

**Welcome to Salford Primary Care Together**

**Student Information**

SPCT – Willow Tree

SPCT – Little Hulton

SPCT – Eccles

**Introduction**

Welcome to Salford Primary Care Together (SPCT)!

We are a community interest company, which means we exist to improve the health and wellbeing of Salford people and all our resources will be dedicated to doing that.

Salford Primary Care Together not only delivers excellent patient care through its three GP practices but also delivers essential services across the five Salford neighbourhoods (Eccles & Irlam, Swinton, Ordsall & Claremont, Broughton and Little Hulton & Walkden). Read on to find out more!

The majority of your placement will be within our practices however you will have the opportunity to explore the other services provided by SPCT. Further information regarding your placement is in this document and if there is anything you wish to discuss please do not hesitate to contact us.

During your placement you will have a named mentor and you will also spend time with other staff members all of whom you can approach if you have any queries or problems.

We hope that your time with us is informative and enjoyable and we look forward to meeting you ☺

Moira Ogunsakin

**Placement Educational Lead:**

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| **Student Name** |  |
| **University** |  |
| **Year** |  |
| **Semester** |  |
| **Date of Placement** |  |
| **Number of Weeks** |  |
| **Mentor** |  |
| **Tutor** |  |

**Programme Lead Nurse Educator**

Moira Ogunsakin- [mogunsakin@nhs.net](mailto:mogunsakin@nhs.net)

**Practice Education Facilitators**

Andrea Surtees – [andrea.surtees@srft.nhs.uk](mailto:andrea.surtees@srft.nhs.uk) - 0161 206 8991

**The SPCT GP Practices**

**Practice Addresses & Opening hours:**

Salford Primary Care Together (SPCT)

**Willow Tree**

94 Littleton Road

Salford

M7 3SE

0161 983 0600

Mon, Tues, Thurs, Fri 08:00-18:30

Weds 08:00-20:00

Salford Primary Care Together (SPCT)

1st Floor **Eccles** Gateway

28 Barton Lane

Eccles

Manchester

M30 0TU

0161 983 0600

Mon 08:00-20:30

Tue-Fri 08:00-18:30

Salford Primary Care Together (SPCT)

Longshaw Drive

Little Hulton

Manchester

M28 0BB

0161 983 0600

Mon, Tues, Thurs 07:00-20:30

Weds & Fri 08:00-18:30

Your working hours will be outlined and agreed with your mentor. You will be expected to work with all members of the surgery team to give you an overview of the care delivered within primary care. This will be guided by your mentor.

**Travel/Car Parking**

All of our surgeries are easily accessible by multiple forms of public transport. Please see the appropriate websites using our address details. Unfortunately, car parking is not readily available at all our sites and therefore we cannot guarantee a car parking space in a private car park during your time with us at the surgery. Please take this into consideration when planning your journey.

**Confidentiality**

All patients records held by the practice are considered confidential and will be kept secure. Identifiable information is only released with patient’s written consent. All information is covered by the Data Protection Act (1984). Please ensure you respect patient confidentiality at all times and please ensure you log off computers when you leave rooms.

**Meet the GP Practice Team**

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|  | **Eccles** | **Little Hulton** | **Willow Tree** |
| **Clinical Lead** | Dr Misty Ghangrekar | Dr Marlon Morais | Dr Helen Forster |
| **Practice Nurse** | Helen Birkett / Kim Winstanley | Janet Walsh / Kim Winstanley | Brogan Griffiths |
| **Team Leader** |  | Yasina Uddin | Dawn Junk |

