

*Updated July 2024*.

PHILOSOPHY FOR TEACHING & LEARNING IN THE OUTPATIENT DEPARTMENT

To establish and maintain an environment conducive to learning.

Learners will have an assessor and supervisor allocated prior to their arrival to the department.

The preliminary interview will be conducted and their learning needs will be discussed within the first week of placement.

Opportunities will be provided to meet learning needs within clinical areas and non-patient areas, according to the Learners’ requirements.

All staff will facilitate in orientating students to the department and familiarising themselves with other members of the team.

Opportunities will be created to work with clinical nurse specialists and members of the multidisciplinary team.

Opportunities will be provided to utilise the various resources available to facilitate the students’ learning.

Learners will remain supernumerary and will always have a link with their assessor or supervisor or a trained nurse.

The Placement Educational Lead will establish effective links between the clinical environment and academics and cascade information to colleagues.

Learners, assessors and or supervisors will liaise regularly, formally and informally, to ensure learning needs are met and action plans implemented accordingly. Thus, providing the opportunity to address any identified issues/ difficulties and to then liaise with personal tutors and academics in practice if required.

Effective communication and relations will be established and maintained between staff to facilitate the needs of the Learner.

Staff will attend appropriate study days so that they can fulfil their duties as assessors and supervisors, in order to support the Learners.

Out-Patients Department

Welcome to the Out-Patients Department, we hope your stay with us will be educationally and practically rewarding for your future career. This pack is aimed to provide a brief overview of the department and a list of identified learning opportunities available to you.

The department is a general Out-Patients Department comprising of 6 suites

at Rochdale Infirmary, each covering a number of different specialities:

* **Suite Two –** Cardiology, General Surgery, General

Medicine & Rheumatology.

* **Suite Three** – Phlebotomy, Cardio-Respiratory Unit & ECG

* **Suite Four** – Orthopaedics, General Surgery, General Medicine
* **Suite Five** – Respiratory Clinics, General Medicine, Rheumatology, Urology,

T.B. Clinic, Gynaecology, Cardiology, General & Vascular Surgery

* **Annexe** - Urology, Rheumatology, Medical
* **Suite Six** – Urodynamics, Gynaecology & Vascular

Learner Support

Assessor

You will be allocated an assessor prior to your placement, with whom you will be introduced to on your first day. When you meet your assessor, you will be given the opportunity to discuss and validate your learning agreement/action plans.

Placement Educational Lead (PEL)

The PEL is Sister Nicola Hurdiss. Nicola is responsible for the co-ordination and the allocation of Learners to assessors, and she works with the assessors, the link tutor and the Practice Based Educator to promote an effective learning environment.

Email: [Nicola.Hurdiss@nca.nhs.uk](mailto:Nicola.Hurdiss@nca.nhs.uk)

Practice Education Facilitator

The Clinical Placement Facilitator for student nurses is Suzanne Kirkman.

The role of the PEF is to provide ongoing support for Learners and assessors in practice.

Email: [Suzanne.kirkman@nca.nhs.uk](mailto:Suzanne.kirkman@nca.nhs.uk)

University Link Lecturer

The University Link Lecturer for Learners is James Richardson.

Email: [James.Richardson@salford.ac.uk](mailto:James.Richardson@salford.ac.uk)

**Staff Members on the Out-Patients Department**

(Updated 18th July 2024)



Listed below are all the members of staff based within the Out– Patients Department. There are currently 4 Staff nurses with many nursing years’ experience. 3 Medical Technical Officers (Plaster Technicians). 10 Clinical Support Workers, who, between them also have many years of experience gained from working in different areas in the hospital environment. The department also has 2 Phlebotomists.

Senior Sister Donna Lewis

Sister Nicola Hurdiss

Staff Nurse Susan Whitaker

Staff Nurse Jeanette Moises

Staff Nurse Margaret Judge

Staff Nurse Clay Dumanjug

Medical Technical Officer Lindsay Pedgrift

Medical Technical Officer Dawn Mellor

Medical Technical Officer Kim Irving

Senior Clinical Support Worker Carol Foster

Senior Clinical Support Worker Lisa Clough

Senior Clinical Support Worker Jeannette Shand

Senior Clinical Support Worker Jane Holleran

Senior Clinical Support Worker Debbie Roberts

Senior Clinical Support Worker Jeanette Forshaw

Senior Clinical Support Worker Denise Merrills

Senior Clinical Support Worker Chelsea Counsell

Senior Clinical Support Worker Louise Pickering

Senior Clinical Support Worker Amina Bibi

Senior Clinical Support Worker Samina Shah

Phlebotomist Alison Vinden

Phlebotomist Lisa Williams

Clerical Assistant Cath Wood.

