



### Context – Dovecote Dental Practice

Lucy Douglas is a dentist. She qualified 10 years ago and has worked in a number of practices in the North East. She now owns her own dental practice in Newcastle upon Tyne called Dovecotes Dental Practice. Dovecotes is a National Health Service (NHS) practice which also has some private patients.

Lucy is a sole trader. There are also two other dentists who work with her. These dentists are self-employed and they pay Lucy a percentage of their earnings. The other employees at Dovecotes are a dental manageress, Margaret Powell, four dental nurses, three receptionists and a hygienist. They all work full-time based on 37 hours per week. However two of the dental nurses have expressed an interest in working part-time. The practice needs four full-time staff so Lucy has said she will consider this request and discuss it at the next staff meeting.

Records of all patient details are kept in a paper-based filing system but now that the practice has installed a computer system, these details are in the process of being transferred onto the computer system. There is a computer in reception and each dentist has a computer in their surgery.

As well as running the practice on a day-to-day basis, Margaret's responsibilities include ordering materials used in the practice and preparing the wages of the nurses, receptionists and the hygienist.

Dovecote Dental Practice  
2 Craghill Drive  
Newcastle upon Tyne  
NE61 9VS

Tel: 0191 273 4010  
Fax: 0191 277 4548  
E-mail: dove@microsoft.com



**Answer ALL questions**

1. (a) Complete each of the sentences below. Circle the **ONE** word or phrase which gives the best answer.

(i) The tax added to a total on an invoice is .....

*income tax    VAT    corporation tax    council tax*

(ii) Patients at Dovecotes pay for their treatment using a .....

*credit note    debit card    receipt    debit note*

(iii) A program which manages all the resources of a computer system

is .....

*a spreadsheet    a database    an operating system    an accounts package*

(iv) Pay paid in 12 equal monthly payments is .....

*a wage    overtime    a bonus    a salary*

(v) The internal structure of a business is .....

*an itinerary    a network    a flow chart    an organisation chart*

(vi) Computers linked on one site are called .....

*a Local Area    a hierarchy    a Wide Area    an Internet Services  
Network (LAN)    Network (WAN)    Provider (ISP)*

**(6)**



(b) For each of the questions (i)–(iv), write the letter A, B, C or D to show the correct answer. Use the box provided.

(i) The document given as proof of payment is .....

- A an order
- B a goods received note
- C a receipt
- D a statement of account

Answer

(ii) Looking at a monitor every day could lead to .....

- A headaches
- B repetitive strain injury (RSI)
- C stress
- D back pain

Answer

(iii) Gaining access to another person's computer is illegal under the .....

- A Health and Safety Act
- B Data Protection Act
- C The Computer Misuse Act
- D Copyright Designs and Patents Act

Answer

(iv) Aligning text at the left, right or both margins is .....

- A sorting
- B importing
- C communication
- D justification

Answer

(4)



(c) Dovecotes uses two systems for keeping patient records. It uses a paper-based filing system and is transferring data to a database.

(i) What is meant by a paper-based filing system?

.....  
.....  
.....  
.....

(2)

Dovecotes uses an alphabetical filing system.

(ii) Place the following patients into alphabetical order.

Mockford, L   Martin, S   Garland, H   East, M   Eastman, G   Dunnakey, F

.....  
.....  
.....  
.....  
.....  
.....

(2)

(iii) Why is it necessary for a business to use a filing system?

.....  
.....  
.....  
.....  
.....  
.....

(4)



Dovecotes uses a computer database.

(iv) Why does Dovecotes use a database to store patient records?

.....  
.....  
.....  
.....

(2)

(Total 20 marks)

Leave  
blank

Q1



**BLANK PAGE**



M 2 5 8 2 9 A 0 7 1 6

Leave  
blank

2. Margaret, the dental manageress, is responsible for ordering materials for the practice.

(a) (i) Complete the purchase order using the following information. The last order number was C6893. Sign the order form as yourself.

Today's date

Gosforth Dental Supplies  
24 Osborne Road  
Gateshead NE24 6BB

12 dental probes with a product code of DP67  
4 amalgam carriers with a product code of AC55

(6)





Leave  
blank

## PURCHASE ORDER

From  
Dovecotes Dental Practice  
Craghill Drive  
Newcastle upon Tyne  
NE61 9VS

Phone: 0191 273 4010  
Fax: 0191 277 4548  
Email: dove@microsoft.com

To

Purchase Order No

Date

Product Code	Quantity	Description

Signature .....



Leave  
blank

Margaret keeps copies of all financial documents.

(ii) Explain why she does this.

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**(4)**

At the end of each month, Dovecotes receives a Statement of Account from each of its suppliers.

(iii) Why is a Statement of Account important to Dovecotes?

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**(4)**



Leave  
blank

Margaret is also responsible for preparing the wages of other employees in the practice. The dental nurses at Dovecotes are paid on a time rate.

(b) (i) To what extent is a time rate system useful to Dovecotes?

.....  
.....  
.....  
.....  
.....  
.....

(3)

One of Margaret's responsibilities, when preparing these wages, is to deduct Income Tax from employees' pay.

(ii) Explain what is meant by Income Tax.

.....  
.....  
.....  
.....  
.....  
.....

(3)

Q2

(Total 20 marks)



Leave  
blank

3. In a dental practice the dentists need to have access to all patient information stored on the computer system. Receptionists only need to see some of this information.

(a) (i) Explain **ONE** way in which access to patient information could be restricted.

.....  
.....  
.....  
.....  
.....  
.....

**(3)**

All organisations run the risk of their computer systems being infected by viruses.

(ii) Assess the effectiveness of anti-virus software.

.....  
.....  
.....  
.....  
.....  
.....

**(3)**





<p>(iii) Consider the implications if organisations do not protect data from being stolen, lost or damaged.</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Leave blank</p>
--	--------------------



(4)



M 2 5 8 2 9 A 0 1 3 1 6





(ii) Explain any problems, other than loss of patient information, Dovecotes might have if computer equipment is stolen.

.....

.....

.....

.....

.....

.....

.....

.....

.....

(4)

(Total 20 marks)

Leave blank

Q3

**Quality of Written Communication: 3 marks**

**TOTAL FOR PAPER: 63 MARKS**

**END**



**BLANK PAGE**

