

# Learning Environment



Outpatients RPH

Learner Booklet

## Welcome

We would like to warmly welcome you to Lancashire Teaching Hospitals NHS Foundation Trust (LTHTR). Incorporated on the 1st of April 2005, LTHTR was the first trust in the county to be awarded “Teaching Hospitals” status.

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.

Outpatients at Royal Preston comprises of three departments including Main Outpatients (OPD), Chest clinic, Brock Assessment centre and the discharge Lounge. We come under the division of Diagnostics and Clinical Support and our Directorate is Patient Access and Flow.

OPD clinics are designed for people with health problems who visit the hospital for diagnosis or treatment but may not require hospital admission at this time.

The patient's first contact with the hospital is often through OPD following a referral from their GP/A&E.

Each department offers a wide range of treatments & diagnostic tests.

The discharge lounge offers a safe place for patients to wait that are been discharged home. The staffs contribute to the safe discharge of all patients. They are open 8am-8pm

### **Main Outpatients**

Contact: 01772 522404 – Main OPD

Main Outpatients (OPD) consists of a team of one Sister, Staff Nurses, Assistant Practitioners and Healthcare Assistants.

We work over 3 suites including Fulwood suite, Deepdale suite, and Garstang suite in Main OPD.

We work alongside many members of the Multi-disciplinary Team (MDT) including doctors, surgeons, specialist nurses, dietitians and clinic clerks. The specialities covered within Main OPD include Renal, Gastroenterology, Neurology, Cardiology, Endocrinology, Colorectal, Urology, Plastic surgery, Immunology & Vascular.

The working week is 7 days but we close on bank holidays. The working hours are: You will take this as either an annual leave day or your day off.

- Mon - Wed: 8am – 8pm.
- Thurs - Sun: 8am – 6pm. However due to the pandemic we have only been working Monday to Friday 8am – 6pm time will vary with weekends been an option to work extra for now.
- If however the performance managers give us six weeks' notice to cover WLI's in the evening or at weekends then we will be expected to cover in our own time. You will be asked to work a late or at the weekends with 6 weeks' notice. This will give you time to make arrangements for childcare etc.

### **Suggested Spoke Placements for Main OPD**

**All students must arrange their own spoke placements but no more than one a week.**

Chest clinic

Brock Assessment unit

X-Ray

Endoscopy

Cardio-Respiratory

Pre-op Assessment

Vascular lab

Leg Ulcer clinic

Pathology lab

Cardiac catheter lab

Theatres

Charles Beard Theatre – Ward 4

Specialist Nurses on OPD

Wards linked to area

### **Chest clinic**

Contact: 01772 524269

The Chest clinic team comprises of one Sister, Staff Nurse, Assistant Practitioner and HCA.

The working hours are Monday to Friday from 8am – 6pm. closed bank holidays.

### **Specialists**

Respiratory Specialist Nurse (ILD)

Asthma Nurse

Ventilation Nurses

Lung Specialist Nurses

Respiratory Physiotherapist and Oxygen Team

Airways and Bronchiectasis Physiotherapist

Pulmonary Function Lab

Speech and Language Therapist

Airways Psychologist

T.B. Specialist Nurse  
COPD Specialist Nurse

**Suggested Spoke placements for Chest Clinic**

- X-Rays in Chest Clinic
- Main Outpatients
- DTC
- Brock Assessment centre
- Ward 23 (respiratory link ward)
- Endoscopy Unit  
Bronchoscopy/Rebus/Thoracoscopy)
- Asthma Nurse
- Respiratory Specialist Nurse
- Ventilation Nurse
- Lung Specialist Nurses
- Community TB Nurses
- Speech and Language therapist
- Airways and Bronchiectasis Physio
- Oxygen Assessment Physio (Lead)
- Oxygen Assessment Specialist Nurse
- Pulmonary Function Lab
- Cardiac Cath Lab (only 2<sup>nd</sup> or 3yr students allowed)

**Brock Assessment unit**

Contact: 01772 524380

The Brock assessment team consists of one Sister who covers from Chest clinic, one Staff Nurse, one Assistant Practitioner & one HCA.

The clinics carried out in the department include Renal, Gastroenterology, Neurology, Osteoporosis clinic, Nurse-led Bisphosphonate clinic, Falls clinic, TIA/Stroke/Parkinson's clinic.

The working hours are Monday to Friday from 8am - 6pm. closed bank holidays.

**Suggested Spoke placements for Brock Assessment centre:**

Main OPD	DTC
Chest clinic	Cardio-Respiratory
Endoscopy	Pre-Operative assessment
Vascular Laboratory	Leg Ulcer Clinic

Pathology Lab

Chest Clinic

Cardiac catheter Lab

LIFT

Allergy clinic

stroke nurses

Fracture clinic

MS research

### **Cross site working**

Although you will usually have a base, you will be required to work across each of the departments when asked to ensure staffing levels are safely maintained. This may include working in Chorley OPD. The shuttle bus can be used to transport you to and from Chorley.

### **Lunch breaks**

30 minutes is allocated for lunch breaks. The first break starts at 12.30 and the second one starts at 1pm. Those you on the 12.30 break must relieve the other staff so that they can go on their break at 1pm to ensure that they are back for the start of the afternoon clinic at 1.30.

