



University of Lancashire Medical Students Induction Pack



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Lancashire Teaching Hospitals NHS Foundation Trust (LTHTR)

Welcome

We would like to extend a very warm welcome to Lancashire Teaching Hospitals NHS Foundation Trust (LTHTR).

This pack has been designed to support you as you begin your placement with us. It contains key information about our hospitals, services, and systems, alongside guidance to help you navigate your learning environment confidently. Our aim is to ensure that you feel prepared, supported, and able to make the most of your time here.



Our Hospitals and Centres

We deliver care and treatment across three main sites:

- **Royal Preston Hospital (RPH)**
- **Chorley and South Ribble Hospital (CDH)**
- **Specialist Mobility and Rehabilitation Centre, Preston**

About LTHTR

At Lancashire Teaching Hospitals 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 hospital-based health services for both adults and children across a wide range of specialities. These include:

- Cancer services such as radiotherapy, drug therapies and surgery
- Disablement services including artificial limbs and wheelchair provision
- Specialist services such as vascular, major trauma, renal, and treatment of nervous system diseases)

Our values and our culture

By living the values we will create a culture which is:



Compassionate

A culture where we treat patients and colleagues with compassion, understanding and with kindness.



Respectful

A culture where all roles or backgrounds are valued and equal, ideas are welcomed, we feel respected and supported.



Empowered

A culture where we are empowered and enabled to act to the full remit of our roles, we understand what we can do and feel able to act without permission.



Collaborative

A culture where we recognise we are part of a bigger team, willing to work across boundaries to support others to achieve their aims.



Performance Focussed

A culture which is performance focussed, we strive to be the best. We are happy to be held and hold others to account in a positive, supportive manner, we are reflective and do not seek to blame.

Equality, Diversity and Inclusion

We aim to represent the interests of learners from diverse backgrounds, such as learning disability or neurodiversity, LGBTQ+ or Black and Minority ethnic groups.

We provide our learner with an opportunity to come together, discuss issues, promote awareness and an understanding of the issues our learners face.

We would love to hear your ideas and welcome you along. You can either talk to us in person or email us on learner.inclusion@lthtr.nhs.uk

Please for further support you can also contact our Learner Equality, Diversity and Inclusion Lead Sherrie-Aquila Saych:

sherrie-aquila.saych@lthtr.nhs.uk

Important Contacts

During your placement, you may encounter situations where you are unsure who to reach out to for help or support. Please see the key contacts below:

Undergraduate Team – For any issues with ID badges, placement queries, or general concerns, please contact:

UndergradSTAPS@lthtr.nhs.uk

Learner Support Team (Pastoral Support) – If you require pastoral support at any point during your placement, please contact:

Learner.Support@lthtr.nhs.uk

University Support during your placement, please contact:

MBBS Four for programme support:

mbbsfourburnley@lancashire.ac.uk

PWS, Professionalism, Wellbeing and Support:

pwsphasetwo@lancashire.ac.uk

Medicine Placements: medicineplacements@lancashire.ac.uk / 01772 893395

IT Support – For any IT-related issues (e.g. login, systems access), please contact:

IT.ServiceDesk@lthtr.nhs.uk

Travel and Transport

Public Transport

Bus services:

- Number 23 & 19 buses run from Preston Bus Station to RPH.
- Stagecoach number 125 runs from RPH to CDH.

For timetables, visit:

- www.prestonbus.co.uk
- www.stagecoachbus.com



Discounts available:

- A 5% discounted Preston Bus weekly/monthly Easyrider pass can be purchased from the General Office at RPH (near the blood clinic) on production of your Trust ID Badge.
- Alternatively, passes can be obtained at Preston Bus Station. A 'letter of proof' will be required, which your Year Co-ordinator can UndergradSTAPS@LTHTR.nhs.uk.
- Letters can also be provided for landlords, banks/building societies, etc.
- Weekly discounted bus vouchers for the Stagecoach Chorley network are available from the General Office at CDH on production of your Trust ID Badge.

Car Parking

Car parking is limited and operates via a permit scheme, with allocation based on the type of placement hours worked. The same regulations apply to staff and learners.

