

# Learning Environment



Neurophysiology

# Learner Booklet

## Welcome

We would like to warmly welcome you to Lancashire Teaching Hospitals NHS Foundation Trust (LTHTR).

We have created this pack as a useful resource to help you to settle in with us. The purpose of this booklet is to provide you with information to help you on your learning environment.

## About LTHTR

### We have three equally important strategic aims:

- To provide outstanding and sustainable healthcare to our local communities
- To offer a range of high-quality specialist services to patients in Lancashire and South Cumbria
- To drive health innovation through world class education, training and research

We provide a range of Hospital based health services for adults and children and cover a range of specialities. These include cancer services such as radiotherapy, drug therapies and surgery, disablement services such as artificial limbs and wheelchair provision. Other specialities include vascular, major trauma, renal, neurosurgery and neurology including brain surgery and nervous system diseases.

### Our five core values:

- Being caring and compassionate
- Recognising individuality
- Seeking to involve
- Building team spirit
- Taking personal responsibility



We deliver care and treatment from three main facilities:

- Royal Preston Hospital
- Chorley and South Ribble Hospital
- Specialist Mobility and Rehabilitation Centre, Preston

In relation to car parking, please refer to your Induction to the Trust, for information regarding car parking. Additional information can be found on our Intranet page.

<https://legacy-intranet.lthtr.nhs.uk/car-parking-documents>



## Learning Environment

We would like to welcome you to your learning environment.

### **The Neurophysiology Department**

Neurophysiology Services are provided over 2 areas of the hospital.

The main department is called the Neurophysiology Department and is located on the ground floor of the main hospital in the Day Treatment Centre behind fracture clinic.

This area comprises of the department's main reception and admin office, 4 clinical rooms for performing NCS/EMG and EEG investigations, a storeroom, staff room, staff and patient toilets, waiting area, 3 consultant offices and the clinical physiologist's office. IT access is available.

### **Important contact telephone numbers**

Admin office - (01772 52) 2559/3559/3663/3988

Clinical Physiologists office – (01772 52) 8478

Physiologist Office (01772 52) 8151

### **The EEG Department**

The satellite department is called the EEG Department and is located in the Brock Assessment Centre located at the rear of the hospital.

This area comprises of 4 clinical rooms, a consultant's office, a clinical physiologist office, storeroom and patient waiting space.

IT access is available.

Toilet facilities are available in the department and a shared kitchen just external to the department is available with a microwave and tea/coffee making facilities; a fridge is also available. Lockers are available for storing valuables.

## **Organisation Structure**

- Trust Board - Executive/Non-Executive Directors
- Trust Management Team - Chief Executive/Operations Director/Transformation Director
- Medicine Division
- Specialist Medicine
- Neurology Directorate
- Neurophysiology

## **What you can expect from us**

- You will receive an induction into your work area to ensure you are familiar with the environment and are able to practice safely.
- We will discuss your learning needs and outcomes at the beginning of the placement.
- We will provide an environment conducive to meeting an individual student learning need which is also safe and healthy.
- During your placement you will be allocated a mentor to work alongside. The mentor will be a qualified clinical physiologist who will assist and support you during your clinical work.
- Your mentor and Work based assessor will monitor your progression and provide feedback to help you develop your skills.
- You will receive supervision during your clinical practice.
- You will be a valued member of the multidisciplinary team during your placement and can expect support from all your colleagues.
- We will listen to your feedback about your placement and will respond to any issues raised sensitively.
- We will carry out and document assessments over the placement training period.
- We will liaise with the internal verifier/clinical tutor/programme leader as appropriate and arrange visits with your internal verifier and academic tutor.

### **What we expect from you**

- We expect you to attend all placement dates and arrive on time for planned shifts and any other activity identified by the Mentor or delegated supervisor.
- We expect you to ensure your Mentor/WBA is aware of your learning outcomes for the placement and specific learning needs
- We expect you to act in a professional manner.
- We expect you to comply with all department policies and procedures.
- We expect you to dress in accordance with your College / University uniform policy, and in accordance with the Royal Preston Hospital uniform policy.
- You should inform your mentor or delegated person if you are unwell and not able to attend your placement.
- We expect you to always maintain and respect confidentiality, complying with information governance. This applies to patients, their records and discussions between the student and mentor.
- We would like you to raise any issues regarding your placement with your mentor/WBA. If this is not possible you should contact your link tutor / internal verifier/ academic tutor or PEF
- You are required to keep a log of placement hours, record all training opportunities, and regularly update your training manual and evidence portfolio.
- We expect you to be responsible for self-directed learning and to use your clinical placement time effectively.
- We expect you to regularly practice what you have been taught and to collect and complete evidence required for your training manual.
- We expect you to understand that competency in clinical practice is achieved by performing clinical investigations and gaining “hands on experience”

