**Work Experience Journal**

# Before the placement

Think about what you want to gain from the work experience. Work experience can give you experience and help to demonstrate that you:

* Have had people-focused experience of providing a service, care or help to others.
* Understand the realities of working in a caring profession.
* Have the values, attitudes and behaviours essential to work within the NHS such as conscientiousness, communication skills, and the ability to interact with a wide variety of people.
* Understand the realities of working in the NHS

Think about the roles you are going to see where you are working. There are over 350 roles in the Health Services, in clinical roles, office-based jobs or services. For more information on different roles in the Health Service visit the [**Health Careers website**](https://www.healthcareers.nhs.uk/)

The [**Medical Schools Council**](https://www.medschools.ac.uk/studying-medicine/making-an-application/work-experience) (that represents all medical schools in the UK) have useful information about work experience/ work placements on their website. The [**Medical Schools Council**](https://www.medschools.ac.uk/media/2542/statement-on-core-values-to-study-medicine.pdf) has produced information setting out the values and attributes needed to be a medical student. Read through the values and attributes.

**Activity**

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| **Health Career Roles** |
| 1. Look at the [**Health Careers website**](https://www.healthcareers.nhs.uk/). Explore the roles and real life stories.
2. Research the roles you might expect to see when you go on placement. Write them down.
3. Do you have any questions about these roles for when you are on placement? For example, what qualifications do you need, or what their working day looks like?
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| **Standards of Behaviour** |
| 1. Think about the characteristics and attributes of different NHS professionals. Write down the characteristics and attributes you think they should have.
2. Work through the attributes and think how you demonstrate this attribute.
3. Make a note of any attribute you need to further develop, including during your placement.
 |
| **East Surrey Hospital** |
| Do some research about us. For example, how many people work for us? Do we have any specialisms? What services do we provide in our department? What are our values? |
| Asking questions is a good thing! Think about what you want to learn before you come on the placement and discuss this at your induction.  |

# Checklist Before Arrival

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| There is a lot to think about before your placement. Here’s a checklist to make sure you have got everything: |
| [ ]  The dates, start and end times for your placement[ ]  How to get to the placement, and how long it will take[ ]  Your contact’s name and number for emergencies or any delays[ ]  Are you aware of the Health & Safety, Infection Control and Occupational Health information outlined in the handbook?[ ]  Where to report to upon arrival[ ]  Work placement dress code – do you know what you will wear?[ ]  Absence reporting procedure |

# Daily Questions

Activity

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| **Think about the department and the job roles**How do we receive patients/customers and understanding their needs? What skills do staff demonstrate? What are their responsibilities? How does the department work? What responsibilities does each job role have? What specific skills do they demonstrate? How do the team members work together? What process did they follow?What do each of the members of the team do? How do they interact with each other? What are their work patterns? |

# Conversation Prompts

Below are some suggested questions & topics to discuss during your placement. Only use when appropriate, do not interupt during a patient consultation or when your mentor is busy.

**To break the ice**

* Introduce yourself
* Thank your mentor for offering you a work experience opportunity
* Express your willingness to learn & to be helpful
* Ask if they are happy for you to ask questions during duties or if you should save them for the end of the day / break periods
* If you weren’t a doctor\* what would you be? \*Nurse / physiotherapist / chef etc.

**To ask your mentor about their role**

* What does your mentor love about their job?
* What would they change about their job?
* What is the best thing about working with SASH?
* What inspired them to become a nurse / doctor?
* What qualifications were needed to apply to study that career? Where did they study?
* Any advice they can offer you?
* Can they recommend any websites / books / studies you could research to aid in your career choice?
* Can they recommend any extra curricular activities which would benefit you in your future studies / career aspriations?
* Ask questions about the processes you observe / what is the purpose / does it need to be repeated / is it difficult / did it take long to learn / is it painful?
* If a word or phrase is used that you do not understand, ask the meaning
* Always clarify any instructions given to you.

**Presenting yourself well**

When talking with staff, patients or visitors always introduce yourself and explain why you are there. Remember to thank patients for permitting you to be present during their consultation.

* Be prepared to discuss yourself and those around you. Topics could include:
* Your current studies
* Why you want to study this career
* What interests you about working in health care / why you want to care for people?
* Planned holidays / favourite destinations, yours and those of staff & patients
* Interests & hobbies, yours and those of staff & patients
* Pets, do you have any? Does the patient? Discuss them
* Music: discuss your musical tastes and those of staff & patients; ask patients if they have listened to Radio Redhill the patient radio station. Radio Redhill takes requests if they want a special song played.
* Food: likes, dislikes, ask patients about hospital food / what are they most looking forward to eating once they get home?

**Remember to smile! ☺**

# First Day of Placement

**Induction**

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| Below is a checklist of information to gain during your induction:  |
| [ ]  Your reporting line i.e. placement mentor - who I should go to with any queries or concerns[ ]  Lunch break time and where to go to eat lunch[ ]  Department layout – toilets, kitchen, break room etc.[ ]  Departmental health & safety procedures[ ]  Fire assembly point |
| **Things to remember:*** Thank everyone for the experience – they have given up time to provide the placement
* Ask questions about what you have seen
* Be polite to staff and patients introducing yourself as a work experience placement
* Complete reflective notes to gain from the experience.
* Be polite to staff and patients, introducing yourself as a work placement student
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**Daily Reflective Journal**

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| **What did you do?** |
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| **What did you learn from this?** |
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| **Are there any questions or topics you need to find out about? If so, how will you learn more?** |
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| **Additional Comments** |
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# Final Placement Reflection

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| Summarise the main activities you participated in during your placement |
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| What were the highlights? |
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| What did you find most difficult or challenging? |
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| What skills have you gained as a result of your experience? |
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| What have you learnt about working in healthcare? |
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