If you require a permit, please contact the Car Park Help Desk:

CarparkHelpdesk@lthtr.nhs.uk.

Cycling

Free secure bicycle bins are available for those who wish to travel by bike.

Mandatory Training and Induction

IT Access and ID Badges

On your induction day you will be provided with:

- **IT login and password** to access Trust systems
- **Trust ID badge**

Important:

- Please ensure you bring your ID badge with you when returning for Year 5.
- Do not lose your badge – replacement badges incur a £10 charge.

If you experience any issues accessing systems or require a password reset, please contact the **IT Service Desk**:

- Tel: 01772 522185 (or extension 2185)
- Email: **ITServiceDesk@lthtr.nhs.uk**

Mandatory Training

Before you can enter the clinical environment, you must complete a number of **e-learning packages**. These ensure you are trained in the core areas of safety, confidentiality, and patient care.

Trust-wide e-learning (mandatory for all):

- Information Governance and Data Security
- Harris Flex (please note: not compatible with Safari; use Chrome or Edge)
- Infection Prevention and Control Level 2 (clinical)
- Fire Safety
- Essentials of Patient Safety for All Staff

Use the search function here to ensure you are launching the most up-to-date versions: Trust e-learning platform

Induction Assessments

You will rotate through three **practical assessment stations**, where your competence will be reviewed against Trust standards. These include:

- **ANTT (Aseptic Non-Touch Technique)**
- **Venepuncture**
- **Cannulation**

Each slot lasts around **30 minutes** (1 student as “patient arm”, 1 assessor, 1 active student). Equipment will be provided on the day.

Pre-learning (to be completed before induction)

You must complete the following modules **in advance** of attending your induction session. Certificates should be brought with you on the day, or completion will be confirmed via the blended learning site.

- **ANTT** (20 mins) →

<https://elearning.lthtr.nhs.uk/course/view.php?id=953>

ANTT knowledge check to be completed prior to arrival (appendix 1)

- **Venepuncture** (60 mins) →

<https://elearning.lthtr.nhs.uk/course/view.php?id=1888>

- **Cannulation** (60 mins) →

<https://elearning.lthtr.nhs.uk/course/view.php?id=1844>

- **Safe Use of Sharps** (30 mins) →

<https://elearning.lthtr.nhs.uk/course/view.php?id=259>

- **Fit Mask Testing** (30 mins) →

<https://elearning.lthtr.nhs.uk/enrol/index.php?id=1785>

- **Moving and Handling** (90 mins) →

<https://elearning.lthtr.nhs.uk/enrol/index.php?id=2001>

- **Blood Glucose** (30 mins) →

<https://elearning.lthtr.nhs.uk/course/view.php?id=2002>

- **Basic Life Support (BLS)** (60 mins) →

<https://elearning.lthtr.nhs.uk/course/view.php?id=1698>

IT Systems in Use

During your placement you will use several electronic systems daily, including:

- **Flex**
- **Bluespier**
- **Evolve**

Expectations:

- Check your emails daily for timetable updates, teaching sessions and policy changes.
- Always maintain patient confidentiality and only access information directly relevant to patient care.

If you require training or assistance with Flex, Bluespier or Evolve, please contact the **IT Training Department:**

- Tel: 01772 522164

Recommended Apps

We encourage you to download and use the following apps:

- **Tap on the Bugs**
- **BNF (British National Formulary)**
- **Hospital Guidelines**

Library & Knowledge Services

Welcome to the Knowledge and Library Service

We are pleased to welcome you to Lancashire Teaching Hospitals' Knowledge and Library Service—your academic and study support hub while on placement.



Locations & Accessibility

You have access to two sites:

- **Royal Preston Hospital (Education Centre 1)**
- **Chorley District Hospital (Education Centre 3)**

Library staff are available **Monday to Friday, 9 am–5 pm**, but the facilities are accessible **24/7** using your **Trust ID badge**.

