

Student Nurse Handbook

Important Information
for Pre Registration Student Nurses



In Partnership with

Faculty of Health and Social Care Sciences
KINGSTON UNIVERSITY • ST GEORGE'S HOSPITAL MEDICAL SCHOOL



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I am delighted to welcome you to Wandsworth Primary Care Trust (PCT). This handbook contains important information about the PCT and its role in providing practice placements as part of your course. Its purpose is to provide you with essential information that you will require when undertaking practice placements within our service areas, both within the hospital and community services.

The PCT works in collaboration with the Faculty of Health and Social Care Sciences in planning the programmes of education for learner nurses and ensuring that learning experiences and outcomes are of a high standard. We value any feedback you have concerning your placement or your course.

Our profession faces many areas of change, in particular, arising from the amount and complexity of health and social care needed in the home, practice and community settings. More and more work is being transferred from hospital to primary care. There are many challenges for us, such as the drive to improve public health. There is also an increasing number of patients needing continuing care, who are frail and vulnerable with many physical needs.

The PCT's Nursing Strategy 'On Course for Success' was developed through the engagement of Wandsworth nursing staff of all grades and disciplines in 2003. The Strategy reflects the National Health Service (NHS) agenda and the issues and priorities identified by nurses working within the organisation. The action plan, which delivers the strategy, directs the focus and priorities in nursing at both an organisational and individual level.

The public rightly holds nurses in high regard. They trust them and look to them for help at times often of great difficulty and need for themselves and for their

families. They have confidence in their skills and their dedication. It is therefore, essential that you behave in a way that warrants this trust and high regard. You should always look and behave in a professional way. Remember to look after your patients in the same way that you or a member of your family would hope to be looked after.

Nurses are the largest workforce within the PCT and therefore have a pivotal role to play in making sure patients receive a high standard of care, based upon their needs. It is also important to remember that you are a member of a multi-disciplinary team and you all have a duty to improve care and safeguard patients. This includes letting someone senior know of any concerns you have regarding a patient's treatment or care.

I would like to wish you every success with your training and in your future career. I hope that at the end of your training you will want to work within the PCT as a qualified nurse.

I would like to thank Sonia Phillips, Clinical Placements Facilitator, for putting this useful guide together, which I am sure will be of great use to you during your time with us.

Di Caufeild-Stoker
Director of Nursing

Introduction: Primary Care Nursing

The term 'Primary Care' describes services provided by community pharmacists, dentists, opticians, community nurses, midwives, General Practitioners (GPs) and community hospitals. Primary care represents the first port of call for the public if they think they might be ill or want medical advice. Primary care nursing includes a wide variety of generic and specialist roles in a range of community-based settings. These include health centres and General Practice settings, as well as services like the Tooting Walk-in-Centre and the Minor Injuries Treatment Centre. National primary care services are also being developed across the United Kingdom such as NHS Direct.

The aim of your practice placement is for you to experience the variety of primary care nursing roles working alongside a range of primary care practitioners and staff grades. These will include health care assistants, community staff nurses, practice nurses, district nurses, health visitors, nursery nurses, nurse practitioners, specialist nurses, consultant nurses, hospital nurses; as well as GPs, community medical officers and allied health professionals. At times you will be working with bank/agency nursing staff many of which may also be employees of the PCT.

Before reaching your placement, the PCT will allocate you to a named mentor/facilitator who has overall responsibility for facilitating your competency to practice. Because more nurses are qualifying as facilitators/mentors and the NHS needs to maximise its placements capacity for healthcare students, the practice of mentoring is now the shared responsibility of the nursing team as a whole. This means that you will be allocated to a named mentor and the whole team in which you are placed will have a role in assessing your competency.

You will be based in a variety of primary care settings, these may also include areas within the independent/voluntary sector. Whilst you are in your placement, both you and your mentor/facilitator can access our team of liaison lecturers for academic support and advice. In our experience, students who gain the most from their placement are those who seek the help and guidance available from their mentors/facilitators, peers and liaison lecturers.

