

## OUTPATIENT DEPARTMENT, WRH

Our department provides care to patients in an Outpatient setting for a wide range of Medical and Surgical disorders - Respiratory, Cardiology, Renal, Infectious diseases, Urology, Colorectal, Gynaecology, Breast care, Dermatology etc.

The Outpatient Team consists of staff nurses, senior HCAs, HCAs and Phlebotomists who are managed and supported by the Departmental Manager and Sister. We work with Consultants and their team of Doctors and Specialist nurses to deliver a multi-professional approach to our care provision.

We are aware that for many of our patients their Outpatient appointment will be their first contact with our trust. First impressions count, therefore the team strives to ensure that patients and their family/friends have a positive experience, whatever their situation, and feel welcome and supported whilst they are in our department.

We are proud of the service we provide and care about what our patients think. We are forward thinking and keen to develop our service and therefore welcome feedback through the NHS Friends and Family test.

As a Team we are supportive of one another. We are friendly and approachable, and demonstrate good communication and interpersonal skills. We welcome people who, like us are motivated team players and committed to high standards of care, to apply to join our Outpatient Team.

There is ample opportunity for staff to implement clinical nursing skills that they may have gained in previous health care settings; and further opportunity to develop knowledge and skills to enhance their practice in the Outpatient Department setting as appropriate e.g. HCA essential clinical skills course; Leg ulcer management & bandaging course; Venepuncture; ECG recording; Mentors course; Infection control course etc.

All members of staff also have the opportunity to take on a link nurse role in an area of practice in which they are interested.

All members of staff in the department receive mandatory Trust training every year and there is a wide range of e-learning modules for all staff to complete. All members of staff receive an annual PDR & PDP.

Our aim is to create Gold standards of care for every patient through the 6Cs:

- Care – Caring is what you should be about. You must be committed to helping patients through every stage of their illness / treatment.
- Compassion – You must be empathetic and able to treat patients with respect and dignity when delivering their care.
- Competence – You must be willing to participate in education and training to enable you to deliver effective care and treatments.
- Communication – You must possess excellent communication and listening skills.
- Courage – You must be able to welcome change and new ways of working to benefit our patients.
- Commitment – By being committed to your work you will ensure patients receive excellent care and experiences of our health care service.

