

Learning Environment



Outpatient CDH

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>



E-roster for Nursing and Midwifery Learners

It is your responsibility to ensure that you access your Healthroster account on a regular basis, to make a note of your rota.

Please note the following;

- You will need to make any specific requests of change to your rota to your placement area, in line with our Trust Healthroster deadlines.
- You will need to make a request to your placement area for study leave to be added to your Healthroster, should study leave be required.

Orientation to your Learning Environment – Adult Nursing

Please complete and present at your initial meeting.

Pre-orientation 2 weeks prior to starting your Learning Environment

- Arrange a pre-visit to your new Learning Environment.
- Visit your Learning Environment; ask to be shown around and ask what to expect on your first day i.e. where do I put my belongings, where can I put my lunch, where should I go on my first day and who should I report to.
- Ask to be shown your Learner Board, where you will find out who your Supervisor and Assessor is.
- Ask to be shown your Learner Resource File.
- Access your Healthroster to ensure you have your off duty and should you have any queries regarding your rota, please direct them to your Ward Manager or Learning Environment Manager.
- Access your learning handbook via the Health Academy webpage and start planning what you want to achieve from your Learning Environment.
- We advise that on your **first day you will be starting at 9am**, please discuss this with your learning environment.

First day on your new Learning Environment

- Introduce yourself and inform them that it's your first day.
- Ask to be shown around again, should you require this.
- Request to be shown the Team Board where the teams for the day are displayed, so you can familiarise yourself with, who is in your team, who you are working alongside and where your break times will be displayed.
- Ask to have the chain of command explained to you on this Learning Environment and ask who oversees this Learning Environment (i.e. Unit/Ward Manager).
- The local fire procedures have been explained and where you can find the equipment needed.
- Resuscitation equipment has been shown and explained.
- You know how to summon help in the event of an emergency.
- Lone working policy has been explained (if applicable).
- Risk assessments/reasonable adjustments relating to disability/learning/pregnancy needs have been discussed (where disclosed).
- You are aware of your professional role in practice.

Within your first week on your Learning Environment

- Resuscitation policy and procedures have been explained.
- You are aware of where to find local policies.
 - Health & Safety
 - Incident reporting procedures
 - Infection control
 - Handling of messages and enquiries
 - Information Governance requirements
 - Other policies
- Policy regarding Safeguarding has been explained.
- Complete your initial meeting with your Practice Supervisor/Assessor and discuss any Inter-professional Learning Sessions that you would like to attend.

If you require any further support with your orientation, please contact your
Unit/Ward Manager or our Clinical Placement Support Team on
01772 528111/placement.support@lthtr.nhs.uk

Please note: Any member of staff can complete this document with you.

Learning Environment

Welcome to Chorley Hospital Outpatients & Discharge Lounge!

We are so happy to have you with us! 😊

Here you will be provided with great learning opportunities not only from the department itself, but also by means of SPOKE placements.

You will be supported throughout your time with us, by your Practice Assessor, Practice Supervisor and other highly skilled and experienced staff, along with the ward sisters who are friendly and approachable & always happy to help. Contact telephone number: 01257 246695.

We understand that starting a new placement can be a little bit scary! But do not worry, we will ensure you are well looked after, with a structured, well-organised routine to ensure you have the best experience possible.

Outpatients is predominantly made up of 2 areas – outpatient clinics & the discharge lounge. As we facilitate lots of different specialties within the outpatient's department, you will gain knowledge of a large variety of patient groups including respiratory, urology, ENT, plastics, surgery, care of the elderly, diabetes & 2-week rule patients. Patients can attend outpatient appointments as either new, or for follow up appointments.