We hope you enjoy your placement and will wish to return to primary care nursing in Wandsworth PCT during your course and after you successfully qualify as a Registered Nurse.

Dr. Kevin Corbett

Senior Lecturer
Faculty of Health and Social Care Sciences
2nd Floor Grosvenor Wing
St. George's Hospital
London SW17 0RE

Wandsworth Primary Care Trust (PCT) was established on 1st April 2002 and is one of the largest PCT's in the country.

About the PCT

- We serve a culturally diverse population of over 305,000 people in South West London.
- We have a combined budget of approximately £300 million to commission and provide hospital and other care.
- We employ over 1,700 people and encompass 54 GP practices, with approximately 600 staff employed within those practices. We also work with 64 Dental Practices, 65 Community Pharmacies and 28 Opticians.
- We provide and manage community nursing and therapy services including some specialist services.
- We manage the services and development of a new Community Hospital on the Queen Mary's Hospital site in Roehampton (except Mental Health Services).

**The PCT Headquarters are situated at:
Teak Tower
Springfield University Hospital
61 Glenburnie Road, Tooting
London SW17 7DJ**

Mission Statement

The PCT aims to improve the health of the community in partnership with people who live and work in Wandsworth and those people we provide services to. We will promote healthy living and ensure high quality health care services.

We will seek to do this by:

- Improving the quality of all Wandsworth health services.
- Enabling people to get the health services they need, when and where they need them.
- Providing high quality, cost effective services that are value for money.
- Building strong relationships within our local community and beyond.
- Listening and valuing the view of patients, carers and the public as well as the view of our staff and other professionals.
- Involving and engaging local people in decisions about their health and health services.
- Recognising, valuing and respecting the diversity of the borough and our workforce.
- Dynamically and constantly reviewing services and methods of best practice to incorporate and support new ideas and innovative practice.
- Ensuring we are publicly accountable and that we conduct our business in ways that are honest and open to scrutiny.
- Being a good, consistent and fair employer.
- Valuing and building on the skills and potential of our staff and other individuals within the local health economy

Clinical governance is a framework through which NHS organisations are accountable for continually improving the quality of their services. Clinical governance is a way of making sure that everyone who passes through Wandsworth PCT is well cared for. This is done by creating an environment in which excellence can flourish.

The Wandsworth PCT Clinical Governance and Risk Team have launched a Clinical Governance Whiteboard and web-page. The Whiteboard is a user-friendly checklist to help teams to assess progress towards achieving elements of clinical governance. It is proving really helpful in assessing how much progress teams have made and also highlighting priorities for the future. The web-page mirrors the whiteboard questions and gives local and national information on each of the elements. Whiteboards are located in clinics/health centres across the PCT and the web-page can be accessed at: www.wandsworth-pct.nhs.uk/clinicalgovernance.

Risk Management

Risk management is essentially the identification and prioritisation of all risk including clinical risks and uncertainties that relate to the organisation, allied to a strategy that seeks to eliminate, minimise or mitigate those risks effectively and efficiently.

Risk management involves the identification, management and economic control of risk to which the PCT is exposed. These risks could be events or activities that threaten the well being of patients, staff, assets, financial integrity, business and reputations of the PCT.

All staff members, volunteers and persons acting on behalf of the PCT play an important role in the management of risk by monitoring, reviewing and

evaluating the many aspects of services in order to maintain compliance with acceptable standards. Staff and students are personally responsible for complying with the strategy and associated policies and procedures.

All staff are responsible for ensuring that they:

- Co-operate with the PCT on arrangements to minimise risks
- Do not make an existing risk worse
- Report risks that they become aware of

Our Commitment To A Fair And Open Culture

A clinical or non-clinical error, accident or incident, however serious, is rarely caused wilfully. It is not, in itself, evidence of carelessness, neglect or a failure to carry out a duty of care. Errors are often caused by a number of factors including, process problems, human error, individual behaviour and lack of knowledge or skills. Learning from such incidents can only take place when they are reported and investigated in a positive, open and structured way.