**Some of the services offered within the practices:**

**The EPIC Services (Extended Primary Integrated Care)**

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| **EPIC Service** | **Where?** | **Info** |
| **ED Streaming** | Salford Royal Hospital ED Department,  Stott Ln, Salford M6 8HD | 2x ANP’s based at ED reception to triage patients arriving in A&E and direct to most appropriate care. Patients can be deflected off site, forwarded to GP in A&E or sent to A&E waiting list. |
| **Out of Hours** | GP’s remotely across all sites | GP’s triaging calls coming through from 111 after practice closure at 18:30. Patients can be directed to ED or gateways in Extended Access if face to face assessment is required. |
| **Extended Access** | Eccles, Swinton, Pendleton, Walkden Gateways plus Newbury Place Health Centre | Pre-booked, routine, evening and weekend GP appointments booked directly by Salford practices. Also run HCA & SMEAR clinics. |
| **COLD Visiting** | 3rd Floor, 2 City Approach, Albert Street, Eccles, M30 0BL | Home visiting service for those patients shielding/vulnerable with non-COVID symptoms. Two types of appointment;   1. Visiting clinician to assess and treat the patient’s condition. 2. Visiting Phlebotomist to take bloods, check BP etc. |
| **COVID St Andrews** | St Andrews Annex (rear of building),  30 Russell St, Eccles, Manchester M30 0NU | Three services dealing with HOT patients (those with COVID symptoms);   1. Visiting clinician to assess and treat patients too unwell to visit the centre. 2. Pre-bookable appointments for those patients that need a face to face assessment but have COVID symptoms. 3. Paediatric clinician seeing children with COVID symptoms that require face to face assessment. |
| **COVID Swabbing** | AJ Bell Stadium  1 Stadium Way, Barton upon Irwell, Eccles, Manchester M30 7EY | COVID Swabbing for NHS staff /Carehomes/Pre-op patients  TOP TIP: If your placement is here, it’s outside so wrap up warm! |

**Conduct within the practices & EPIC Services:**

**Clothing**

You will be expected to wear uniform in line with the University policy. We ask that you have your identification clearly visible. Some placements request that you do not wear uniform and you will be informed if this is the case.

**Sick Leave**

We would like notification of absence to be given to us as early as possible. Please also follow your own procedure i.e. informing University and following their policy and procedures.

**Refreshments**

You will be advised of the arrangements of tea and coffee making facilities. We have a kitchen at each site where you will be able to reheat food and refrigerate if necessary.

**Valuables**

Please do not bring any unnecessary items with you whilst on placement as the surgery cannot guarantee safe storage for your belongings.

**Signing In**

You are required to sign in and sign out at each site. You will be showed where this folder is kept and it will be your own responsibility to follow this procedure when you enter or leave the building including lunch times and for any other reasons.

**Mobile Phones**

Mobile phones are strictly not to be used during your working hours apart from break times. Emergency use is the only exception.

**The Agreement**

**You can expect from us:**

* To be welcomed and dealt with in a friendly way as part of our team.
* A named mentor from the outset, who is approachable, motivated and has a good knowledge base to help you get the most from your placement.
* To complete initial, mid-term and final interviews in a timely manner.
* Regular one to one time for teaching and reflection.
* To be dealt with as a fellow professional.
* Help in developing your confidence, clinical ability and knowledge and skills.
* Experience of evidence based practice and a good standard of patient focused care.
* A friendly environment and relationship with practice staff to encourage the asking of a question without feeling foolish or afraid.
* A commitment to making your education our priority.
* Access to our notes, patient, facilities and experience.
* To have adequate facilities for work and breaks. There are kitchen facilities for you to bring your lunch or plenty of shops nearby to buy something that day.

**We can expect from you:**

* Courtesy to the practice, patients and staff.
* Enthusiasm and a willingness to learn.
* The highest professional standards in terms of respecting patients, their rights, their records, and the sensitive and important nature of the work you will be involved with.
* A smart appearance and good levels of personal hygiene.
* Punctuality, especially when committed to seeing patients. Unexplained absence should be avoided if at all possible. Inform the practice if you expect to be late or are unable to come in.
* A commitment to the practice. We want you to be part of things and not just here as an observer. This will help to develop your clinical skills and get more out of your time with us.
* Tell us if there are any problems or if things aren’t going well.
* Never be afraid to ask for help if you find yourself in an uncertain clinical situation.

**Experience to be gained during placement:**

The team will take students at various stages of their training. Expectations will differ depending on the stage of training and level of experience. However, support will be provided at all levels and you will be encouraged to utilise supervision via mentor and other staff working in the team.