Facilities & Resources

Within both libraries, you can make use of:

- **Study spaces and quiet rooms**
- **PCs and Wi-Fi access**
- **Colour printers, scanners, and photocopiers (with badge release)**
- **Loanable laptops and noise-cancelling headphones**

At Royal Preston Hospital, the library forms part of a learner-focused facility that includes training rooms, a large lecture theatre, and a dining hall.

Joining & Borrowing

During your Year 3 induction, you will complete a library registration form and receive a **library barcode**. Attach this to your Trust ID badge to borrow books—either at the desk or via the self-service machine.

- **Borrowing limits:** Up to 12 books at once, with 5 automatic renewals unless the item is requested by another user.
- Broaden your reading with fiction and wellbeing titles alongside the medical collection.
- Use the regional library catalogue to **reserve books** from across the North West, either for collection at Preston or Chorley.

Digital Access

Gain access to e-books, e-journals, and databases through an **OpenAthens** account—this enables seamless access online and off-site.



- Install the **LibKey Nomad** browser extension for quick access to journal articles from hospital network devices as well.

Evidence & Clinical Support Tools

Several trusted point-of-care clinical tools are available to aid your learning and patient care:

- **BMJ Best Practice** – step-by-step guidance for clinical decision-making
- DynaMed – concise, evidence-based clinical summaries, accessible with OpenAthens; offers offline app access, alert setup, and CPD tracking
- Use the NHS Knowledge & Library Hub too, for quick access to articles and evidence—login with your OpenAthens credentials.



Knowledge and Library Hub

Search for Health and Care Evidence, from NHS England

Additional Support & Services

- **Literature searches** and article requests can be arranged by librarians to support research, guideline development, or educational needs, such as patient care projects or service improvements.
- **Library training sessions**—available upon request, in flexible formats—to help you navigate resources effectively.

Stay Updated & Connected

Visit the Library's web page for full details on services and resources, plus ongoing updates and events: **Health Academy Library & Information Service**.

Follow **@LancsHospLib** on social media to keep an eye on events, competitions, and new services.

Contact Details

Location	Phone Number
Preston	01772 522 763
Chorley	01257 245 606

Email: library@lthtr.nhs.uk

Staffed Monday–Friday, 9 am–5 pm.

Should your Trust ID badge fail to grant library access, please email
idbadge@lthtr.nhs.uk

Loop

– Placement and Shift Management System

Loop is the Trust's scheduling and placement management system. You will use it throughout your placement to view and manage your shifts, study days, and placement details.



Getting Started

You will receive a **separate email** with your Loop login details and instructions on how to activate your account.

Please follow the steps in the email carefully and use the attached guides to set up your Loop profile.

Key Features of Loop

Once your account is active, you will be able to:

- View your **shifts, study days, and placement details** via your personalised calendar.
- Use the Request Duty feature to request shifts during open roster periods (these are usually released around 16 weeks in advance).
- Add a new organisation if you already have a Loop account from a previous placement.
- Navigate the calendar to see your full schedule immediately.

Guides and Support

Guides provided include:

- *How to Add a New Organisation*
- *How to Navigate the Calendar*
- *How to Use the Request Duty Feature*

If you need support at any point, please contact The Learner Team:

HealthRoster

learnerhealthroster@lthtr.nhs.uk

Uniforms and Uniform Policy

Introduction

During your placement you will work alongside a wide range of staff who form the Multi-Disciplinary Team (MDT). You will see different uniforms on the wards, representing nurses, doctors, allied health professionals and support staff. We encourage you to spend time with different members of the MDT, as each plays an important role in patient care. Always say yes to learning opportunities - this is your education, your experience, so take ownership of it as much as possible.

Learner Uniforms

Medical students are expected to dress in a manner that is professional, presentable, and in line with the Trust's **Dress Code Policy (TP-11)**. You will not be issued with a specific uniform but must adhere to the same standards of appearance and infection prevention as all clinical staff.