To promote a fair and open culture and encourage the reporting of incidents, the Trust will take a non-punitive approach to those incidents it investigates. Staff remain accountable to users, carers, the Trust and their professional bodies for their actions, but a non-punitive approach means that disciplinary action will not be taken against a member of staff for

reporting an incident, except in the rare circumstances where there is evidence of the following:

- Gross professional or gross personal misconduct
- Repeated breaches of acceptable behaviour or protocol
- An incident that results in a police investigation.

Complaints Procedure/Raising Concerns

Making Complaints

If you wish to make a complaint about any aspect of your learning experience, you should discuss the matter with your mentor and/or the Liaison Lecturer in the first instance. Both the mentor and Liaison Lecturer will be able to provide advice and in most cases the issue can be resolved. However, if following discussions with your mentor and/or Liaison Lecturer you wish to take the matter further, you should follow the University's guidelines on making complaints.

Raising Concerns (including whistle-blowing)

If you would like to raise concerns about any aspect of the PCT's services, you should follow the PCT guidelines on this procedure. A copy of the 'Whistle-blowing Policy' is available on the PCT web site.

Health and Safety

Wandsworth PCT recognises the importance of providing a working environment that is safe, healthy and meets all relevant legal requirements. It is important that you prevent injury to yourself and others whilst in the practice area. Under the Health and Safety at Work Act 1974 and other legislation you have a responsibility to:

- Take reasonable care of your own health and safety and that of others who may be affected by your work (both your acts and omissions).

- Co-operate with your employer on health and safety issues/policies.
- Use equipment in accordance with instructions and training.
- Ensure that you do not interfere with or misuse anything provided for your health, safety or welfare.
- Use protective clothing as required.
- Report accidents, errors, near misses and other safety problems.

Fire Safety

Good fire safety practice is vital within any organisation. Your mentor will inform you of the fire procedure in your area. Remember if you discover a fire:

- Stay calm.
- Summon help.
- Follow the evacuation procedure for the location you are in.
- Close all doors but do not take personal risks.
- If the fire is small and confined, use an extinguisher to fight it, but do not take personal risks.

Safety concerns should, in the first instance, be discussed with your mentor and/or their manager. If the problem or concern is not resolved, your mentor should contact the PCT Health and Safety Manager at Queen Mary's Hospital Roehampton or email Safety.Office@swlondon.nhs.uk. Wandsworth PCT has produced a Health & Safety Handbook: A Guide for Staff, that is made available to all staff who attend the corporate induction presentation.

Wandsworth PCT is committed to working in partnership with its patients, carers and the public to give their views greater prominence in shaping the future of our services.

Involving patients and the public is important because it helps to:

- Communicate with and inform patients on local health issues
- Set and maintain standards
- Develop knowledge on how local health care is provided
- Support and enhance the way health services are delivered and developed

This is one of a number of initiatives aimed at placing patients at the centre of their care. Patient and Public Involvement is not only good practice, it is also enshrined in the Health and Social Care Act 2001 (section 11).

Patient and Public Involvement in Health Forums

The Commission for Patient and Public Involvement in Health was set up in January 2003. Its remit is to ensure that the public is involved in decision-making about health and health services and that the services the PCT provides and commissions, truly meet the needs of the people who use these services. A Patient and Public Involvement in Health (PPIH) Forum has been set up for each NHS Trust and Primary Care Trust in England.

For further information please contact:

PALS Office

Queen Mary's Hospital

Roehampton Lane

London SW15 5PN

email: pals@swlondon.nhs.uk

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The Nursing Directorate

The role of the Nursing Directorate is to provide professional leadership for nurses within the PCT, both for those employed by the PCT and those within Primary Care.

The Wandsworth PCT Nursing Strategy entitled "On Course for Success" sets out nursing priorities, which will strengthen the contribution nurses make towards better care for patients. It provides direction for developing nursing roles and competencies. The strategy reflects the National Nursing Strategy 'Making a Difference' (1999) and the NHS Plan (2000), it also supports the Local Delivery Plan and documents priorities nurses have identified themselves.

Nursing Priorities in Wandsworth

- To recruit and retain more staff
- To strengthen leadership; empowering our nurses by equipping them with the skills to lead and work in new ways.
- To enhance the quality of care; delivering a streamlined approach in meeting the needs of our patients and clients.