The discharge lounge has been designed to promote continuous patient flow, by freeing up acute hospital beds and providing a comfortable “non-clinical” area for patients to sit in comfy recliner chairs with a television, away from the hustle and bustle of the ward environment! The staff working in this area are responsible for ensuring all necessary measures are in place to facilitate a safe discharge and to keep the patients happy and comfortable until their transport arrives. Patients may have been on other wards or in other clinics and will finish their hospital journey with us (so it's important we ensure they leave as satisfied customers!) There is lots to learn so please ensure you bombard us with as many questions as you need, all the team are eager to help you learn and progress towards your nursing qualification and want to see you succeed!

And most importantly, ENJOY IT!

Absence

You need to contact us prior to your shift starting, if you are due to be absent. You also need to email learner.absences@lthtr.nhs.uk

It is your responsibility to contact university - the university will record the absence and 'make-up time' will be calculated.

General Information

Outpatients can facilitate patients on trolleys (we currently have 2 rooms suitable for patients on trolleys). The discharge lounge can facilitate around 10 patients at any one time & clinics can see anywhere between 5-20 patients per clinic. We have 4 clinic suites within the department. We also hold clinics on the Sumner Suite, the diabetic unit and are waiting for the completion of new building work, where we plan to commence another clinic.

On each shift Monday - Friday there will be a nursing coordinator (usually a sister) who will monitor the flow of the unit and is on hand should anyone need any support. Each patient is assessed by either a member of the nursing team in the discharge lounge (you will be supported and guided with this) or by the nursing team/medics in clinics (depending on which clinic they are attending and their personal needs. This takes place upon their arrival to the unit.

We have phlebotomists on site who manage most venipuncture cases, and our nursing team will complete tasks such as observations, height, weight, urinalysis, blood sugars, ECGs & patient care (where required).

For any patients scoring high on their observations, please familiarise yourself with the NEWS scores and escalation policy (again staff will support you with this).

Ensure patients dietary and fluid needs are met. We supply sandwiches and yoghurts on the unit & hot/cold drinks. Any special dietary requirements can be maintained e.g., Halal/renal/diabetic/hot/cold drinks by contacting the kitchen (please give them a 90-minute notice as much as possible).

Nursing staff will familiarise you with any documentation you may need to complete and how to do this. We will also guide you on how to complete incident reports where required.

There are lockers available to staff where needed, just ask for details. You must always follow the hospitals uniform policy (e.g., plain studded earrings, hair off the collar, clean & tidy uniform) and are required to attend work punctually, looking presentable.

What can I learn?

Communication

- Working alongside members of the MDT
- Take part in updating the relatives/next of kins and carers'
- Take part in referring to doctors and nurses using SBAR
- Participate in handover of information

Skills

- Blood sugar monitoring, Ketone monitoring
- Wound dressing
- Medication Administration and familiarise with common medications
- Insulin Administration
- Record accurate vital signs and determine if escalation is needed
- Develop a clinical eye for acutely unwell patients
- Discharge Process
- Urinalysis

Health and Safety

- Infection control procedures- be aware of the Trust's policies, proper hand hygiene and PPEs to reduce transmission of infection from one patient to another.
- Incident Reporting

Professional Conduct

- Being courteous, punctual and polite to all staff and patients. Following policy if unable to attend. Follow uniform policy.
- Being a team player- regardless of seniority, everyone needs to accept responsibility for their role.

Abbreviation	Meaning
#	Fracture
A&E	Accident & Emergency
AF	Atrial Fibrillation
AMHP	Approved Mental Health Professional
APTT	Approved Partial Thromboplastin Time
BD	Twice Daily
BMI	Body Mass Index
BNO	Bowels Not Open
BO	Bowels Open
CMHN	Community Mental Health Nurse
CPN	Community Psychiatric Nurse
CSF	Cerebrospinal Fluid
CSU	Catheter Stream Urine Sample

CT Scan	Computerised Tomography
CVP	Central Venous Pressure
CXR	Chest X-ray
DNACPR/DNR	Do Not Attempt Resuscitation
DVT	Deep Vein Thrombosis
Dx	Diagnosis
ECG	Electrocardiogram
EEG	Electroencephalogram
EMU	Early Morning Urine
EUA	Examination Under Anaesthetic
FBC	Full Blood Count

