



Work Experience Information Booklet

Introduction

Congratulations on securing your work experience placement. We hope you enjoy your time at the Trust and gain a valuable insight into your chosen career choice.

The Trust is committed to offering work experience opportunities to those people who believe that a career in a healthcare setting may be for them. You have been allocated a named contact who will guide you throughout your placement and you will work alongside a team of people dedicated to offering you a taste of life within a healthcare environment and to answering your questions. Work Experience placements are largely observational due to the nature of the work.

Trust Information

Surrey and Sussex Healthcare NHS Trust is one of the region's busiest providers of healthcare. We run East Surrey Hospital in Redhill, where we have more than 700 beds and provide acute and complex services. In addition, we provide a range of outpatient, diagnostic and less complex planned services at The Earlswood Centre, Caterham Dene Hospital, Crawley Hospital and Horsham Hospital.

Every year, over 100,000 people attend our emergency department, we deliver nearly 5,000 babies and over 400,000 people have outpatient appointments with us.

We are a major local employer, with a diverse workforce of around 5,000 staff providing healthcare services to a growing population of some 744,000 people.

We're proud of our achievements, having been rated Outstanding by the Care Quality Commission in 2019 and won the prestigious Health Service Journal (HSJ) award for Acute Trust of the Year in 2021.

Our Trust was formed on 1 April 1998 following a merger between East Surrey Healthcare NHS and Crawley Horsham NHS Trusts. We're often referred to as 'SASH'.

Our Vision

We will pursue perfection in the delivery of safe, high quality healthcare that puts the people in our community first.

Trust Values

Whilst with the Trust we expect you to demonstrate your commitment to our Trust values. These are:

- **Dignity & Respect:** we value each person as an individual and will challenge disrespectful and inappropriate behaviour.
- **One Team:** we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth.
- **Compassion:** we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked, because we care.
- **Safety & Quality:** we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care.

Getting here

East Surrey Hospital is accessible by Car and Public transport, please see our [Getting Here](#) webpage for further details.

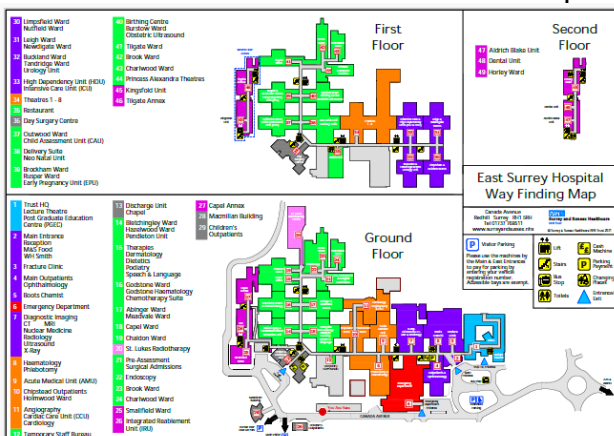
Arrival Information

Sign In & Identity Badge

All work placement individuals must wear a work experience identity badge that clearly identifies them as such. On the first day your placement mentor shall allocate a time for you to report to AD43, Trust Headquarters to sign in and collect a Work Experience ID badge. At the end of your placement please report to AD43, Trust Headquarters to also return your ID badge. Please note the opening times are 8am-5pm.

Hospital Map

Click on the below link for a detailed map of the hospital:



Induction

The placement mentor will conduct a comprehensive local induction on the first morning of the placement. The purpose of the induction is to act as an introduction to staff and the work

environment. The induction will also instruct the student in safe working practices and the conduct expected from them.

Absence

If you are going to be absent or late please notify sash.academy@nhs.net.

Whilst every attempt will be made to inform the parent, guardian or school of a failure by the student to attend, The Trust cannot be held responsible for checking nor reporting on student absences

Work Experience Placement Information

Planning for your placement

We expect you to be committed to gaining the most from your experience and to comply with all requests and instructions given to you. Before attending the placement please review the objectives stated on your application form and be clear what you are aiming to achieve. Plan some questions which will help you to achieve this and also help you to engage with staff and patients. Make sure you are able to give a clear picture of yourself and your aspirations. Having these things planned beforehand will give you confidence and enhance your experience overall. Some example questions can be found in this information booklet. We understand you may be nervous and we will do all we can to help you feel at ease during your time with us.

Dress code

Please wear smart casual clothes and comfortable covered shoes with a low heel and cushioned sole, you may be on your feet for longer than you are used to. Jeans, short skirts, revealing tops, T-shirts with slogans, tracksuits and trainers are not acceptable. Please be aware that in all clinical areas 'bare below the elbow' will apply. This means no clothing or jewellery may be worn below the elbow, including watches, this is an infection control measure. If your placement is to take place in the Physiotherapy department, they require that you wear black or navy trousers, smart shoes and a white short sleeved shirt / polo shirt / plain T-shirt.

Special requirements as a result of cultural or religious obligations should comply with health and safety and infection control precautions. Headscarves may be worn but these must be changed daily, be unadorned and shoulder length only. The wearing of turbans is allowed on religious grounds but these must be washed and changed daily.

Valuables

The Trust cannot be responsible for valuables and therefore we request that you do not bring valuables onto site. It is also important to note that mobile phones are not permitted in patient areas.