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| Year 1 | * Gain general awareness of service delivery provided by a GP surgery to the local conurbation – including gaining and improving communication skills with patients, relatives, colleagues, senior staff and other MDT. * Gain an understanding of the role of primary care and its role in the government’s agenda. * Exposure to all aspects of Health and Safety, Infection Control, role responsibilities, policies and procedures. * Opportunity to observe and participate in care delivery, including basic assessment skills, basic observation skills, history taking and psychological observations. * Exposure to a range of MDT * Exposure to a learning environment, treatments and procedures incorporating medical – legal, ethical aspects and facilitating a holistic approach to patient centred care. * Facilitation of learning appropriate to learners’ stage of training and learning style. * Encourage reflective practice and participate in self-evaluation to facilitate personal and professional growth and development. * Participate in health promotion by assisting with promotion boards and visual displays around the surgery. * Obtain a basic understanding of long term health conditions. * Medicines management. * Documentation skills. |
| Year 2 | * Demonstrate a general awareness of service delivery provided to the clients in the surgery including gaining and improving communication skills with patients, relatives, colleagues, senior staff and MDT mentors. * Be able to have a good understanding of ‘common’ presentations within the surgery and associated treatment plans. * Be able to have a basic understanding of the Triage process. * Opportunity to participate in care delivery, including basic observations/urinalysis/weight monitoring and being able to differentiate ‘normal’ and abnormal. * To be able to carry out a basic assessment under supervision. * Demonstrate basic decision making skills and time management skills. * Understand CCG’s and how the surgery works with these. * Be able to demonstrate skills in the referral process under supervision – giving a clear rationale for the pathway chosen. * Be able to demonstrate initiative at ‘busy’ times. * Contribute to MDT meetings |
| Year 3 (Nursing Student Placements Only) | * Encourage and expect team involvement as well as independent working, adhering to scope of professional practice and role responsibilities. * Increase responsibilities re: initiating care delivery under supervision encouraging management/leadership skills. * Actively participate in assessment, planning, implementation and promoting the culture of lifelong learning. * Management of own group of patients/caseload if appropriate. * Have a good knowledge of long term conditions and treatment plans available. * Be able to take an assessment of a client and provide a plan of care where appropriate. * Be able to communicate effectively to clients and professionals. * Be able to demonstrate good time management skills. * Be able to demonstrate appropriate skills in stressful emergency situations |

**Further suggested opportunities for Paramedic students**

* Obtain a range of patient histories.
* Assessment and examination of a range of patients.
* Complete a range of clinical assessment and examinations:
* Acute and Long Term Conditions
* Management of medication
* Psychological assessment
* Discuss the management/pathophysiology of a range of clinical conditions.
* Discuss blood test analysis and interpretation of results.
* Discuss the management plan for a range of patients from cradle to grave.
* Discuss referral options in acute or chronic care settings.
* Under supervision, undertake clinical skills:
* IM/Subcutaneous Injections
* Wound Care
* Discuss urinalysis and the interpretation of findings.
* Under supervision ensure correct application of equipment required to produce a ECG.
* Discuss respiratory function tests/results and equipment used to facilitate this e.g. peak flow meter.
* Have a full understanding of the Triage system used within general medicine.
* Medicines management.
* Understand accountability and responsibility in the areas of ethics, legislation and professional duty of care.

**Core Themes**

* Reflect on the need for compassion and the specific caring skills observed by all healthcare professionals in care of patients in primary care settings.
* Reflect on the specific compassionate and caring approaches that health care professionals take towards patients in order to gain information, support and care for them.
* Reflect on the differences in independent practice in comparison to team practice.

**Possible Spokes**

**Potential Spoke Placement list**

Homeless practice

Children’s Service

Acute paediatric service

Podiatry clinic

HCA role

Diabetes team

Health Improvement

Pharmacist (practice/community)

Midwife

Health Visitor

City West Housing & Community Trust

Community Geriatrician

MDG Team

Social Worker

District Nurses

Home Visiting Service

St Anns Hospice

Memory Assessment Team

School nursing

Dental Team

Asthma Specialist Health Visitor

Audiology

Sexual health & Contraception

Speech & language service

Immunisation team

Children’s Centre

Stop Smoking Service

Heart failure Specialist Nurse

Community drug & alcohol team

Hospital IV Team

CAST Team

Liver Team

GP Streaming-A&E

Coroners Court

**Useful Websites**

[www.practicenursing.co.uk](http://www.practicenursing.co.uk)

[www.doh.gov.uk](http://www.doh.gov.uk)

[www.medicinesresources.nhs.uk](http://www.medicinesresources.nhs.uk)

[www.nice.org.uk](http://www.nice.org.uk)

[www.nhs.uk](http://www.nhs.uk)

[www.nhs.uk/change4life](http://www.nhs.uk/change4life)

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

[www.dementiauk.org](http://www.dementiauk.org)

[www.macmillan.org.uk](http://www.macmillan.org.uk)

[www.dafne.co.com](http://www.dafne.co.com)

[www.diabetes.org.uk](http://www.diabetes.org.uk)

[www.patient.co.uk](http://www.patient.co.uk)

<https://diabetesinhealthcare.co.uk> (online training for diabetes)

# Evaluation

As a student you can log into the PARE website to complete your evaluation.

