person making the transphobic comments and tell them to stop. I would then check to make sure the person who the comments were directed at were safe before reporting the incident to my manager. If the comments were outside of work I would immediately inform the police so they could take the relevant action.

Q10. How would you tailor your style of communication to a patient in the NHS?

Sample Answer:

First, I would conduct an assessment to determine their situation, their needs and the style of communication I would need to employ. For example, if I were communicating with an elderly and vulnerable patient who suffered with dementia, I would be calm and patient, I would use shorter sentences, and I would use a reassuring tone of voice. I would ask them questions and give them plenty of time to speak. I would maintain eye contact, and I would listen carefully whilst they were speaking. I would also acknowledge what they had said and I would then give them clear and simple options that they fully understood. Finally, if the patient did not understand what I had said I would rephrase it until they understood.

Q11. What do you know about the different rules and regulations of working in the NHS?

Sample Answer:

There is a multitude of different rules and regulations that the NHS must adhere to. The Health and Safety at Work Act is the primary piece of legislation covering occupational health and safety in Great Britain. It covers things such as equipment, procedures, fire safety, ensuring materials and goods are used safely, manual handling, and ensuring all staff receive the right training and instructions, etc. There is a confidentiality policy which means all staff and healthcare professionals must carry out their duties in strict confidence, especially in respect of a patient's medical information, records and personal data. However, information amongst care teams can be shared when there is a requirement for the safe and effective care of an individual. There's safeguarding, equality, freedom of information, and voicing concerns for staff policies, too. Whilst there are other important rules, regulations and policies, these are the ones that I am most familiar with.

Q12. Describe a situation where you managed to find a better way of completing a task.

Sample Answer:

In my previous job we took it in turns to carry out a stock check every Friday morning. The stock check was a laborious process and it often took over two hours to complete. I decide to explore ways to make the process more efficient. After searching online, I found an app that allowed us to track stock inventory in real time. The only thing the organization would need to purchase was an iPhone which could then be updated in real time by whomever entered the stock room to dispatch the stock to our customers. By using the iPhone and the app, we could eliminate the need for weekly stock checks, which in turn would save the organization a minimum of 8 people hours per month. I put forward my suggestion to my manager and she agreed it was a great idea. Several weeks later the company had purchased an iPhone, installed the app and provided suitable training for all staff.

Q13. Tell me about a time you demonstrated respect and dignity at work.

Sample Answer:

A new member of staff joined the team who had learning difficulties and they were assigned a desk in the office which I felt was too far away from the facilities. As soon as the opportunity came up I went over to speak to them. I welcomed them to the team and I explained how it would be good to catch up with them over coffee at some point to get to know more about them. I then suggested they could have my desk because it was located right next to the office kitchen facilities and the toilets. I felt it might be easier for them to get around and I was more than happy to swap my desk with them, to which they agreed. The following morning I moved their belongings to my desk, and vice versa. Although this was only a small

gesture, it made a positive impact to their working life at the office and they clearly felt respected and valued as a result of my actions.

Q14. How would you deal with someone who was emotionally distressed?

Sample Answer:

I would deal with them by being respectful and courteous and by asking them questions to ascertain what the problem was. If they weren't ready to talk, I would tell them I was available to listen as soon as they were ready. Once they were ready to talk I would sit down with them in a private room and give them plenty of time to speak and explain how they were feeling. Whilst they were speaking I would listen and use suitable body language to demonstrate they had my full attention. I would use a soft tone of voice when responding and I would demonstrate empathy at all times. I would allow them to set the pace of the communication and I would ask probing questions to get to the bottom of the issue. Once I had clarified exactly what was causing the distress, I would make suggestions for resolving the issue that they were comfortable with.

Q15. How would you be collaborative within the NHS team?

Sample Answer:

I would focus on the team objective and the wider NHS goals in everything I did. I would communicate clearly and concisely at all times whilst working within my team. I would ensure everyone in the team focused on providing first-class treatment and care and I would be supportive of my co-workers whilst they were carrying out their tasks. I would ensure we set clear goals and I would encourage everyone to support each other in the completion of tasks. I would be available to work additional hours when needed to support the team and I would try to recognize everyone's strengths and weaknesses. If someone within the team did something that was of significance, I would recognise this and praise them for it. Finally, I would ensure my own competence levels were periodically assessed and the relevant training courses completed to ensure my job was always done to a high standard.

Q16. If you noticed a mistake had been made within the NHS team you were a part of, what would you do and why?

Sample Answer:

As soon as I noticed the mistake had been made, I would make the person who made the mistake aware of it before reporting it to my manager. I would report the mistake because I would have an obligation to do so under the Health and Safety at Work Act. If you ignore mistakes, you are missing the opportunity to

learn and improve. You also run the risk of potentially endangering someone's life, so it's essential the mistake is flagged, recorded and reported so the appropriate action can be taken. One of the NHS values is commitment to quality of care and this can only be achieved if total transparency and honesty are demonstrated in the workplace.

