

**LANCASHIRE TEACHING HOSPITALS  
NHS FOUNDATION TRUST**

**DEPARTMENT OF NUTRITION AND DIETETICS**

**STUDENT LOCAL INDUCTION PACK**

**START DATE:**

**STUDENT:**

**STAFF MEMBER PROVIDING INDUCTION:**

## INTRODUCTION

A very warm welcome to Lancashire Teaching Hospitals NHS Foundation Trust and to the Department of Nutrition and Dietetics. You have joined a warm and friendly team of Dietitians, Dietetic Assistant Practitioner, Dietetic Assistants and Admin Support staff and we hope you will really enjoy your placement with us. We understand that starting a clinical placement can be a daunting experience and hope that you will find this pack a useful resource as you settle in with our team.

## THE DEPARTMENT OF NUTRITION AND DIETETICS

Our department engages in a wide range of clinical services, working across all divisions and specialities within this large teaching hospital, including adult and paediatric services at both sites, Royal Preston Hospital (RPH) and Chorley and South Ribble Hospital (CDH). The acute dietetic service involves the management of a busy inpatient caseload with a predominant focus on nutritional support. The Paediatric and Renal teams are engaged in a high level of outpatient activity, with the Adult Team also running a number of outpatient clinics. See additional document 'Departmental Structure' for further details on the members of staff within the team.

### *Clinical areas*

Some of the areas to which we provide dietetic input include:

- Gastroenterology (including specialist FODMAP and Coeliac clinics)
- Head and Neck Oncology (including specialist pre- and post-treatment clinics)
- Gastrointestinal (GI) Surgery
- Intestinal Failure and complex Nutrition Team (including TPN and HPN, high output stoma, eating disorders)
- Respiratory including specialist Ventilation
- Stroke
- Renal (including outpatient dialysis units)
- Critical Care and Major Trauma
- Elderly Medicine
- Orthopaedics
- Plastics
- General and Emergency Medicine
- Cardiology
- Urology

### *Group Education*

We provide patient group education sessions, such as cardiac rehabilitation, and undertake teaching of staff and carer education, such as enteral feeding study days and Nutrition and Hydration Week, respectively. Specialist Dietitians are also involved in education to medical and multidisciplinary teams within their clinical areas. We hope to be able to involve you in a least one of these sessions during your placement. Currently some of the regular group sessions are on hold due to Covid however some are going ahead via MS Teams.

## WHERE TO SEEK HELP OR ADVICE

Our departmental Student Training Lead is Anne Carter, Adult Team Leader who will oversee the placement planning, provision and assessment.

You will be assigned a placement supervisor who will spend some clinical time with you weekly, carry out your end of week review and be included in your half way and final assessment.

The Trust also has a Learners Support team who you can contact at any time for additional support and mentoring [Learnersupport@lthtr.nhs.uk](mailto:Learnersupport@lthtr.nhs.uk).

We are a friendly approachable team and any member of the department will try and assist you with any queries or help with familiarisation with new systems and processes, please ask. Any problems should be escalated to your clinical supervisor or the lead student trainer with whom you can discuss matters in confidence. As the office is restricted for space, please let them know if you need to discuss something in private, this can be arranged.

## LEARNING OPPORTUNITIES

As detailed above we provide a dietetic service to a variety of specialist areas and aim to give you some experience of each by organising your placement into speciality blocks (See placement programme outline).

Some of these may involve some shadowing but we aim to enable you to interact, be involved and practice and build your skills as much as possible.

During your placement there will be a project or audit for you to undertake which may be carried out jointly with a fellow student.

We also include an opportunity to do a group presentation.

If there are any particular relevant procedures such as gastrostomy tube placement that you would like to see we can include this in your timetable.

In addition we can provide some tutorials to support your learning.

