



PATIENT INFORMATION

STUDENT COACHING IN PRACTICE



What is Student Coaching?

SCIP (student coaching in practice) is a new style of supporting student education that is taking place on selected wards within the Trust.

Coaching supports training and development, encourages the student to take ownership of their own learning and better equips the workforce of the future.

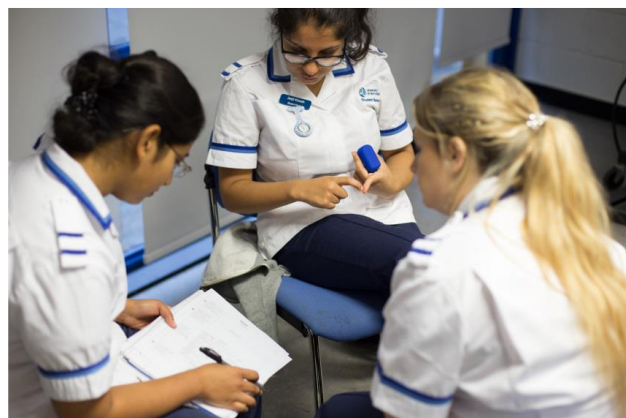
This model has already been successfully piloted in various places across the Country.



What does this mean for you?

The students will be taking care of you within the designated SCIP bays on the ward, overseen by a qualified nurse.

You will be able to identify the qualified nurse who is facilitating the student's learning by their coaching badge, so that if you have any concerns about your care, they will be able to assist you.



You will see a larger presence of student nurses on the ward. They will be at various levels within their training and undertaking tasks pertaining to their level of experience and your needs.

Can I ask not to be cared for by a Student Nurse?

We are committed to the education of all health professionals within our Trust and would appreciate your help in supporting these students.

To do this they need to learn in the best way possible and what better way than to care for you!

However, if you have any reservations about being part of this initiative please speak to a member of staff.



Staff Definitions

Coach - Facilitates students learning in practice

Student Nurse - Nurse in training

Student Midwife – Midwife in training

Practice Supervisor - Registered Professional who supports and supervises students in the practice environment who has completed Trust or HEI training.

Practice Assessors - Registered Professionals who assesses students overall performance in practice who has completed Trust or HEI training.

RN - Registered nurse

RMN - Registered Mental Health Nurse

HCA - Health Care Assistant

TNA - Trainee Nursing Associate

ODP - Operating Department Practitioner

AHP - Allied Health Professional
(Occupational therapist, Physiotherapist, Speech therapists, dieticians, pharmacists)



If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.