Nurses and Midwives



Senior Nurse/Matron
wear dark purple uniforms



Specialist Nurses/ Infection Control Nurses wear royal blue uniforms with white piping



Ward manager/Charge Nurse/ Sister wear navy blue uniforms



Midwives/Birth Centre Manager
wear royal blue uniform with red piping



Staff Nurse
wear royal blue uniforms



Student Nurse or Midwife*/ Nurse Apprenticeship/ HCA students****
wear white uniforms



Assistant Practitioners
wear dark green uniforms



Health Care Assistants
wear pale green uniforms

*Student nurse uniform has a university emblem. **Nurse apprenticeships and HCA students have epaulettes

Allied Health Professionals



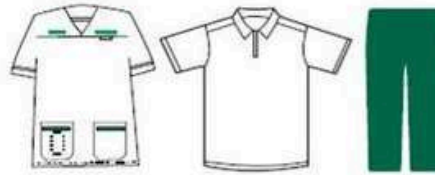
**Radiographers –
diagnostic and therapeutic**
wear burgundy tunics



Occupational therapists
wear white tunics with green piping
or white polo shirts with green trousers



Physiotherapist
wear white tunics with blue piping or
white polo shirts with blue trousers



Pharmacists
wear white tunics with green piping
or white polo shirts with green trousers



Clinical Educators
wear pale blue uniforms



Clinical Tutors
wear black uniforms



**Speech & Language
Therapists**
wear aubergine uniforms
with black trousers



Dietitians
wear black uniforms
with red piping

Learner Specific Uniforms



Clinical Skills Tutors
Wear black uniforms with
blue piping



**Clinical Placement Facilitators / Clinical
Nurse Tutors / Placement Support Co-
ordinators / Apprenticeship Trainers**
Wear black uniforms with yellow piping

Key Uniform and Dress Code Standards

Professional Image

- A smart, professional appearance is required at all times. Clothing must be clean, tidy, and suitable for a clinical setting.
- Denim, tracksuits, combat trousers, shorts, revealing clothing or tops with inappropriate slogans are not permitted.

Infection Prevention and Control

- Always follow the “**Bare Below the Elbows**” principle when in clinical areas. This means:
 - No long sleeves, cardigans, coats or ties in clinical spaces.
 - No wristwatches, bracelets or hand jewellery.
 - Fingernails must be short, clean, with no nail varnish, false nails or gels.
- Jackets, coats or cardigans may be worn outside of patient areas but must be removed when entering a clinical area.
- Staff and learners are not permitted to smoke in uniform.

Hair and Grooming

- Hair should be clean, tidy and tied back if long, so it does not touch patients.
- Beards must be well-groomed and should not interfere with patient care.

Jewellery and Accessories

- Only one plain, smooth wedding band is permitted.
- Earrings, if worn, should be small studs. No large or dangling jewellery is allowed.
- Necklaces should not be worn in clinical areas due to the risk of strangulation.
- Henna tattoos are permitted if hands, wrists and forearms can be adequately washed. Offensive tattoos must not be visible.

Footwear

- Low-heeled, soft-soled, closed-toe shoes (black or navy) must be worn in clinical areas.
- Trainers are permitted if dark-coloured with discreet logos.
- Crocs without holes may be worn; open sandals, flip-flops and permeable canvas shoes are not permitted.

Headwear

- Religious headwear such as turbans, kippot and headscarves is supported, provided it is secured neatly and does not interfere with hand hygiene or patient care.

Laundering and Wearing of Clothing

- Clothes worn in clinical areas can become contaminated—ensure they are washed daily at **60°C** (or the highest temperature suitable for the fabric), dried and ironed.
- Uniforms/clothing must not be worn in public areas such as shops.
- You may travel directly to and from work in a clean uniform if covered (e.g. with a coat), but you must not use public transport in uniform.
- If clothing becomes heavily soiled with body fluids, it must be bagged and sent for professional laundering via the Trust, not washed at home.

Uniform Do's and Don'ts



ID Badges and Lanyards

- Your Trust ID badge must be worn and visible at all times. Only break-away lanyards are permitted and must be removed during direct patient care.
- If you lose your badge, you will be charged **£10 for a replacement**.

Inclusion and Adjustments

The Trust supports flexibility around uniform requirements where needed for reasons of religion, culture, gender or pregnancy. If you require any adjustments, please discuss these with your placement supervisor or the Undergraduate team.