For more information

or a copy of the Nursing Strategy contact:

Deputy Director of Nursing
Roehampton House
Queen Mary's Hospital
London SW15 5PN

email: kate.pettitt@swlondon.nhs.uk

Wandsworth Primary Research Centre

The research centre transferred into the Nursing & Clinical Governance Directorate on 1st January 2004. The research centre is funded by the Department of Health National Research and Development levy.

The aim of the research centre is both to support and to undertake research and development with practitioners in Wandsworth PCT, which contributes to one or more of three programme areas. These are:

- Chronic disease and primary care
- Primary care for people with common mental health problems
- Women and children's health

The research centre also has an interest in complementary and alternative medicine.

For more information please contact:

Research Manager or Administrator
Battersea Research Group
Wandsworth Primary Care Research Centre
Bolingbroke Hospital
Wakehurst Road
London SW11 6HN.

email: barbara@brg123.net

Access to the computers within the PCT

In order to access the PCT computers you must first discuss your needs with your mentor.

An E-mail and Internet Acceptable Use Policy Form will then need to be completed under the supervision of the mentor and sent to your mentor's Line Manager for Approval.

Once the request has been approved it will take approximately 7 days for your password and user name to be issued, both of which will only be valid for the duration of your placement.

As an essential part of your course, you will undertake practice placements within the PCT services. The Trust Named Person (TNP) is accountable for the strategic communication between the PCT and Faculties of Health and Social Care Sciences, thus ensuring your placement allocation goes smoothly and is of the highest quality.

The Trust Named Person (TNP) for Wandsworth PCT is the Deputy Director of Nursing. The TNP in partnership with the Key Liaison Lecturer and Clinical Placements Facilitator, liaises with service heads/managers within the PCT to pre-empt local difficulties with student allocations and agrees all allocations to the PCT. A Practice Placement Working Group has been established within the PCT and meets every six weeks. This group is jointly chaired by the TNP and Key Liaison Lecturer. It aims to provide a community-based forum for

the representation of academic and clinical staff to discuss all placement issues.

A wide range of learning opportunities are available in the areas that you will be placed within for your practice experience, and you will be able to undertake the relevant practice skills under supervision.

A mentor/facilitator or team of mentors will facilitate and assess your learning in practice on each of your placements, and assist you to achieve the necessary outcomes and competencies.

Your placement will be in one of the following locations:

Wandsworth South

Arndale Health Clinic	3a Neville Gill Close Wandsworth SW18 4BS
Balham Health Centre	120 Bedford Hill SW12 9HP
Balham Park Surgery	236 Balham High Road London
Brocklebank Health Centre	249 Garratt Lane Wandsworth SW18 4DU
Southfields Group Practice	492 Merton Road Southfields SW18 4DU
Tooting Health Clinic	63 Bevill Allen Close SW17 8PX
Trinity Road	127 Trinity Road London SW17 7HJ
Greyswood Practice	238 Mitcham Lane Streatham London SW16 6NT
NHS Walk in Centre	Clare House St George's Hospital Blackshaw Road Tooting London SW17 ORE

Putney and Roehampton

Eileen Lecky Clinic	2 Clarendon Drive, Putney, SW15 1AA
Chartfield Surgery	30 Chartfield Avenue Putney SW15 6GH
Putney Mead Medical Centre	350 Upper Richmond Road SW15 6TL
Roehampton Surgery	191 Roehampton Lane SW15 4HN
Tudor Lodge Health Centre	8c Victoria Drive SW19 6AE
Westmoor Community Clinic	248 Roehampton Lane, Roehampton SW15 4AA

