

## Outpatients (St Peter's)

<b>Trust</b>	Ashford and St. Peter's Hospitals  <small>NHS Foundation Trust</small>												
<b>Address</b>	St Peter's Hospital Guildford Road Chertsey Surrey												
<b>Postcode</b>	KT16 0PZ												
<b>Telephone Number</b>	019320872000 ext 2048												
<b>Type of Placement</b>	Outpatients												
<b>Profile of Area</b>	Outpatient setting Different specialities including surgical, medical, gynaecology, pain , ENT and dermatology Specialist nurse run some clinics												
<b>Shift Patterns and Times</b>	<table border="1"><thead><tr><th>Time</th><th></th><th>Breaks</th></tr></thead><tbody><tr><td>EARLY</td><td>08.30-17.00</td><td>30 minutes</td></tr><tr><td>LATE</td><td>08.30-18.30</td><td>30 minutes</td></tr><tr><td>NIGHT</td><td>N/A</td><td></td></tr></tbody></table> <p>Staff work around above hours either over a 4 or 5 day week, this is negotiable with your mentor.</p>	Time		Breaks	EARLY	08.30-17.00	30 minutes	LATE	08.30-18.30	30 minutes	NIGHT	N/A	
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<b>Placement Requirements</b>	Contact the ward and arrange to visit at least 2 weeks prior to your start date. You can discuss any specific requests with the Nurse in Charge at this time. Students are encouraged to work alongside their mentor, for a minimum of 2 shifts a week.												
<b>Professional Behaviour</b>	You must adhere to the uniform policy at all times whilst on placement, paying special attention to hair, nails and jewellery. Smoking is not permitted anywhere on site												
<b>Refreshment Facilities</b>	We have a staff coffee room with a fridge if bringing own lunch.												
<b>Public Transport</b>	See our webpages												
<b>Car Parking</b>	Parking permits / swipe cards will be arranged during Locality Induction in Year 1												

## Outpatients

Welcome to your placement Outpatients at St. Peter's Hospital. We hope that you will find your time with us both educational and enjoyable.

This pack has been developed to help prepare for your placement with us, and to form part of your induction.

We suggest you read this as soon as you know are coming to Outpatients, print it out and do as much as you can to prepare beforehand. Don't forget to bring it with you on your first day.

<b>Your name</b>	
<b>Mentor Name (s)</b>	
<b>Associate Mentor</b>	
<b>Ward Sister / Manager</b>	
<b>PLT</b>	

### Trust Information

Ashford and St. Peter's Hospitals NHS Trust manages two sites - Ashford Hospital in Middlesex and St. Peter's Hospital in Chertsey, Surrey.

The Trust as a whole provides acute hospital services to a large and diverse population, with a catchment of around 450,000 stretching from West Hounslow to Woking across the Boroughs of Hounslow, Spelthorne, Elmbridge, Runnymede and Woking

### Philosophy of Care (Medical)

We aim to treat every patient as an individual

The care patients/relatives receive will be safe, provided by skilled healthcare professionals who whilst ensuring patient confidentiality will openly communicate effectively with both patient and relative

The care provided will be of a high standard and provided by professionals in a warm and friendly atmosphere

Religious and cultural beliefs will be promoted by all staff involved in care giving

Advice, support and counselling and health education will be provided to help patients and their families obtain the most from their stay with us in preparation for discharge

The Outpatient department offers the opportunity to see the patients through their journey within the hospital, or to see ongoing management of chronic conditions.

### **Aims of Service**

The staff of the Outpatient department is dedicated to providing the highest standard of care, service and support to our patients and are at all times respectful to the needs, feelings and cultural background of both patients and colleagues within the department.

They also ensure that the following needs are met:

Assist patients to have a timely consultation.

Ensure that effective communication is used.

Ensure that patients have complete confidentiality around their care.

Ensure privacy and dignity guidelines are adhered to.

Ensure a chaperone is available as required.

Ensure all equipment/resources are available as requested by each speciality.

### **Team members**

Students will work with and alongside all the members of the nursing team, including Department Manager, Deputy Sister, Senior Staff Nurse, Staff Nurse, and Health Care Assistant.

There are a variety of other healthcare professionals who see patients in the Outpatient department. These include the Consultants and their medical team, specialist nurses and Dieticians.

### **Link Nurses**

Each speciality has a designated Link Nurse; the role is to ensure that all members of the team are aware of current practice and policies within their designated role. The link attends regular meetings to update their knowledge and also influence future practice through contributing to Trust policy development. You should find out who the Link Nurse is on? For the following specialities if you would like more in-depth information for that speciality:

Infection Control

Wound Care

Palliative Care

Diabetes

Minimal Handling

Mentoring

Falls

### **Professional Development**

Nursing staff in Outpatients are able to undertake continuing professional development in care areas such as compression bandaging, Dopplers, light treatment and wound care.

**Daily Routine**

The clinics start at 9am and the allocation regarding staffing is made available at the beginning of the shift.

Afternoon clinics commence at either 1.30 or 2pm

**Teaching Opportunities**

Variety of clinical skills

Sitting in on consultations in the different specialities

Visiting support services such as phlebotomy and imaging

Opportunity to undertake follow through regarding patient care.

We have 2 minor ops theatres where aseptic technique skills can be observed/learnt

Opportunity to attend various multidisciplinary team meetings.

**Policies & Procedures**

You will need to access and read the following policies as part of your induction, they are located on the Hospital Intranet.

Fire, Health and Safety, Medicine Management, Minimal Handling, Infection Control

Confidentiality, Missing Patient, Falls

**Other information that will be given on Day 1 of placement**

You will be given a booklet on commencement of your placement in outpatients.

This contains department information as well as speciality information, and a timetable to be completed with your mentor or co-mentor regarding your day to day allocation.

**Learning Resources:**

Access to Trust intranet and internet is available in the Department.

Hospital Library is on site.