### **Hours of attendance**

- Core hours 8.30-4.30 Mon-Fri
- ½ hour unpaid lunch
- No official breaks mid am/pm breaks
- Please be punctual

### **Dress Code**

- Trust uniform policy
- Bare below elbows
- No rings with stones
- No false nails/nail varnish
- Long hair tied back

### **Sickness Absence**

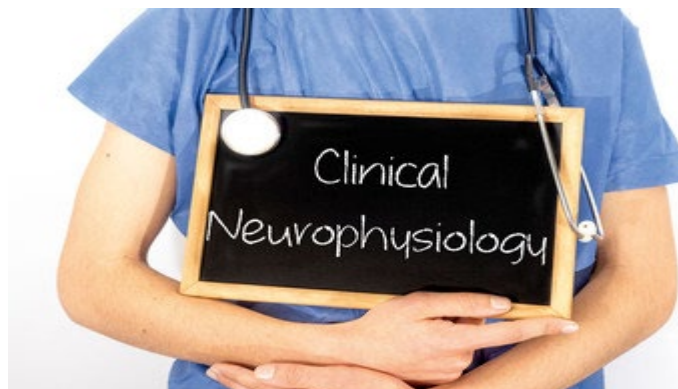
- Comply with Trust sickness absence policy
- Report sickness to SCP or above as soon as possible after 8.30am over the phone
- Provide brief detail of reason for inability to attend work
- Agree date of next contact
- Sick notes in timely manner when required

### **Grievance/complaints/raising concerns**

- Raise concerns initially with service manager or senior staff
- Grievance procedure available via intranet
- Handling complaints by patients – refer to senior staff/service manager, refer to PALS if necessary

### **Trust/Department Policies and Procedures**

- Trust policies and procedures available via intranet
- Departmental policies and procedures available in hard copy form in folders in technician offices and on T drive specialist services/neurophysiology/dept
- Code of conduct policies available via intranet
- Trust values available via intranet



## Induction

The Local Induction process will take place throughout the first week of your placement.

This will comprise of:

- Trust and department orientation, including housekeeping information
- Location of emergency equipment
- IT access
- Reading & acknowledgement of Mandatory Trust policies such as Health & Safety, Fire Safety, Infection Control, Information Governance, Staff Code of Conduct, Social Networking and Dress Code policies.
- Adult Basic Life Support training if applicable
- Trust Moving & Handling Training if applicable
- COVID-related policies & procedure
- Orientation
- Professional voice: - freedom to speak up, datix, chain of command, open door policy
- An awareness of our Educational Governance Team- evaluation and importance of feedback
- Inter-professional Learning Sessions
- Practice Assessment Record and Evaluation (PARE) training, if applicable
- Collaborative Learning in Practice (CLiP™), if applicable
- How the role of Practice Development Facilitator can support you, where applicable





## What to bring on your first day

- Uniform: All other items in the dress code policy must be adhered to <https://legacy-intranet.lthtr.nhs.uk/search?term=uniform+policy>
- A smallish bag which would fit into a small locker.
- You may wish to bring a packed lunch and a drink on your first day.

## Inter-professional Learning Sessions and eLearning Resources

At our Trust, our Education Team facilitates a yearly programme of Inter-professional Learning (IPL) sessions. This programme consists of various teaching sessions, delivered by our Specialist Teams, to support and enhance our learners and trainees' learning experience with us.

Inter-professional learning is an important part of your development and allows you to build professional relationships and communication skills with the wider multi-disciplinary teams. Our IPL sessions are valuable in supporting you to stretch your knowledge and experiences to enhance your clinical practice. They also help bridge the gap between theory and practice, allowing you to hold a deeper understanding of the topics discussed. Our sessions are open for all learners and trainees on placement at our Trust to attend and these learning opportunities are an extension to your learning environment; therefore, these hours need to be recorded on your timesheets. We encourage our staff to facilitate enabling a learner/trainee to attend these sessions.

**Please note: You must inform your learning environment prior to attending a session.** These IPL sessions need to be discussed in a timely manner with your learning environment.