Battersea

Bridge Lane Health Centre	20 Bridge Lane Battersea SW11 3AD
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Doddington Health Centre	311 Battersea Park Rd SW11 4LU
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Falcon Road Practice	47 Falcon Road Battersea SW11 2PH
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Queenstown Road	14 Queenstown Road SW8 3RX
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Chatfield Road Medical Centre	50 Chatfield Road SW11 3UJ
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Stormont Health Clinic	5-11 Stormont Rd SW11 5EG
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Queen Mary's Hospital	Roehampton Lane London SW15 5PN
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Brysson White Rehabilitation Unit	
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Connaught Ward	
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Outpatient Diagnostic Unit	
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Douglas Bader Unit	
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Lancaster Ward	
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Sydney Turner Ward	
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St. John's Ward	
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Beta Cell Unit	
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Roehampton Lodge	Barnes Hospital South Worple Way SW14 8SU
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Intermediate Care

Intermediate Care Team	Bolingbroke Hospital Wakehurst Road SW11 6HN
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Learning Disability Team

Joan Bicknell Centre	Springfield University Hospital Site Burntwood Lane SW17 7DJ
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Practice Placements Directory

A Practice Placements Directory is now available on line. The directory holds individual profiles on each of the placement areas that pre-registration nursing and midwifery students may be allocated to for their practice learning experiences.

To view this site visit www.swlondon.nhs.uk

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Mentors/Facilitators

Mentor

Registered nurse who facilitates learning, as well as supervises and assesses students in the practice setting. Mentors will normally hold the ENB 997/998 or an equivalent mentorship qualification.

Facilitator

Registered nurse who facilitates learning, as well as supervises and assesses students in the practice setting. Facilitators do not hold the ENB 997/998 or equivalent, but are expected to attend the course designed for this purpose.

Roles and Responsibilities

- All registered nurses will participate in the teaching and assessing of students. Nurses who are employed on the clinical grading structure (D-H), will act as mentors/facilitators to student nurses.
- Health Care Assistants and Team Secretaries may also participate in the facilitation of student learning within the practice setting, and will do so under the supervision of your allocated mentor.

The mentor/facilitator

- Has a joint responsibility with the student for ensuring the timely completion of the formative and summative assessment of the student's learning in practice.
- Works in partnership with Lecturer-Practitioners, Liaison Lecturers, nurses and other colleagues within the multi-professional team to enable students to achieve identified learning and practice outcomes.
- Where possible should aim to work with the student a minimum of forty percent of their time on the placement.
- Identifies the student's learning needs at the start of the placement and jointly creates an action plan to meet these in accordance with the Practice/Continuous Assessment Document/Learning Contract.
- Supports students' practice with supervision, and encourages them to make decisions about nursing interventions and the management of care.
- Encourages students to participate in the delivery of nursing care at their level of experience.
- Allows time in the practice setting for regular reflection on the practice experience.
- The mentor/facilitator is the first port of call, should an issue arise with the student during the placement.

10 Support whilst on Placements

Whilst on your placement, and in addition to your named mentor/facilitator, the following individuals can provide you with additional support if needed:

Key Liaison Lecturer

The Key Liaison Lecturer is a Senior Lecturer post that provides a strategic communication link between the PCT and the Faculty of Health and Social Care Sciences. He/she facilitates the identification, development and support of learning opportunities for pre and post registration nursing students.

Role of the Key Liaison Lecturer

- Supports, develops and monitors liaison activity within the PCT, to enable students and mentors/facilitators to identify and maximise learning opportunities.
- Supports Liaison Lecturers where appropriate, to work with mentors/facilitators and students to resolve problems with the learning environment.
- Develops and implements an annual education and training programme that meets the specific needs of the PCT, and the NMC requirements in relation to mentors'/facilitators' preparation.
- Ensures the collation of student evaluations by individual Liaison Lecturers and provides a summary for audit and relevant module review.
- Plans and implements the annual audit strategy for the PCT, in conjunction with the Clinical Placement Facilitator, Trust Named Person and the Principal Lecturer, Practice Learning, follows up action points and provides a summary for quality monitoring purposes.
- Works with the Clinical Placements Facilitator, to map the required learning opportunities for allocated students, and to facilitate the identification of new learning opportunities.

Liaison Lecturer

Liaison Lecturers provide local communication links between students, individual mentors/facilitators, practice areas, and the Faculty of Health and Social Care Sciences which facilitates the identification, development and support of learning opportunities for pre and post registration.