## PRIORITIES FOR LOCAL INDUCTION

Within your first days in the department, the following matters will be covered:

- Departmental/Trust orientation
- Induction timetable
- Trust Uniform Policy
- I.D. Badges
- I.T. Access and systems
- Contact/Departmental Communication/Bleep Systems
- Health and safety including fire arrangements
- Medical Devices
- Policies

### *Departmental/Trust Orientation*

You will be provided with a general tour of the hospital and clinical areas relevant to your role, including main office orientation. If you are required to work across sites, you will have the opportunity to see both Royal Preston Hospital (RPH) and Chorley and South Ribble Hospital (CDH). You may wish to refer to the Trust Intranet for details of the inter-hospital shuttle service.

Access codes to departmental doors/Keysafe are below:

Main Office door	3980
Main Office Keysafe	7642B
CDH Office door	3057X
Pam Coulthurst's Office (Catering Dept. door)	2349

### *Timetable*

Your Clinical Supervisor or lead trainer completing your induction will provide you with a placement timetable.

*Uniform/Dress Code Policy*

Unfortunately we do not have allocated changing facilities but you will need to travel to the hospital in your own clothes and change on site into your University Student Uniform. At the end of the day please change before you return home. Please tie your hair back if it is longer than shoulder length and don't wear a cardigan in clinical areas.

*I.D. Badges*

A student I.D. badge will be issued to you and you will be required to wear and display this at all times when on Trust premises. This will also give you facilities such as use of printers and photocopiers.

*I.T. Access and systems*

Within the department we make use of a number of I.T. systems on a daily basis. You will be provided with training (either with the I.T. Training team or cascades by another member of team where appropriate) to use the following systems:

✓ Quadramed (Patient appointments, bloods and tests)	Date of training.....	Provided by ...IT Training.....
✓ Evolve (Scanned patient records)	Date of training.....	Provided by.....
✓ ALMA (To produce letters which then upload to Evolve)	Date of training.....	Provided by..... IT Training .....
✓ EPMA (In patient prescriptions including feeds and ONS)	Date of training.....	Provided by..... IT Training .....
✓ ProSys (Electronic Dietetic records)	Date of training.....	Provided by.....
✓ Outlook	Date of training.....	Provided by.....
✓ Trust Intranet	Date of training.....	Provided by.....
✓ T Drive	Date of training.....	Provided by.....
✓ Abbott eReg	Date of training.....	Provided by.....
✓ Nutricia Homeward	Date of training.....	Provided by.....

Helpful information:

Finding the Dietetics T Drive:

My Computer → T Drive → PSS-RPH → dietetics (you may wish to save this to your favourite destinations)

Adding the Network Printer:

All printing is via a virtual job queue, which prevents the need to add local printers each time you use a different desktop computer. To add the network printer to your account:

Start menu → Devices and Printers → Click add a printer → Add a Network, Wireless or Bluetooth Printer → The printer I want isn't listed → Select shared printer by name → In text box type '\\lthrps2\CanonSecurePrint' → Next and Click to install driver if required → Tick to set as default and 'Finish'

*Contact/Departmental Communication/Bleep Systems*

The following page contains useful phone/bleep numbers and instructions on how to use these systems effectively.

**DEPARTMENTAL CONTACT DETAILS**

**Telephone Extensions** (From outside the hospital pre-fix the extension number with 52)

Main Office (Other desk extensions)	3270/3271/3272/2507		
Main Office (Admin)	2467	Renal Team Office	2921
Paediatric Office (Carol)	2517	Paediatric Office (Other desk extensions)	2507
Pam Coulthurst's Office	4551	Pam Coulthurst (Mobile)	07808790686
Nutrition Nurses (Secretaries)	3057	Chorley Dietetic Office	5169
Speech and Language Therapy	2426		

**To access automated voicemail service (to retrieve messages):**

Dial 3980 → Await verbal instruction →

Dial the 4-digit extension of the phone for which voicemails you are retrieving followed by the 4-digit pin (this is the extension number backwards, e.g. 5169 9615) →

Choose relevant options to delete/check messages.

**To use call back:**

If you dial an internal phone number and the line is engaged, dial \*0 and put the phone down. Once the line is free, you will get a fast ring tone identifying that you can pick up the phone to connect.