If you are going across to Greggs or booths then you must get changed out of full uniform. Wearing a coat over the top of your uniform is not sufficient.

### **Fridges**

We have fridges in all of our departments. Please ensure your food is labelled with your name and the date. Any food unlabelled will be disposed of as per hospital protocol.

### **Lockers**

Most departments have some lockers however you may have to share. Please ensure any valuables are kept secure. The trust cannot be held responsible for items that may go missing.

### **Sickness & Absence**

In case of sickness or absence, please ring the department and inform the shift co-ordinator who will ask you to ring later in the day to confirm an expected return to work date. You must also inform your university in addition to this and email [learner.absences@lthtr.nhs.uk](mailto:learner.absences@lthtr.nhs.uk)

### **Uniform Policy**

Please adhere to the uniform policy:

- Clean ironed uniform
- Black shoes
- Hair tied up off collar
- Correct footwear
- Plain stud earrings
- Plain wedding band
- Bare below elbows
- No cardigans to be worn on a clinical area.
- Visible ID badge
- Do not chew gum
- No false nails or eyelashes.

### **Infection Control**

Please help maintain a high standard of infection control by ensuring you wear the appropriate Personal Protective Equipment (PPE) when needed and always maintain effective hand hygiene.

Ensure Aseptic Non Touch Technique (ANTT) is carried out to a high standard and waste is disposed of in the correct manner. Contact infection control when you come across incidents such as Covid, C-Diff, MRSA and other infections that may require special precautions such as deep clean/fogging.

Ensure you wear a facemask at all times whilst in the clinic and adhere to infection control procedures as information changes.

### **Safety & Security**

If you ever feel threatened by anyone whilst in the hospital setting, try to get away ASAP, keeping yourself near a door.

Security can be called on 2215.

They can also be fast tracked by dialling 2222 and stating “security, red alert”.

### **Emergencies & CPR policy**

The procedure for an emergency situation in Outpatients is the same as any other area in the hospital.

Patients who come to clinic are often very unwell and the situation can quickly escalate to an emergency.



Please take the time to familiarise yourself with the emergency equipment and its location.

Dial 2222 in the event of a cardiac arrest stating “adult/paediatric cardiac arrest” followed by the name of the area in which you are working along with the location i.e. “Adult cardiac arrest, green patient, Deepdale suite” This is to help those less familiar with the hospital layout to get to us as promptly as possible.

Ensure you shout for help and press the emergency buzzer.

Ask colleagues for emergency equipment such as oxygen and a non-rebreather mask, the resuscitation trolley, glucometer, vital signs monitor and emergency trolley for transferring and come back in full level 3 PPE. (FFP3 mask, full gown, visor, gloves)

The current guidance advises not to commence any aerosol generating procedures (AGP) (i.e. using bag valve mask/pocket mask for breaths during CPR) unless you are in full level 3 PPE. This applies for both green and red patients.

If the patient is confirmed as having COVID or is displaying symptoms – treat them as amber/red and inform 2222 of this when you ring. Do not commence any compressions or breaths until full level 3 PPE is worn.

Carry out an A – E assessment and record the results on the NEWS2 chart.

Listen out for emergency buzzers in clinics and toilets and attend promptly. Main OPD also cover for the cardio-respiratory department and the blood test clinic when they have an emergency. Test alarms are carried out each morning.

### **Admissions from clinic to another department**

As stated above, patients who come to clinic are often very unwell and may have been advised to bring an overnight bag to their clinic appointment in preparation for admission. However, most admissions are unexpected. Ensure that the protocol “Adult patient causing clinical concern in outpatient department” is adhered to and inform the shift co-ordinator.

In the event of hypoglycaemic attack, check the blood glucose level promptly and administer Glucoboost which is kept unlocked in case of emergencies. Glucogel and other medications are kept locked up but can be opened by a band 5 member of staff.

A full set of observations must be carried out (and repeated as necessary) and documented on the NEWS2 chart. A patient transfer form must also be completed and the patient handed over to the department along with this paper work.

### Mobile phones

Mobile phones are not permitted at any times apart from your break. If there are extenuating circumstances, please gain permission from sister.

Personal phone calls must not be made on the trusts phones.

### Emergency contact details

Please fill out your contact details and your next of kin contact details in case of emergencies. The form is attached to this pack and should be given to your mentor/manager. These details will be kept confidential and will be locked away securely.

### Learners/Trainees

You will be based in either, Main OPD, Chest Clinic or Brock Assessment Unit. You will have the opportunity to spend a week or two with the other departments.

Each learner will be allocated a practice supervisor and assessor who will be responsible for completing your off duty, carrying out assessments, meetings and completing any paperwork.

We are really keen for you to get the most out of your placement and actively encourage you to attend spoke placements to fulfil your learning and development. You will learn many skills such as recording vital signs, NEWS2, ECGs, application of dressings using ANTT, administration of injections, falls assessments, urinalysis, emergency situations & admissions.

We would be very grateful if you would complete a feedback form at the end of your placement with us.



## 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/>

## 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 – Friday, 8.00am – 4.00pm 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.