

# Student Information & Welcome Pack

## ENT OPD

Student Name .....

Practice Assessor.....

Practice Supervisor .....

## **Welcome to the head and neck directorate**

Welcome to our department, the ENT suite is a busy outpatient department, situated next to car park G, the team work across two areas, RPH and Chorley, caring for patients with Ear, Nose, throat and Head and Neck complaints. The Head & neck directorate consists of -

- ENT OPD
- Ward 3
- Oral surgery OPD
- Theatres 4/5
- Audiology

We do a variety of clinics including – Two week rules, post-op clinics with removal of Sutures/dressings, Head& Neck cancer, Thyroid cancer, Pre &Post treat clinics, Valve clinics, Otology, Rhinology, Snoring, Rapid Access Neck lump , Voice, Nurse-led Aural care, Desensitisation to grass pollen, sleep apnoea/snoring and nurse-led pre-operative assessment clinics.

Our contact details are –

ENT suite-RPH-3164 & CDH- 7795,

The opening hours are 8.00 hrs -18.00 hrs, with additional clinics organised to meet demands. In the clinic, we have 6 consulting rooms and 1 room for nurse-led procedures. In audiology- we have 6 audiology rooms and work as a team during clinical sessions. We are also attached to the hearing aid department.

We have the support of many multidisciplinary teams including audiology, speech and language therapists, dieticians, medical secretaries.

We hope this document will provide you with the relevant information to support your induction and orientation to the work place. A buddy/mentor will be allocated to facilitate you orientation and induction.

Permanent staff will be required to attend the trust induction. The local induction should be completed within an agreed period of time with your line manager

### **Training and development**

There is a clinical Educator, Samantha Crossley for the ENT/Head & Neck directorate who is based on Ward 3 (2498/2088) and is able to advise /facilitate learning by helping staff access relevant courses either at university or in house, E-learning.

There are a number of resources available in the clinic including books, and journal articles

There are 2 specific interest groups that staff can become involved in -

-BAHNON- British Association of Head, Neck and Oncology Nurses –  
[www.bahnon.org.uk](http://www.bahnon.org.uk)

-& Cochrane ENT interest group –[www.cochrane-ent.orf](http://www.cochrane-ent.orf)

Appraisals are carried out yearly and training requirements can be discussed then and planned if appropriate.

### **Student nurses**

Student nurses are allocated to the department and the qualified trained staffs are expected to act as supervisors and assessors, having completed the latest NMC guidelines –Standards for Education and training.

### **Policies and procedures**

These are all listed in the trust intranet

### **Off duty/Holidays**

- Monday to Friday
- This must be flexible to cover the hours from 8.00-1800
- Requests/Holidays should be done in the team diary please write in pencil
- No more than 2 qualified staff off at the same time, please do not book flights without verification
- The clinic is closed on bank holidays so staff will not work
- Holiday sheets are provided every January to record holidays from April to March

### **Link Nurses for ENT**

Infection control-Diane Pickering  
Moving & handling –Breige McDonagh

Learning Environment Manager –(LEM)-Catherine Parkinson  
/Louise Fox  
MDLO-Jane Rourke  
Learning difficulties –Rita Lusher  
Health & wellbeing-Janet Smith  
First aiders-Diane Pickering /Louise Fox

### **The Head & Neck consultants are-**

#### **Specialist interest-**

- Miss Banerjee - SB ----- Paediatric
- Mr Cardozo – AC ----- Head & Neck
- Mr De Carpentier- JDC----- Mainly Rhinology/skull base
- Mr Jayaram- SJ ----- Head & Neck
- Mr Pahade- AP ----- Ontology
- Mr Saravanavan – KS ----- Rap neck/2week rules
- Mr Nigam is an ENT consultant who is based at Blackpool Victoria Hospital and operates at RPH once a month.

### **Associate Specialist trust grades-**

- Dr Syed

**Registrars** 3x rotate every 12 months

**SHO/FY1**-Rotate every 6 months

### **Other multi-disciplinary team consultants**

#### **Oncology –**

- Dr Mirza

#### **Maxillary facial (Maxfax)**

- Mr Akhtar
- Mr Anjum
- Mr Padaki
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### **The CNS are-**

- Andrew Fishburn
- Karen James
- Deborah Ellis

**The OPD leads are -**

- Sister Diane Pickering
- Sister Breige McDonagh

**Staff nurses-**

Catherine Parkinson  
Susan Littlefair  
Janet Smith  
Jane Rourke  
Rita Lusher  
Louise Fox  
Sia Hutchinson  
Nasrin Patel

**Health Care Assistants**

Debbie Wignall  
Sonya Scott  
Laura Kitchen  
Amber Millar  
Michelle Worden  
Ali Furqan

**AT LTHTR- OUR CORE VALUES ARE –**



**CARING AND COMPASSION**

We treat everyone with dignity & respect doing everything we can to show we care

**RECOGNISING INDIVIDUALITY**

We respect, value and respond to every persons individual needs

**SEEKING TO INVOLVE**

We will always involve you in making decisions about your care and treatment, and are always open and honest