Q17. What does confidentiality in the workplace mean to you?

Sample Answer:

Confidentiality means not discussing a patient's records, treatment or medical history without their permission. However, information amongst care teams can be shared when there is a requirement for the safe and effective care of an individual. The NHS has a code of conduct in respect of confidentiality and I would adhere to this at all times in my work.

Q18. Tell me about a time when you had to reinforce the values of care and compassion in others.

Sample Answer:

In my current NHS role I was working on a very busy ward one Saturday evening. Several locum nurses were on the ward when I noticed an incident that concerned me. One of the locum nurses was being rude towards one of the patients. Although the patient was clearly under the influence of alcohol and drugs, I was not happy with how he was being spoken to. I went over and asked to speak to the locum nurse in private, away from the patient. I explained to him that what I had just heard was unacceptable and that unless he changed his style of communication I would report the incident to the nursing manager. I went on to explain that two of our core values were care and compassion and this involved how we communicated with our patients. I also explained to them that if they were feeling stressed from the level of work they had then they must inform the manager so the appropriate support can be provided. They took on board my comments, they apologised and they reassured me they would not communicate in that manner again.

Q19. Explain a situation where you could have communicated more effectively.

Sample Answer:

It was late on a Saturday evening during a very busy shift on the ward and I was taking care of multiple patients. I was finishing off treating one patient whose first language was not English. I was explaining to her how to manage her condition at home. Because I was rushed, I did not confirm that she fully understood everything I was saying and instead of taking more time to explain, I let her go home. I learned something new from that situation. Regardless of how busy you are, should always ensure the

patient fully understands everything you are telling them and moving forward I always made sure I allocated adequate time to all patients regardless of my workload.

Q20. What steps would you take to develop stronger working relationships within your team?

Sample Answer:

I would set and respect boundaries within the team I was a part of and try to build a team culture that was aligned to the NHS core values, especially respect and dignity. I would find out what each of my team workers strengths and weaknesses were, and I would establish a common connection with everyone. If required, I would give constructive feedback to my team workers and I would expect the same in return. I would be a supportive co-worker and I would offer help and assistance if anyone needed it. To build strong working relationships it is important to show that you care, that you do everything to a high standard and that you expect the same from others. Great teams are inclusive, they respect everyone regardless of their background, beliefs or circumstances, and they create an environment that allows everyone in the team to develop and grow as individuals.

Q21. Explain to me how you ensure the work you carry out is to the required standard.

Sample Answer:

First and foremost, I ensure that I am familiar with the rules, the regulations and the operational procedures that the NHS Trust I am a part of adheres to. The only way you can carry out your work to a high standard is if you are aware of your legal and moral responsibilities. The second thing I do is to always ensure I maintain competence in my work by having a clear continuous professional development plan in place throughout the year. By obtaining feedback from my supervisors and managers, I am able to continually learn and develop. Within the healthcare system there are numerous changes and amendments coming into force regularly, so it's important you are on top of these. Whenever I carry out each task I consider what it is I want to achieve, how I am going to achieve it and to what standard. Finally, if I am ever unsure, I will seek a second opinion or ask for guidance and advice to make sure what I am doing is to the right standard.

How to Use These Interview Questions and Answers:

These interview questions and answers are intended to guide you in your preparation for your job interview. These questions have been picked by the PassMyInterview team because we believe that they are the best representative of what you will face in your interview.

The sample answers in this resource are collated from years of experience and research in the recruitment sector. The answers confidently display the appropriate qualities and competencies that the interviewer expects from successful candidates.

Read the sample answers carefully, and take note of what skills and competencies they demonstrate. You might notice that, when the question asks for examples, the answer uses the STAR method to construct the response:

Situation. Start off your response to the interview question by explaining what the 'situation' was and who was involved.

Task. Once you have detailed the situation, explain what the 'task' was, or what needed to be done.

Action. Now explain what 'action' you took, and what action others took. Also explain why you took this particular course of action.

Result. Explain to the panel what you would do differently if the same situation arose again. It is good to be reflective at the end of your responses. This demonstrates a level of maturity and it will also show the panel that you are willing to learn from every experience.

In order to get the best possible results, apply this system to your own examples and experiences in working life. These sample answers are intended to inspire you to create your own responses to the questions.

Disclaimer:

PassMyInterview is not responsible for anyone failing any part of any selection process as a result of the information contained within this resource. PassMyInterview and their authors cannot accept any responsibility for any errors or omissions within this resource, however, caused. No responsibility for loss or damage occasioned by any person acting, or refraining from action, as a result of the material in this publication can be accepted by PassMyInterview.

Get more guides, books and training courses at the website www.How2Become.com.

Copyright © PassMyInterview.com. All Rights Reserved. For personal use only.

Order ID: 0081249