Specific responsibilities

- The provision and facilitation of a local communication link between students, individual supervisors/assessors, and the University.
- To work with the Key Liaison Lecturer to facilitate the mapping of required learning opportunities for allocated students at local level and to facilitate the identification of new learning opportunities.
- To support students and mentors/facilitators to identify and maximise learning opportunities through liaison activity.
- To support mentors/facilitators and students in the resolution of problems and the achievement of practice outcomes/competencies.
- To provide appropriate preparation for mentors/facilitators and to support the Key Liaison Lecturer in the implementation of the annual education and training programme for mentors/facilitators.
- To participate in the audit process where appropriate.
- To ensure students, practitioners and clinical areas have their contact number, pager, e-mail address and to have regular face to face, telephone or e-mail contact with staff and students at local level.

The Clinical Placements Facilitator

This is a full-time senior nursing post within the PCT, which provides a strategic communication link between the PCT, the Faculty of Health and Social Care Sciences, Kings College London and the Strategic Health Authority.

Key responsibilities

Works closely with the Key Liaison Lecturer and Trust Named Person to provide structured ongoing support to mentors and students within the learning environment.

- Supports, develops and monitors liaison activity within the PCT, to enable students and mentors/facilitators to identify and maximise learning opportunities.
- Assists in the development and implementation of an annual education and training programme that meets the specific needs of the PCT, and the NMC requirements in relation to mentors'/facilitators' preparation.
- Monitors the quality of student experiences in practice placements within the PCT.
- Monitors and reviews improvements made to the practice learning environment.
- Works closely with the Trust Named Person and Key Liaison Lecturer to facilitate the placement of nursing students within areas of the PCT, relevant to the requirements of their curricula.
- Works with the Key Liaison Lecturer to map the required learning opportunities for allocated students, and to identify and develop new learning opportunities within the PCT.

The PCT welcomes and encourages feedback from you following each of your practice placements, so that improvements can be made to the way in which we support nursing students. It is therefore very important that you evaluate your experiences following each of your placements, and a variety of methods exist in order for you to do so.

At your University

Written Evaluation

Your University enables you to formally evaluate each placement experience. This evaluation usually occurs after you have completed the placement and is returned to the University. Anonymous copies of the completed evaluation forms are returned to the senior nurses within the PCT and to the individual placement areas themselves.

Within the PCT

In addition to the above, some areas have their own evaluation tool, which is given to students at the end of their placement. If you have been asked to complete one of these forms, it is important that you do so, as your comments will contribute to enhancing the quality of learning within that local environment.

Apart from the above evaluation formats, if at any time you do have any comments or opinions on your learning experiences in practice, please discuss these with your Lecturers at your University, your mentors on the placement or the Clinical Placement Facilitator allocated to your zone

12 Professional Conduct

The PCT expects the highest standards of professional behaviour from nursing and midwifery students at all times. All students are required to familiarise themselves with the Nursing & Midwifery Council (NMC) Code of Professional Conduct and adhere to the standards set within this at all times.

- All students must carry out care under the supervision of a registered nurse at all times.
- Students must never participate in any procedure for which they have not been fully prepared or in which they are not adequately supervised.
- Any student that is in doubt about any aspect of his/her role should always seek clarification from his/her mentor/facilitator and or Liaison Lecturer.
- Please note that registered nurses are professionally accountable to the NMC for the consequences of the nursing student actions or omissions. However, students can be called to account by their University or the law for the consequences of their actions or omissions.
- Student nurses must respect the wishes of service users/clients at all times. Their rights as service users/clients supersede at all times the students' right to knowledge and experience.

- Professional misconduct by nursing students will not be tolerated by the PCT.

Examples of professional misconduct are:

- Sleeping on placement
- Persistent lateness
- Non adherence to the PCT Dress Code whilst on placement
- Unauthorised absence

Examples of gross professional misconduct are:

- Intoxicated whilst on placement
 - Theft
 - Fraud
 - Aggressive and or violent behaviour
- Where there has been an allegation of professional misconduct against a nursing student, a registered nurse employed by the PCT can request that the student leaves the practice area immediately. The registered nurse will then inform the University's Placement Office, who will assess the seriousness of the allegation. A decision will then be made as to what further action should be taken.