When to Wear Your Uniform?

- You may **travel to the Trust in your uniform**, provided it is clean and covered (e.g. with a coat).
- You must change out of your uniform at the end of your shift and leave the hospital site in your own clothes.
- Uniforms must not be worn in public places (e.g. shops, restaurants) and must not be worn when smoking.
- When not in uniform, you are expected to dress smartly and professionally. **Jeans are not permitted.**

Changing Rooms

Royal Preston Hospital (RPH)

- Location: Lower ground floor of the Gordon Hesling Building
- Access: Swipe card required

Royal Preston Hospital (RPH)

- Location: Lower ground floor of the Gordon Hesling Building
- Access: Swipe card required

Chorley District Hospital (CDH)

- Location: Ground floor of the old Trust headquarters (next to HR)
- Access: Swipe card required

Facilities (both sites)

- Changing areas are unisex and accessed by a digital lock (**code: 147Z**)
- Please note: there are no toilets or wash facilities inside these changing areas
- Lockers are available for use. If you lose a locker key, please contact Paul Collier, who holds spare keys

Professional Conduct in and out of Uniform

Always follow your **professional code of conduct** and the Trust Dress Code Policy.

- Your appearance reflects both you as a professional and the Trust as an organisation.
- Remember: clean, tidy, and smart at all times.

Professionalism and Expectations

As medical students within Lancashire Teaching Hospitals NHS Foundation Trust, you are representing both the University and the Trust. It is important to uphold the highest standards of professionalism at all times.

General Conduct

- Maintain professional standards in your behaviour, language, and appearance at all times.
- Arrive on time for all shifts, teaching sessions and clinical activities.
- Ensure your assessor/supervisor is aware of your placement learning outcomes and discuss any specific learning needs with them early on.
- Always act respectfully towards patients, staff, and fellow students.
- Uphold Trust values: be caring, compassionate, and take personal responsibility.

Confidentiality and Information Governance

- Confidentiality must be maintained **at all times**.
- Do not discuss patients in public areas (canteens, corridors, buses, social media, etc.).
- When using university iPads for assessments, ensure compliance with GDPR and patient wishes.
- iPads are for clinical learning only.
- Photographs of patients or clinical areas must never be taken.

Dress and Appearance

- Follow the **Trust Dress Code Policy** at all times.
- Ensure your appearance reflects a professional image.

Communication

- Check your emails at least once daily for important updates, timetable changes, or teaching information.
- Contact your allocated placement area 1–2 weeks before starting to introduce yourself and confirm local arrangements (e.g. start times, changing facilities).

Professional Boundaries

- Mobile phones must not be used in the clinical environment, except in designated areas.
- Be respectful of patient wishes, colleagues, and cultural considerations.
- Both hospitals (including car parks) are strictly **no-smoking sites**.

Social Responsibility

- Remember that you are representing the Trust at all times—even outside clinical areas (canteen, bus, public spaces, and on social media).
- Be mindful of what you say in public and the impression it creates.

Recording Your Learning

- Take responsibility for tracking and recording your learning outcomes.
- Keep your portfolio up to date and share progress with your supervisor regularly.

Absence and Reporting Procedure

It is important that you follow both **University** and **Trust** policies regarding absence. Consistent attendance is an essential part of your professional training.

Key Principles

- It is **unprofessional to be absent without acceptable mitigation.**
- Any absence must be reported promptly and through the correct
- All absences must be recorded and will count towards your attendance record. Unauthorised absences may jeopardise your progression.
- You must also comply with the Trust's Return to Work policy following any sickness.

Reporting Absence 'Who to contact?'

If you are unable to attend placement for any reason, you must:

1. Inform your **Placement Supervisor/Practice Assessor** on the **first day of absence.**
2. Inform your **University** as per their sickness reporting procedure.
3. Inform the **Learner Absences Team** at LTHTR by emailing:
learner.absences@lthtr.nhs.uk
 - a. This applies to all types of absence, including:
 - i. Sickness
 - ii. COVID-19 test results or self-isolation
 - iii. Requests for authorised absence (e.g. appointments, exceptional circumstances)

If you do not inform the relevant parties, the absence will be marked as unauthorised.

