

HCPC student competition 2025

Lesson plan

Welcome to this interactive quiz on Raising Concerns.

As HCPC registrants are required to speak up and raise concerns where patient safety and colleagues' behaviour make it necessary, developing the skills to do this effectively and constructively is essential. This lesson was created in order to help learners understand:

- Why speaking up and raising concerns is important.
- How to develop a range of approaches that are effective and constructive
- How approaches should differ depending on the situation.
- Guidance available to them in the HCPC Standards of Conduct, Performance and Ethics (2024).

Learning Objectives

By the end of this activity, learners will be able to:

1. Recognise why speaking up and raising concerns is vital for patient safety, professionalism, and public trust.
2. Explore a range of constructive approaches to raising concerns, from informal conversations to formal escalation.
3. Apply judgment to select the most appropriate approach depending on the situation, urgency, and risk.
4. Reflect on their own feelings and barriers when raising concerns, including when they themselves make a mistake.
5. Link decisions to the HCPC Standards of Conduct, Performance and Ethics (2024).

Instructions

This activity can be completed individually or in a group. Learners will be presented with 3 realistic scenarios that healthcare professionals may face in practice. For each scenario, they will be required to choose from a few possible responses by clicking on them, following which, they will see:

- The potential outcome of the selected decision.
- The HCPC Standard(s) linked to that choice.
- Prompts to stimulate self-reflection on how they might navigate these scenarios

The entire session will take approximately 30 minutes to complete as learners are encouraged to return to the each of the scenarios and explore all of the responses and potential outcomes, and engage in self-reflection or discussion with teammates.

Aim

The aim of this activity is to allow learners to explore different approaches to raising concerns, understand potential consequences, and reflect on how they can act constructively and effectively in line with HCPC standards.

Quiz

Scenario 1: Rushed Hand Hygiene

“It's been a busy Friday afternoon, and as you are going about your tasks, you spot your colleague skipping hand hygiene before patient contact.

You have never seen them do this before and haven't really noticed anything concerning about their practice until now.”

- 1.1.** Ignore it
- 1.2.** Mention casually (“Did you forget gel?”)
 - 1.2.1.** Let it go
 - 1.2.2.** Escalate
- 1.3.** Speak privately after
 - 1.3.1.** Offer reminder strategies (alcohol gel at bedspace)
 - 1.3.2.** Escalate anyway
- 1.4.** Raise with supervisor
- 1.5.** File a formal report

Scenario 2: Confidential Conversation

“It's been a long morning, and you've been looking forward to your coffee break. You pop to the café across the street from the hospital, a popular spot for hospital staff, and take a seat with your brew.

Sat behind you are two members of staff from the hospital and you hear them discussing a patient's personal details in their conversation.”

- 2.1.** Ignore it
- 2.2.** Join the chat but steer it away
- 2.3.** Politely remind them about confidentiality
- 2.4.** Speak privately with them later
- 2.5.** Report directly to manager

Scenario 3: Sending Information to the Wrong Person

“You are emailing a patient's discharge summary to their GP.

A few minutes later, you realise you accidentally attached the wrong file, another patient's summary and therefore sent it to the wrong GP practice...”

- 3.1. Do nothing and hope no one notices
- 3.2. Quickly delete the email from your “sent” folder and move on
- 3.3. Inform your supervisor immediately and follow the data breach policy
- 3.4. Phone the GP practice to ask if they can delete the email without reading it
 - 3.4.1. Do nothing further.
 - 3.4.2. Escalate to your manager and log the breach.

Conclusion:

By the end of this presentation, learners will have:

- acquainted themselves with HCPC Standards of conduct, performance and ethics: to know when to raise concerns
- explored the consequences of different choices: to know how to constructively and effectively raise concerns
- had practice in making choices: to learn how to tailor their approach to different situations
- engaged in self-reflection/discussion: to realise the importance of raising concerns

To further consolidate their knowledge and proficiency on the topic, learners are encouraged to:

- Read through HCPC Standards of conduct, performance and ethics
- Familiarise themselves with trust guidelines on Raising Concerns
- Stay updated on policy changes
- Speak to their supervisor/manager about further advice and training on Raising Concerns

Links to the HCPC Standards of conduct, performance and ethics webpage and a downloadable PDF version have been provided in the final slide.

References:

Gammon, J., & Hunt, J. (2019). The neglected element of hand hygiene - significance of hand drying, efficiency of different methods and clinical implication: A review. *Journal of infection prevention*, 20(2), 66–74. <https://doi.org/10.1177/1757177418815549>

(2024). Standards of conduct, performance and ethics. Health and Care Professions Council. Retrieved August 25, 2025, from <https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/>

Images:

Links to each of the image sources has been provided in the footnotes of the respective slides.