**TEAM WORKING**

We work together as one team and involve patients, families and other services to provide the best care possible

**TAKING PERSONAL RESPONSIBILTY**

We each take [personal responsibility to give the highest standards of care and deliver a service we can be proud of

**AT LTHTR OUR VALUES –**

**‘SIMPLE THINGS MAKE THE DIFFERENCE’ –**

**ALWAYS events**

**A-Asking**

**L-Listen**

**W-Welcome**

**A-Assist**

**Y-You**

**S-Sensitive**

- **A**

ASKING- PATIENTS AND FAMILIES FOR THEIR OPINIONS AND FIND OUT WHAT WE CAN DO TO MEET YOUR NEEDS. WE WILL ALWAYS INTRODUCE OURSELVES AND ASK WHAT YOU'D LIKE TO BE CALLED.

- **L**

LISTEN- WE SHOULD ALWAYS LISTEN TO THE VIEWS OF THE PATIENT AND FAMILY & INVOLVE THEM IN DECISIONS ABOUT YOUR PLANNING CARE. LISTENING TO PEOPLES CONCERNS AND TAKING POSITIVE ACTION TO PUT THINGS RIGHT IS IMPORTANT TO IMPROVE THE EXPERIENCE FOR THE INDIVIDUAL AND FOR LEARNING AND IMPROVING CARE IN THE FUTURE.

- **W**

WELCOME- WE SHOULD ALWAYS ACKNOWLEDGE THE PRESENCE OF PATIENTS AND VISITORS AND GREET THEM IN A WELCOMING MANNER.

- **A**

ASSIST- IT IS IMPORTANT THAT WE ALWAYS ASSIST IN MEETING THE NEEDS OF OUR PATIENTS AND OFFER TO HELP THEM AND VISITORS .BEING APPROACHABLE AND APPROACHING OTHERS TO OFFER HELP, ADVISE OR SUPPORT IS A KEY PRINCIPLE OF OUR VALUES.

- **Y**

YOU- ALWAYS TREAT YOU AS YOU WOULD LIKE TO BE TREATED, OUR PATIENTS ARE INDIVIDUALS AND ARE ALL DIFFERENT. WE SHOULD ACKNOWLEDGE THEIR DIVERSE NEEDS AND TRY AND MEET THEM.

- **S**

SENSITIVE- ALWAYS RECOGNISE AND BE SENSITIVE TO THE INDIVIDUAL AND UNIQUE NEEDS OF EVERY PATIENT.BEING SENSITIVE TO OUR PATIENTS NEEDS AND ENSURING DIGNITY IS MAINTAINED AT ALL TIMES IS A GREAT WAY TO DEMONSTRATE OUR COMMITMENT TO THE TRUSTS VALUES.



If you feel you need support for any reason please speak to your mentor, Unit Manager, Sister or the LEM on the ward. You can be referred to the Learner Support Team for additional help.

We want to ensure the learning experience is enjoyable and successful for everyone.

**Some of the issues they can help with are as follows:**

- Academic / Health / Personal / Conduct / Placement Issues — to name a few!
- Are you finding work / training difficult due to health, family or personal issues? Please tell us, we can help.
- Have you concerns with regards to your current placement, lack of teaching, supervision or rota issues?
- Concerns with regards to patient wellbeing? It won't change unless you tell someone.
- Have you been subject to or witnessed bullying, discrimination or harassment during your placement? It needs to stop.
- Are you worried about a trainee or student for whatever reason and not sure who to contact?
- Has a trainee, student or clinical supervisor / teacher / member of staff really impressed you? — Please let us know!



## Emergency Procedure

There is a red emergency buzzer on each patients hand set buzzer or on the wall in each room and behind the panel. Push the red button in case of an emergency. If you need help fast anything from a fall to an unresponsive patient needs the emergency buzzer to be pushed in a timely manner. If in doubt press it!

The crash trolley is situated in the corridor and will be brought to the patient's bed side in case of an emergency or if staff believes there could be a pending emergency.

**To get help fast call 2222 and state your emergency and location and then dial 999 for an ambulance.**

*If in doubt call! The crash team would rather attend to a patient that has fainted than a dead one due to delay in seeking help.*

**2222 can also be used for Security-** Can be used to get help if a patient is causing serious threat to staff becoming aggressive and staff are unable to de-escalate.

## Bleep system

To use the bleep system: Dial 66 from and ward telephone

When prompted dial the 4 digit bleep then the phone extension which will be printed on the phone. Wait by the phone for a response.

When answering the phone please state you name position and the ward.

## Spoke opportunities

If you would like to attend a spoke placement please speak with your mentor. Available areas are as follows.

Theatre	Dietician
Endoscopy,	Speech and Language therapy
Day of Surgery Admission (DOSA)	Ward 3
Clinical Nurse Specialist – ENT, Nutrition Nurse, Hospital Alcohol Liaison, Hospital and Night, Critical Care Outreach	

We hope you enjoy your placement with us and find it enjoyable. If a member of the team has stood out to you please let the LEM or Ward Sister know. If you want to make their day send them a 'thankyou' from Blended Learning whether it's the cleaner or the matron it would really be appreciated.