Recording Absence

- **All absences during the academic year must be recorded** according to your University requirements.
- Ensure your attendance and absence records are kept up to date on your student portal timesheet.
- The University will monitor absence records and may request supporting evidence.

Learner Support

Our Learner Support Team aims to provide an accessible and comprehensive support service for all learners at Lancashire Teaching Hospitals NHS Foundation Trust.

Located in Royal Preston Hospital's Health & Wellbeing Centre, between Education Centre 1 and the Sharoe Green Unit, our confidential service provides learners with a welcoming and supportive environment.

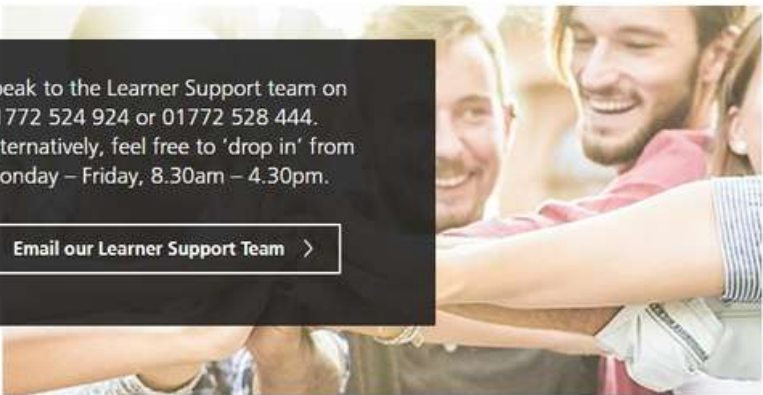
The team offer information, advice and guidance on a wide range of issues such as academic, health, personal, financial and pastoral issues for any learner requiring additional support and to promote well-being and successful personal development for all learners.

The Team consists of Dr Laura Talbot, Associate Dean for Student Pastoral Support, Frances Templeton, Learner Support Manager, and a team of Learner Support Administrators.

Whether you're a medical student, trainee doctor, student Nurse, allied health professional, apprentice or any other learner studying with the Trust, we would be more than happy to help.

We encourage all learners/trainees to disclose any health conditions or disabilities to us at the outset. This allows us to support you to get the most out of your placement and address any reasonable adjustments/safety concerns that may be identified.

Remember, seeking help is not detrimental to a career in the NHS; in fact, early intervention demonstrates good insight and professional behaviour.



Speak to the Learner Support team on
01772 524 924 or 01772 528 444.
Alternatively, feel free to 'drop in' from
Monday – Friday, 8.30am – 4.30pm.

Email our Learner Support Team >

learner.support@lthtr.nhs.uk

Datix Reporting

Datix is the incident reporting system used across the Trust. It plays a crucial role in improving patient and service user safety by allowing staff and learners to formally record incidents, near-misses, and never-events. Examples of situations that should be reported via Datix include:

- Safeguarding concerns
- Patient falls or injuries
- Insufficient staffing levels
- Information governance breaches
- Any other event that may compromise patient care or safety

If you have concerns about a patient's care or witness an incident, please speak to your **clinical placement supervisor** or a member of the **educational team**. We are here to support you and can assist in completing a Datix if appropriate.

We understand that dealing with incidents can be challenging for medical students. To ensure you are supported, the Trust has a dedicated **Learner Patient Safety Pathway**. This pathway allows you to raise concerns safely and ensures you receive guidance and support throughout the reporting process.



What is an incident?

The Trust defines an incident as: “An unexpected or unforeseen event resulting in harm, or the potential to result in harm, to persons, property, or reputation, caused by, or contributed to by, an act or omission in care, service delivery, or failure in processes.”

Completing a Datix not only helps the individual patient involved but also contributes to ongoing improvements in safety and quality across the Trust.

Inter-professional Learning Sessions and

e-Learning 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 multidisciplinary 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.

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.

SPOKE Opportunities – Year 5

As part of your Year 5 placement, you will have the opportunity to book SPOKE placements to further enhance your clinical learning. These are short, additional experiences that you can arrange independently, allowing you to broaden your exposure to a range of acute care settings.