Hours in Practice

Your hours of work are: **37 ½ hours per week** and will be shown on the staff off-duty rota in the staff office.

The shifts are worked Monday – Friday between 8.15 hrs – 17.00 hrs.

There is a 30-minute lunch break.

If you have any difficulties/concerns with your given off duty, or any study days or appointments arranged with the university please discuss with your Assessor or Manager/Sister.

There is a Clinic Allocation file in the staff office on Suite 5. Here you can find out which clinics you are working on each day and also which members of staff you are working with.

If there is a specific speciality within outpatients that you would like to experience, then please discuss with your assessor, supervisor or Sister who will try to allocate you to the appropriate clinic during you placement.

**Please note that in the event of sickness or if you are going to be late for a shift,**

**all students must ring the department on**

**01706 517799**

**and inform the Sister or Nurse-In Charge.**

**Main Outpatient Departments and Phlebotomy Services**

*Our staff are valued as skilled practitioners, with evidence based skills and knowledge.*



Communication is of prime importance. We aim to ensure patients leave the department feeling fully informed with health promotion and supporting literature provided as appropriate.



Attention to privacy and dignity requirements will be met through compliance with Main Outpatient Department Corporate Standards and audit of practice.



Risk. We endeavour to eliminate and reduce risk thereby providing a safe environment for staff and visitors.



Equality and diversity are valued, promoted and supported.

***‘’To provide the very best care for each patient on every occasion”.***



**CORPORATE OUTPATIENT DEPT STANDARDS**

*These standards must be read in conjunction with the locally agreed standards*

*and Philosophy of Care as referenced below.*

* **The department area, including reception areas and entrances will be kept clean and tidy.**
* **Visitors to the department will be greeted courteously and professionally.**
* **When responding to a telephone call the caller will be greeted courteously and professionally and be given details of the area, name and designation will be given.**
* **Staff will look presentable and professional in accordance with the uniform and dress guidance policy.**
* **Food will NOT be consumed where patients and visitors can observe it.**
* **Refreshments will be taken discreetly when there is no opportunity for these to be taken away from the clinic rooms.**
* **Privacy and dignity will be maintained in accordance with the agreed local standards.**
* **Communication will be sustained in accordance with the local agreed standards.**
* **Confidential information will be discussed, as far as possible, in a private area.**
* **Personal conversations between staff will not take place within earshot of patients and visitors.**
* **Mobile phones must not be used in patient areas.**
* **There will be a staff presence on the department when clinics are operational.**
* **Staff will comply with the agreed Main Outpatient Department philosophy.**



**Introduction**

During your first day you will be orientated to the department layout.

During this introduction to the department the following will be discussed:

Fire regulations

Health and Safety

Uniform

Sickness and absence

Infection control

Confidentiality

The Department Philosophy

The Corporate Standards.

Within the first week you will be given the opportunity to discuss your practice assessment documentation and agree your learning outcomes/action plans with

your mentor.

# **Role Responsibility Skills**

Throughout your placement you will also be given the opportunity to develop skills within different aspects of nursing as identified below.

* To demonstrate the need for punctuality as part of role responsibility and teamwork.
* To demonstrate an understanding of policies and expectations, with regards to appropriate appearance. (Uniform policy).
* To demonstrate an ability to accept guidance and constructive criticism.
* To demonstrate the need for confidentiality.
* To demonstrate the willingness to participate in caring activities.

# 

# **Caring Skills.**

* To demonstrate an ability to assess patient/client needs, utilising a problem-solving approach.
* To demonstrate an ability to plan care following assessment of patient/client needs and utilising a problem-solving approach.
* To demonstrate an ability to contribute to the implementation of care.
* To demonstrate an ability to contribute to evaluating care.
* To demonstrate an ability to recognise situations which must be reported to a qualified nurse or other individuals accountable for care delivery.
* To demonstrate an understanding and applications of models/frameworks for care.
* To demonstrate an ability to practice holistic care.
* To demonstrate an awareness of the physiological basis of health problems experienced by individuals.
* To demonstrate an awareness of research underpinning practice.
* To demonstrate an awareness of ethical and legal issues within nursing practice.

