

OSCE

Candidate information

You are the consultant on day duty and have been approached by the NUM from the overnight shift. She has issues she would like to raise with you regarding the overnight Registrar. She felt the Registrar was rude and condescending towards the nursing staff, and feels other nurses feel intimidated by the doctor.

Please address her concerns.

Domain	%
Medical expertise	
Prioritisation and decision making	
Communication	40
Teamwork and collaboration	30
Leadership and management	20
Health advocacy	
Scholarship and teaching	
Professionalism	10

Actor (NUM) information

You were the NUM overnight and had issues with the night Registrar in charge. You have approached the morning consultant to discuss these issues. Essentially, you found the night Registrar to be rude and condescending towards the nursing staff. You felt the team environment was imperilled and that the department was borderline unsafe as a result.

Other nursing staff have approached you before regarding this Registrar, stating they feel intimidated by them because of their behaviour. The Registrar is overseas trained and can be verbally abrupt.

Marking:

	Mark
Obtains specific details regarding incidents overnight and documents these	2
Asks for names where NUM feels comfortable giving these	2
Promises to investigate further and offers time to follow up with NUM	1
Asks what NUM would prefer – apology, change in behaviour, etc	1
Discusses policies in place – bullying, harassment	2
Advises will investigate incident and interview Registrar/seek collateral information	1
Manner to NUM – professional, non-judgemental, supportive	1