This could be either:

Asking you to return to the practice area the following day

or

Not allowing you to immediately return to the practice area, until the matter has been resolved between your University, the PCT and yourself.

If this occurs, you will be considered to be on suspension from the practice area.

- In all allegations of professional misconduct against nursing students, the incident and action taken must be documented in the students' Assessment Document, and the PCT Accident/Incident Report Form completed.
- The Liaison Lecturer and the Placement Office must also be informed in writing of the incident by the registered nurse.
- The student, mentor/facilitator and Liaison Lecturer must meet within one week of the alleged incident, in order to discuss the allegation and formulate an action plan.
- If necessary, an internal formal investigation will be carried out by the PCT, which will include representation from your University
- In the event that this formal investigation warrants disciplinary action against you, it is your University who will be responsible for determining the course of action.
- However, the PCT reserves the right to refuse to provide practice placements to any student, who has been found guilty of gross professional misconduct during its internal investigation, irrespective of the decision made by the University.
- The incident will be taken into consideration when your mentor assesses your overall performance in practice.

Dress Code

- Students and staff have a responsibility to minimise the risk of injury and ill health to him/herself, other persons and patients whilst at work. Risks associated with items of clothing or accessories must be considered in relation to activities being carried out whether they are clinical or non-clinical.
- Appearance should be professional at all times, both within the workplace and whilst representing Wandsworth PCT, in accordance with the PCT policy.
- There are some areas within the PCT in which uniform is required and others in which it is not. Students will need to ask their allocated mentor whether uniform is required, prior to their placement. If their mentors wear uniform, nursing students will also be expected to wear uniform.
- University issued name badges must be clearly visible at all times when on duty.

Working as Healthcare Assistants

It is now accepted by the nursing profession in the UK, that the majority of nursing students undertake paid employment, in order to supplement their bursaries, whilst simultaneously studying for their nursing qualifications.

However, although paid employment is essential for most nursing students, working too many hours does have potential risks. For example, an individual's health and well being, as well as their ability to study and function effectively, can all be adversely affected by working too many hours.

The following guidelines are for students wishing to undertake paid employment as Healthcare Assistants (HCA) within the PCT. They take into consideration the European Working Time Directive (EWTD), Health and Safety issues, conflicts of interest that may arise and the NMC's guidelines for students.

Guidelines

- Whilst working as HCA's, students must perform the level of skills required for this role, and not function as nursing students.
- For each seven-day period, which includes placement hours, students must not exceed the average working time of 48 hours/week within the PCT services.
- In line with the EWTD, the PCT requires that nursing students, who work as HCA's within its services, must have a minimum daily rest period of 11 consecutive hours per 24-hour period.
- No student should work a night duty shift, which immediately precedes an early, 9-5 or late shift of his or her placement.
- Because of the conflicts in role, students are not permitted to work as HCA's, at the same time and on the same area where they are undertaking their placement.
- Students who breach the above policy will be investigated and appropriate action taken, between the PCT and the University concerned.
- **Please note that the current system of working additional hours within the NHS is under review**

Cultural Awareness

The PCT serves an ethnically diverse population. It is therefore essential that the workforce develop skills and competencies that enable them to work in a non-discriminatory manner. Cultural awareness training enhances understanding of the impact of race and culture on the quality of service provided by the PCT and is offered to all permanent members of staff.