**Clinical Skills**

* To demonstrate an ability to gather information related to patients/clients and document appropriately.
* To demonstrate an ability to document care that has been given, in the relevant documentation – **under supervision.**

Listed below are some Clinical Skills/Procedures which you may observe or perform during your placement:

Moving and handling

Aseptic Non-Touch Technique (ANTT)

Wound care assessment

Physiological observations

Blood glucose monitoring

Injections – intramuscular and subcutaneous.

Observations:

Intra-articular injections

Venepuncture

Biopsy taking.

Urinary Catheterisation

Application of Plaster of Paris

Urine Flow testing

Electro cardiograph recording (ECG)

Echocardiograms.

Spirometry

Doppler studies

Cervical Smears

**Interpersonal Skills**

* To demonstrate effective verbal and non-verbal communication skills with

colleagues and others.

* To demonstrate an ability to develop helpful, caring relationships with patients/clients and their families and friends.
* To demonstrate an ability to initiate and conduct therapeutic relationships with patients/clients.
* To demonstrate an ability to respond to the needs of patients/clients with specific communication difficulties.

**Other Learning Opportunities within the Out-Patient’s Dept.**

# To identify tests which lead to diagnoses.

* To gain an insight into how people cope when living with long-term illnesses.
* To discuss the signs and symptoms that you must recognise in order to adjust treatment.
* To discuss support services and facilities that the Out-Patients Department has to offer.
* To appreciate how Secondary care, in partnership with Primary care, helps to promote well-being.
* To increase knowledge of medical records and assessing data e.g., Results.
* To increase skills in time management and organisational skills.

**Section E: Spoke Placements**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Spoke** | **Learning opportunities, it provides** | **Specific to which year of the programme** | **Placement contact details** | **Suitable length of time to spend in spoke** | **Risk Assessments confirming suitable student support is available** |
| Multi Disciplinary  Team (MDT) Meetings. | To gain insight of  how the MDT work  together.  To gain awareness of care pathways. | Year 1 and 2. | Clinical Nurse Specialist. (CNS) | According to the appropriate CNS. |  |
| Clinical Nurse Specialist.  E.g. Cardiology.  Colorectal  Diabetic.  Urology.  . | To gain insight into the role of the CNS.  To gain awareness of what care, support/ services are available to patients and or their carers. | Year 1 and 2. | Individual Clinical Nurse Specialist. | One clinic session/ half a day.  More time can be arranged if required. |  |
| Day Surgery. | Observing procedures which are discussed with patients in clinic.  Opportunity to follow the patient’s journey from consultation to treatment/diagnostic procedure. | Year1 and 2. | Sister.  Day Surgery.  Rochdale Infirmary | Half/ one day. |  |

**Section E: Spoke Placements**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Spoke** | **Learning opportunities it provides** | **Specific to which year of the programme** | **Placement contact details** | **Suitable length of time to spend in spoke** | **Risk Assessments confirming suitable student support is available** |
|  |  |  |  |  |  |
| Endoscopy unit. | To gain awareness of a variety of investigations/ procedures.  To follow the patient’s journey. | Year 1 and 2.  . | Sister.  Endoscopy unit.  Rochdale Infirmary.  Ex: 57547. | Half to one day. |  |
| Cardiorespiratory Department. | Observing tests such echocardiograms, electrocardiograms, breathing test and treadmills. | Year 1 and 2. | Cardiorespiratory Department.  Rochdale Infirmary. | To follow a patients journey for specific individual tests. |  |

**Resources**

Learner notice board in the Staff Office.

Although at Rochdale we do not have a library on site, books can be ordered and will be delivered to the Department. Contact the library at Royal Oldham Hospital on ex: 78463 for further details.

**Information Technology**

Library services can also be accessed through the intranet. Scroll down the centre of the home page to **I** want **to**: Access the Library/UpToDate. This will also give you access to other services the library offers.

The Royal Marsden Manual is also available on the intranet which contains a range of evidence-based guidelines relating to nursing care and procedures. This can also be assessed via the Library/Up-To-Date link.

Finally, we hope you enjoy your placement and meet your learning needs. If there is anything you are unsure about, please ask.