GA	General Anaesthetic
H/O	History Of
Hb	Haemoglobin
HRT	Hormone Replacement Therapy
Hx	History
i, ii, iii	1/2/3 tablets
IM	Intermuscular Injection
IV	Intravenous Injection
OD	Once Daily
O/E	On Examination
OT	Occupational Therapist
PO	Orally/By Mouth
PR	Rectally
PRN	As Needed
P/C	Presenting Complaint
PU	Pass Urine
QDS	4 Times Daily

Q1D	Everyday
Q1H	Every Hour
Q2D	Every 2 Days
Q2H	Every 2 Hours
QD	Everyday
QH	Every Hour
RTA	Road Traffic Accident
Rx	Treatment
S/C	Subcutaneous Injection
S/R	Sustained Release
SLT	Speech & Language Therapy
STAT	Immediately With No Delay
STEMI	ST – Elevation Myocardial Infarction
TDS	Three Times Daily
TCI	To Come In
TFT	Thyroid Function Test
TPR	Temperature, Pulse & Respiration
TTA	To Take Away
TTO	To Take Out
U&E	Urea & Electrolytes
UCC	Urgent Care Centre
UTI	Urinary Tract Infection
VTE	Venous Thromboembolism
SW	Social Worker
POC	Package of Care
CH/NH/RH	Care/Nursing/Residential Home
ADLs	Activities of Daily Living
D&F	Diet & Fluids
E&D	Eating & Drinking

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



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 your 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/>

Collaborative Learning in Practice (CLiP™)

CLiP™ is an innovative clinical education model designed to enhance the learning experience of healthcare learners by fostering a collaborative and supportive environment. Originating in Amsterdam and introduced to the UK by Charlene Lobo, Senior Lecturer at the University of East Anglia, CLiP™ has been successfully implemented in various NHS trusts, including Royal Preston Hospital and Chorley & South Ribble Hospital.

➤ How CLiP™ Works in a Learning Environment

Learners are assigned to a practice environment and divided into smaller groups. These groups consist of learners from various year levels, promoting peer learning and support.

Each group is supervised by a coach rather than a traditional mentor. The coach is responsible for guiding the learners in delivering holistic patient care, covering essential skills, documentation, ward rounds, and shift handovers. Our coaches;

- Provide guidance and ensure that learners meet their learning objectives.
- Help bridge the gap between theoretical knowledge and practical application. Offer continuous feedback and support to enhance the overall learning experience.

Learners will be encouraged to engage in a comprehensive range of patient care activities, which include performing essential clinical skills, maintaining accurate documentation, participating in ward rounds and conducting handovers. Additionally, learners will have the opportunity to follow their patient's journey through specialist

units, by attending surgeries and also partaking in specialised treatments, therefore gaining a broader practical experience.

An overarching Practice Assessor supports the coach in order to promote the quality of the learning experience. The Practice Assessor is responsible for overseeing the learners practice assessment documentation and providing necessary support to both the coach and learners.

➤ **Benefits of Collaborative Learning in Practice (CLiP™)**

The collaborative environment helps address the challenges of traditional mentoring, such as workload balance and teaching time. This model aims to alleviate stress for both learners and Practice Assessors whilst promoting a supportive and effective learning experience.

By involving Practice Supervisors and Educators, CLiP™ ensures comprehensive support and continuous feedback, leading to richer learning experiences and better-prepared healthcare professionals.

The structured support system and hands-on learning opportunities help mitigate issues related to perceived lack of support, reducing learner dropout rates compared to traditional mentoring models. (not sure I would include this paragraph as it sounds a bit negative and I don't think the learner needs to read this)

LTHTr are dedicated to implementing innovative educational methods, such as CLiP™, to ensure our learners receive high-quality clinical education and are well-prepared to deliver exceptional patient care.

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.

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.