You are required to complete a reflection on each of your IPL sessions, as well as documenting on your HEI documentation what you have learnt and how this relates to your current placement.

You can book onto our IPL Sessions by accessing this link <https://elearning.lthtr.nhs.uk/login/index.php> and searching for 'IPL'.

You can access our policies and procedures via our Intranet page, which will help expand and stretch your knowledge.

## Support with evidencing your learning outcomes or proficiencies

We encourage you to use the Trust learning logs to collate and evidence your skills, knowledge and abilities achieved. You can then present your completed learning logs to your Practice Assessor/Educator during your assessment meetings. Any staff member who is involved in coaching you can complete your learning log feedback.

You can request time during your placement hours to complete these and request feedback prior to the shift ending. To obtain a copy of our learning logs, please visit our Health Academy Webpage on the link below, where you will see a copy of our CLiP™ Learning Log available for you to download, on the right hand side - <https://healthacademy.lancsteachinghospitals.nhs.uk/support/clinical-placement-support/collaborative-learning-in-practice-clip/>

## Creating a positive Organisation Culture

LTHTr strive to create a great place to work for every colleague and deliver excellent care with compassion to our patients. We all play a pivotal role, not only in providing services but also in shaping the culture of our organisation.

The attitudes, actions and behaviours we experience from others makes a huge difference, both personally and professionally. We want you to feel safe and supported in work to be able to deliver high quality care to others. We also want you to feel confident, supported and empowered in taking positive action to address and challenge others in situations that may make you or those around you feel uncomfortable.

We take a zero-tolerance approach towards any form of abuse. You can find out more about this by reading our [Zero-Tolerance Statement](#), or by taking a look at [Creating a Positive Culture Intranet pages](#).

Here you will find the links to lots of information, resources and training opportunities to help develop your knowledge, skills, and awareness in how to uphold the principles of [zero-tolerance](#), as a colleague at LTHTr.



There is also further information available on [Civility](#), our [Best Version of Us Culture Framework](#) and Supporting Sexual Safety in the Workplace.

## Chain of Command

Keeping patients safe, providing the best care that we can and learning in an environment where you feel safe and valued is important to us. Speaking up about any concern you have on your learning environment is also important. In fact, it's vital, because it will help us to keep improving our services for all patients.

There may be occasions where we witness, experience or are asked to do something that causes us concern. Often these concerns can be easily resolved, but sometimes it can be difficult to know what to do.

Our Clinical Placement Support Team are available Monday to Friday, 8.00am – 5.00pm should you need to contact them in relation to any concerns regarding your learning environment.

If your concern relates to patient safety and/or your concerns are outside of these hours, please follow the chain of command in your learning environment and speak with the person in charge.

Please visit our Freedom to Speak Up page on the Intranet for more details.



## We value your feedback

Our Trust values your feedback. To continuously improve, we offer opportunities for our learners and trainees to provide feedback regarding both your learner experience and your learning environment. We would encourage you to kindly complete your end of placement evaluation, within your clinical hours.

We will keep you updated with the improvements that we make based on the feedback you provide us with.

## Learning Environment Improvement Forum

Our Learning Environment Improvement Forum began in November 2021, with key stakeholders attending; Learners, Trainees, Clinical Staff, Education Leads and our Nursing Directorate. Monthly meetings are held to share new and innovative ideas as to how we can collaboratively enhance our learning environments, to support both learners, trainees and staff.

All attendees at the Learning Environment Improvement Forums contribute their suggestions and guidance on our projects. Collaboratively, exciting improvements are implemented to enhance our learning environments.

Innovative changes made by our Learning Environment Improvement Forum, within Academic Year 2021-2022;

- NEW Learner Boards designed and placed on our learning environments
- Learner booklets made available on our Health Academy webpage to prepare our learners and trainees for their clinical placements, as suggested by our learners and trainees
- PARE and CLiP™ training embedded into our Learner and Trainee Inductions
- Quick Reference Guide designed and created to welcome our learners and trainees to the Trust and prepare them for their clinical placements

We welcome any of our staff, learners and trainees at the Trust to attend our Learner Environment Improvement Forums, to contribute your ideas and suggestions for our new and innovative projects. You can join via the E-Learning Portal - <https://elearning.lthtr.nhs.uk> and going to Courses, then selecting the tab 'Inter Professional Learning', where you will see our forum listed.