How it Works

- **Booking a SPOKE:** You are responsible for arranging your SPOKE placement by contacting the area directly (see contact details below).
- **Informing your base placement:** Please let your regular placement know in advance which day you will be attending a SPOKE.
- **Recording your hours:** Your SPOKE placement hours count towards your overall placement time.
- **Make sure you record them on your timesheet once completed.**

Length of placement: SPOKES usually involve attending a single shift.

Available SPOKE opportunities:

- Emergency Department (Preston) – ext. 2006
- Emergency Department (Chorley) – ext. 5171
- Acute Medical Unit (Preston) – ext. 2540 / 2651
- Medical Assessment Unit (Chorley) – ext. 5639
- Surgical Assessment Unit (Preston) – ext. 1700
- Same Day Emergency Care (Preston) – ext. 3553
- Surgical Enhanced Care Unit (Chorley) – ext. 5506

Contacting the Areas

- You can dial the extensions directly from any internal phone.
- If you are unable to get through, press 0 to go via Switchboard.
- From outside the organisation, please call 01772 716565 and ask for the relevant area.

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](#). 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](#).

Shared Responsibilities: What we expect from you is -

Care Comes First Putting patients at the centre of everything we do. 	Provide Excellent Service Making quality and safety our top priority. 	You Can Count On Me Having an 'I'm here to help' frame of mind. 
Two Ears and One Mouth Actively listening to patients and colleagues to truly understand views, aspirations, priorities, needs, abilities and limits. 	We Not Me Working as one team providing a seamless service. 	Call It Out Speaking out if standards are not being met, behaviours or practices are not in line with our values. 
Be the Best in Class Never accepting average, taking part in using continuous improvement methods to enhance our team and services. 	Be Yourself Always Recognising and celebrating diversity and differences by valuing each and every person. 	Do Right Treating colleagues fairly, with trust, openness and without blame. 
Hello My Name Is Being welcoming, friendly and warm to everyone you come in contact with. 	Kindness Rules Being kind, courteous and polite, taking care of ourselves and each other. 	Ask, Act, Give Seeking out, acting on and giving constructive feedback. 
Look in the Mirror Being self-aware, taking responsibility for own actions, behaviour and impact on others. 	Stay Fresh Keeping on learning, discovering and developing yourself and others to grow competence and unleash your potential. 	Tread New Ground Being open to ideas and research by being curious, willing to change and explore new approaches. 

Feedback and Complaints



What is the role of the Education Governance Team?

A requirement of The Health Academy is to ensure that the placements provided to all students are of a high standard and that students feel supported to achieve their learning objectives.

The Education Governance Team collect and monitor student feedback through a range of internal and external methods including but not limited to, focus groups, internal surveys, external surveys and placement evaluations.

The Education Governance team at Lancashire Teaching Hospitals NHS Foundation Trust (LTHTR) is committed to listening and responding to the views of all students and learners using the facilities and services of The Health Academy, as a key element of its quality review and improvement processes.

All placements and training programmes are constantly reviewed and monitored in accordance with local and regional structures for educational governance.

How does the feedback received support learners on placement at our Trust?

Feedback provided by students is shared with relevant departmental and education leads and utilised within meetings to support action planning, as well as providing a platform to highlight areas of best practice.

The Education Governance team also meets with Divisional Management Teams throughout the Trust to guide on compliance for each specialty that provide teaching and placements.

Information is triangulated from focus group feedback, surveys, external reports and the End of Semester/End of Year meetings to put forward an action plan for improvements to placements. Essentially, the views of our students are vital to service improvement and improving the placement experience for future students at LTHTR.



Further information on how you can provide feedback is available on The Health Academy website. Complaints, Compliments and Suggestions - The Health Academy <https://healthacademy.lancsteachinghospitals.nhs.uk/support/learner-support/complaints-compliments-and-suggestions/>

Freedom to Speak Up

- You Are Safe to Raise Concerns



At Lancashire Teaching Hospitals, we are committed to creating a culture where every voice is heard, respected, and valued. The Freedom to Speak Up Service is here to support everyone to speak up when they have concerns about patient safety, staff welfare, or any aspect of how we work.