Occupational Health: Injury, illness, diarrhoea or vomiting

If your occupational health status changes due to injury or illness, please notify us ahead of the placement.

Please do not attend your work experience placement if you have recently experienced diarrhoea or vomiting, you must be symptom free for at least 48 hours before attending the hospital.

Patient Consent

The need to ensure the safety, confidentiality and patient dignity is paramount. Before a student is allowed to observe any clinical activity being undertaken, the patient's consent must be obtained and

a note made in the medical records. If consent is not granted the student cannot be present during the consultation /treatment. If the patient is unconscious, and prior consent has not been given, the student must not be allowed to observe.

Lunch Break

During your lunch break you will be able to purchase drinks and snacks in the hospital restaurant and other shop facilities or alternatively please bring your own.

Health & Safety, Infection Control & Occupational Health

Shadowing members of our team carries with it an element of risk. By following the instructions of the person supervising you, risk will be minimised. Please make sure that you, therefore, listen to and follow instructions at all times, particularly when these relate to health and safety issues.

In order to minimise risk of infection, you must follow instructions given by members of staff at all times. You must also ensure that you maintain a high standard of personal hygiene. It is essential that you wash your hands. In order to minimise risks of cross infection clothes should be changed daily.

Please review the health and safety, infection control and occupational health information [here](#) before attending placement.

During induction the placement mentor shall ask whether you have read and understood this information. You shall also be instructed on relevant health & safety guidance specific to the department you are based in. Please be aware that you have a duty to comply with these guidelines and take all reasonable care for your own health & safety during your time with us.

Your Placement Experience

Responsibilities as a Work Experience Student

As a work experience student, you are responsible for:

- Complying with health and safety guidance and taking all reasonable care for your health & safety.
- Following all instructions given to you.
- Observing confidentiality and not disclosing any personal details obtained during the placement.
- Demonstrating a commitment to the Trust Values.
- Abiding by & demonstrating the Trust Standards of Behaviour.
- Adhering to any rules and regulations pertaining to the department(s) in which you are placed.
- Wearing appropriate clothing & footwear.

We understand you may be nervous and we will do all we can to help you feel at ease during your time with us. We want you to enjoy your placement, however, it can also be a very different environment. If anything concerns you then do speak to us.

Reflection

We recommend that you take time at the end of each day to reflect on your experiences, reflection is an essential aspect of work experience. The focus is not the duration of the work placement but what you learn from it.

To get the most out of this placement make time after each day to reflect on what you have learnt and put these thoughts into a journal. There is no right or wrong way to reflect. By just describing what you did will help you consider what happened and how it made you feel.

Begin with a description of your experience. Explore what you thought and felt at the time. Think about what was good and bad about the experience. Draw some conclusions based on your experience.

Please see the following [guide](#) which provides worksheets that you can use to reflect. Create a worksheet like this for each day and complete it. This will be useful in quantifying your learning and may prompt questions for the following day. It will help you articulate what you have learnt and be invaluable when you apply for a future career or course.

Reference

At the end of the placement the work placement mentor will complete a student reference based on their observations during the placement. This will provide evidence of the work placement and a statement of the aptitudes of the students which can be used for their personal development. This is returned to the Widening Participation Advisor to keep a copy on file. A letter of completion to use as confirmation of your placement is available upon request. Please email sash.academy@nhs.net.

Evaluation Forms

Students are asked to complete an evaluation form. This information will be monitored and used to enhance and further develop student's experience. At the end of your placement please complete the following evaluation form: <https://forms.office.com/r/kBtnkNa26b>



Confidentiality Disclaimer

During your visit to the Trust, you may come into contact with information (data) that is of a confidential nature. Maintaining the confidentiality of information related to patients or staff members is very important and is **a legal requirement**. We all have a duty to protect people's information in a safe and secure manner.

The Data Protection Act

The DPA was introduced to control the way information is handled and to give legal rights to people who have information stored about them. The Act sets out standards which must be satisfied when obtaining, recording, holding, using or disposing of **personal data** and relates to both computer and paper-based records.

Personal and sensitive personal data

Personal Data

"Personal data" means data which relates to a living individual who can be identified. Examples include: name, date of birth, address, full postcode, NHS number and MRN number. Although the DPA is concerned with living individuals, the common law duty of confidence extends beyond death. This means that we continue to protect personal and sensitive data relating to deceased patients/staff etc.

Sensitive personal data

"Sensitive personal data" means personal data consisting of information such as:

- the racial or ethnic origin of the data subject,
- their political opinions
- religious beliefs or other beliefs of a similar nature
- whether they are a member of a trade union
- physical or mental health or condition,
- sexual life,
- the commission or alleged commission by him/her of any offence, or any proceedings for any offence committed or alleged to have been committed by him/her
- an individual's financial information

How these rules apply to you:

The rules for protecting personal & sensitive data relate to any data you witness, see or hear during your visit.

- You must not handle nor access patient records during your visit; this includes both paper and electronic records
- You must not disclose (use, share or discuss) to any unauthorised person any information that you may obtain about Patients, the Trust or its employees during your visit or at any time after.
- You must not make any notes which contain personal and sensitive data.
- You must not take photographs or videos during your visit.
- You must always wear your identification badge

Contact us

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