For further information about the PCT cultural awareness training contact:

Training and Development Department
Queen Mary's Hospital
Roehampton House
Roehampton Lane
London SW15 5PN

email: dionissi.lychnos@swlondon.nhs.uk

The PCT makes positive efforts to attract and encourage each newly qualified nurse, who has been commissioned by, and has undertaken their placements with us, back into the organisation. The PCT is represented at local and national Job Fairs, which are specially designed for student nurses. Vacancies within the PCT are usually advertised in the Nursing Times, RCN Bulletin and on the NMC website: www.nmc4jobs.com

Appointments are subject to:

- Your successful registration with the Nursing and Midwifery Council
- Your Health Clearance by the Occupational Health Department
- A Criminal Records Bureau check
- Your completion of an application and preference form
- The receipt of two references (one from your University and one from a PCT-employed practice mentor)
- Your successful interview with the relevant manager

For newly qualified nurses, the transition from a student to an accountable practitioner can be a difficult process. Wandsworth PCT offers a Preceptorship Framework, which is a formal period of support to guide the new practitioner and to help them adapt to their new role. The programme involves an individualised teaching/learning programme that facilitates the consolidation of the competencies and learning outcomes achieved at registration.

The Clinical Recruitment Facilitator (CRF)

The PCT employs a senior nurse (CRF) to assist you at all stages of the employment process. The CRF can provide you with the following:

- Verbal and written career information and advice about the many different nursing posts within the PCT.
- Vacancy information
- Advice and support during the recruitment process from application to appointment
- Information on staff benefits.

Staff Benefits

- Some of the benefits of working within the PCT include:
- Flexible working hours to suit you
- Child care facilities and a designated Childcare Co-ordinator
- NHS pension scheme
- Commitment to personal training and development – a 'Grow your Own' culture
- Mentorship
- Preceptorship for newly-qualified nurses
- Clinical Supervision
- Pastoral care and chaplaincy service offering support and counselling on work related or personal issues
- Housing schemes/accommodation

Nursing Careers Opportunities

Primary care nursing is a challenging and exciting area to work in as a newly qualified nurse. Nursing roles are developing in the following areas:

- Rehabilitation and continuing care of the elderly
- School nursing
- General Practice
- Practice Nursing
- Specialist Nursing
- Intermediate Care
- District Nursing
- Health Visiting
- Community Nursing
- Outpatients and Diagnostics – Minor Injuries Treatment Centre, Minor Operations and Endoscopy
- Tooting Walk-In Centre – Led by nurses including Nurse Practitioners and a Nurse Consultant

Continuing Professional Development (CPD)

To support career opportunities and the development of new roles, the PCT is committed to Continuing Professional Development (CPD). The PCT Performance and Development Programme involves staff having annual Personal Development Plans (PDP's) which are set in partnership with line managers and are reviewed after six months. These then feed into organisational training plans to enable relevant training and developmental opportunities to be provided. Training is provided by internal specialised trainers and educators, the Faculty of Health and Social Care Sciences and other local and national individuals and organisations.

Further guidance on your career choices and professional development will be provided at the end of year three.

For further information on employment opportunities please contact:

Clinical Recruitment Facilitator.

Queen Mary's Hospital

Roehampton House

Roehampton Lane

London SW15 5PN

email: sharon.suggett@swlondon.nhs.uk

Finally, we hope that you enjoy your time on placement within Wandsworth PCT and wish you a long and successful career.

Our thanks to Wandsworth PCT for providing the funding for this handbook. We would also like to acknowledge the support given by Roger James Pre-Registration Education Co-ordinator South West London and St. George's Mental Health Trust and the Faculty of Health and Social Care Sciences Kingston University & St. George's Hospital Medical School.

of the 2000–2002 period, the average number of cases per country was 10.8. In 2003, the number of cases per country was 11.5, and in 2004, it was 12.7.

Figure 2 shows the number of cases per country in 2002, 2003 and 2004. In 2002, there were 108 cases in 10 countries, 115 cases in 11 countries in 2003, and 127 cases in 12 countries in 2004. The number of countries with cases increased from 10 in 2002 to 12 in 2004. The number of cases per country was 10.8 in 2002, 11.5 in 2003, and 12.7 in 2004. The number of cases per country was 10.8 in 2002, 11.5 in 2003, and 12.7 in 2004. The number of cases per country was 10.8 in 2002, 11.5 in 2003, and 12.7 in 2004.

RESULTS AND DISCUSSION

The 2002–2004 period was characterized by an increase in the number of countries with cases, from 10 in 2002 to 12 in 2004.

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CONCLUSIONS

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