This link is <https://onlinepare.net/>.

If you need any help with using the PARE website please contact your PEF who will provide help and support

**QUIZ**

1. What is an ACE inhibitor?
2. When would it be used?
3. What monitoring is required?
4. Name 5 or more risk factors for Diabetes.
5. What does an HBA1C TEST measure?
6. What is Hypertensive disease commonly known as?
7. Name 3 features that differentiate Asthma and COPD.
8. What drink should you avoid taking with Thyroxine medication and why?

**Achieving excellence in learning and care...**

**Placement Charter**

This Charter demonstrates the Placement’s commitment to provide a safe and   
high quality learning environment for all learners to prepare them for their future roles working collaboratively in multi-professional teams. The ‘Placement Pledges’ and the ‘Rights, Roles and Responsibilities of learners’ instil the values embedded within the NHS Constitution (DH 2013) and Health Education England’s NHS Education Outcomes Framework (DH 2012).

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| **Placement Pledges** | **Rights, Roles and Responsibilities of learners** |
| Ensure all learners are welcomed, valued and provided with an inclusive, safe, stimulating and supportive learning experience. | Prepare adequately for the placement, including contact with the placement in advance. Disclose any health or learning needs that may impact on the placement, or the achievement of learning outcomes. |
| Promote a healthy and ‘just’ workplace culture built on openness and accountability, encouraging all learners to raise any concerns they may have about poor practice or ‘risk’, including unacceptable behaviours and attitudes they observe at the earliest reasonable opportunity. Respond appropriately when concerns are raised. | Raise any serious concerns about poor practice or ‘risk’, including unacceptable behaviours and attitudes observed at the earliest opportunity. Be clear who to report any concerns to in order to ensure that high quality, safe care to patients /service users and carers is delivered by all staff. |
| Provide all learners with a named and appropriately qualified / suitably prepared mentor / placement educator to supervise support and assess all learners during their placement experience. | Actively engage as an independent learner, discuss learning outcomes with an identified named mentor / placement educator, and maximise all available learning opportunities. |
| Provide role modelling and leadership in learning and working, including the demonstration of core NHS ‘values and behaviours’ of care and compassion, equality, respect and dignity, promoting and fostering those values in others. | Observe effective leadership behaviour of healthcare workers, and learn the required NHS ‘values and behaviours’ of care and compassion, equality, respect and dignity, promoting and fostering those values in others. |
| Facilitate a learner’s development, including respect for diversity of culture and values around collaborative planning, prioritisation and delivery of care, with the learner as an integral part of the multi-disciplinary team. | Be proactive and willing to learn with, from and about other professions, other learners and with service users and carers in the placement. Demonstrate respect for diversity of culture and values, learning and working as part of the multi-disciplinary team. |
| Facilitate breadth of experience and inter-professional learning in placements, structured with the patient, service user and carer at the centre of care delivery, e.g. patient care pathways and commissioning frameworks. | Maximise the opportunity to experience the delivery of care in a variety of practice settings, and seek opportunities to learn with and from patients, service users and carers. |

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| Adopt a flexible approach, utilising generic models of learner support, information, guidance, feedback and assessment across the placement circuit in order to support the achievement of placement learning outcomes for all learners. | Ensure effective use of available support, information and guidance, reflect on all learning experiences, including feedback given, and be open and willing to change and develop on a personal and professional level. |
| Offer a learning infrastructure and resources to meet the needs of all learners, ensuring that all staff who supervise learners undertake their responsibilities with the due care and diligence expected by their respective professional and regulatory body and organisation | Comply with placement policies, guidelines and procedures, and uphold the standards of conduct, performance and ethics expected by respective professional and regulatory bodies and organisations. |
| Respond to feedback from all learners on the quality of the placement experience to make improvements for all learners. | Evaluate the placement to inform realistic improvements, ensuring that informal and formal feedback is provided in an open and constructive manner. |
| • ‘Learner’ refers to all health, education and social care students, trainees, hosted learners.  • ‘Placement’ relates to all learning environments / work based learning experiences.  • ‘Mentor’/ ‘placement educator’ relates to all trainers / supervisors / coordinators appropriately qualified / suitably prepared to support learners.  • ‘Professional and regulatory body and organisation’ relates to standards required to ensure patient and public safety, and professional behaviours. | |

**Finally, we hope you enjoy your placement with us and that you reach all of your learning objectives ☺**