**To transfer calls:**

If you need to transfer a caller to another internal extension press the 'consultation' button and the extension to which you want to transfer the caller. Put down the receiver for the other line to connect.

**To pick up a call on another extension:**

If a phone in the office rings you can connect from your nearest phone by pressing \*3 then the extension of the phone that is ringing.

**To call an external number:**

Dial 9 prior to the phone number.

If calling RPH from an external phone you will dial 01772 52 followed by the extension you require.

If calling CDH from an external phone you will dial 01257 24 followed by the extension you require.

**Switchboard:**

RPH: 01772 716565

CDH: 01257 261222

**Bleeps**

You will make use of the Trust automated bleep system regularly. In order to bleep a member of the team/Trust staff, the following instructions apply:

Dial 66 → Await verbal instruction →

Dial the 4-digit bleep number you require followed by the 4-digit extension no. of the phone from which you are dialling →

Await confirmation then put the handset down

Wait for the handset to ring then answer

**Useful Bleeps**

CrCu-Lauren K	1005	Neuro- Hannah	3530
CrCu Bethany	2093	Surgery (Upper GI) (Richard Porter)	2667
Renal (Ward Dietitian)	2921	Surgery (Upper GI/ Colorectal) (Caroline Clark)	3354
Head & Neck (Anne Carter/Katy Everson)	2668	Paediatric Team	3364
Nutrition CNS	3057	CDH Dietetic bleep	5169

**Work mobile phones**

Many of the team members now have a work mobile, there is a list saved in the t drive Bleeps & Work mobiles

*Health and safety including fire arrangements*

The organisation is committed to improving the safety of patients in relation to their treatment or care. You need to be aware of what clinical risks patients may face when being cared for in your working environment or how your job can affect patient safety. All staff are responsible for raising any concern around patient safety immediately. It is important to speak to your Clinical Supervisor, area manager or staff in the area where any incident occurs. This ensures that everyone is aware of the incident and what has been done to resolve it or prevent it reoccurring.

Fire safety will be discussed at your Trust induction; however you will be shown local fire procedures during local induction with our Fire Officer Christine Slade.

*Medical Devices*

If your role requires the use of weighing scales for patients and enteral feeding pumps you may be required to undertake training to use these items. Your Clinical Supervisor will discuss with you as relevant to your role.

*Policies*

There are a number of policies that you will need to be familiar with. These policies can be found on the intranet and will be discussed with you by the member of staff completing your local induction. It is your responsibility to know where to find these policies following induction:

- Code of Conduct for Employees Policy and Procedure
  - <http://lthtr-documents/current/P191.pdf>
  - <http://lthtr-documents/current/P587.pdf>
- Equalities Policy and Procedure
  - <http://lthtr-documents/current/P377.pdf>

- Email, Internet and Social Networking
  - <http://lthtr-documents/current/P14.pdf>
- Dress Code Policy
  - <http://lthtr-documents/current/P299.pdf>
- Smokefree Policy
  - <http://lthtr-documents/current/P291.pdf>

Local policies within the Dietetic department and a number of clinical guidelines related to nutrition which can be found in the Dietetic induction folder or can be accessed via the Intranet, please find the following:

- Malnutrition University Screening Tool (MUST)
- Out of hours feeding regime

*To Notify Absence*

Please contact the main Dietetic Office number 01772 522467 if you are unable to attend leaving your contact details for the lead trainer or your personal supervisor to return your call if they are not available when you call.

Also you are required to notify the Trust Learner support team by email at [Learner.Absences@LHTR.nhs.uk](mailto:Learner.Absences@LHTR.nhs.uk)

**DECLARATION**

DATE OF INDUCTION:.....

STUDENT (print and sign name): .....

STAFF MEMBER PROVIDING INDUCTION (print and sign name): .....

**To print to be read in conjunction with:**

Department structure

Site maps on intranet

Placement timetable

Assessment paperwork

Abbreviations

Ward list