We understand that raising concerns can sometimes feel daunting — but speaking up is essential to improving care and creating a safe, supportive environment for everyone. Our dedicated Freedom to Speak Up Guardians and Champions are here to listen without judgment, offer guidance, and ensure that your concerns are handled fairly and appropriately.

What Can You Speak Up About?

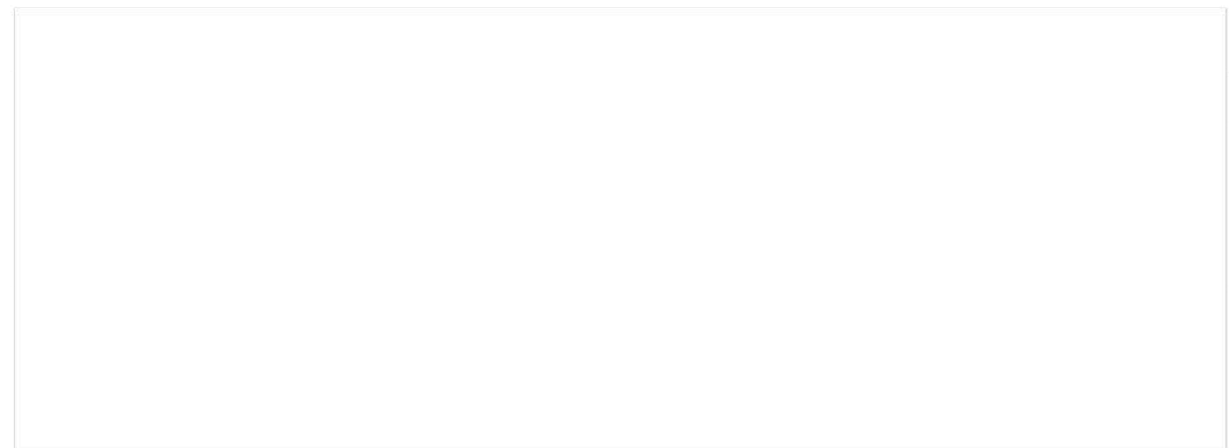
You can speak up about anything that is affecting:

- Patient safety and quality of care
- Your own wellbeing or that of your colleagues
- Concerns about inappropriate behaviour or unfair treatment
- Anything you feel is not aligned with our values

Why Speak Up

When you speak up, you help us:

- Improve patient safety and care
- Foster a respectful and supportive workplace
- Strengthen our culture of openness and learning



Other Opportunities

Are you a Dentist?

Would you like to earn some money whilst studying at Lancashire Teaching Hospitals NHS Trust?

We can offer you paid shifts within the Trust.

You can work 16 hours per week during term time, but you mustn't work during your clinical placements - so out of hours; weekends and/or evenings will be best for you.

For more information and to register your interest, please send your up-to-date CV to:

Caroline Green, Rota Coordinator for the Dental Bank
(caroline.green@lthtr.nhs.uk).

Health Care Assistant Bank

Benefits

- Increased confidence whilst in the clinical environment.
- Weekly pay.
- Experience of working as part of the Multi-Disciplinary Team.
- Improved staff and patient communication skills.
- Develop practical skills when dealing with patients and their relatives.
- HCA training builds on Year 3 Skills induction sessions.

Process

- Follow the link to complete the short application to join the bank
- (<http://jobs.lancsteachinghospitals.nhs.uk/job/v2587332>(opens in a new tab)).
- Provide an Academic (University staff) and a Clinical reference (Associate Dean).
- Complete the Year 3 induction sessions.
- Complete the required Mandatory eLearning courses.
- Complete the half day Bank HCA training delivered by the Clinical Skills Team.

Appendix 1

ANTT Knowledge Check

What are the definitions of :		
Clean	Aseptic	Sterile
Define and give some examples of a:		
Key part		Key site

When would you use:	
Standard ANTT	Surgical ANTT
What is the key part rule?	