

# Medicine Work Experience Project

## Preface

The NHS is constantly changing and evolving. Existing pressures within the NHS are making it harder for our prospective students to be able to arrange and complete clinical work experience placements. Since the outbreak of COVID-19, this has become even more challenging. A variety of online work experience resources have recently been developed to ensure students are still able to complete relevant work experience.

It is still incredibly important that our prospective students are able to demonstrate that they have an understanding of the role and responsibilities of a doctor and have the attributes we are looking for in prospective Medical students. The Observe GP programme and NHS careers website aims to provide students with a suitable element relevant experience to help students prepare an application to medical school.

I hope that you enjoy completing this work experience project and that the knowledge and skills you develop can help you in your future careers.

Best wishes,



Dr Jane Goodfellow

Associate Professor, Lead for Recruitment & Outreach

## Work Experience Project

### Introduction

Applicants to medicine are required to demonstrate that they have gained an understanding of the role and responsibilities of working within the field of medicine. They need to be able to demonstrate that they have witnessed and developed the core values and attributes needed to study medicine.

In recent years many UK Medical Schools have recognised that it can be difficult to arrange medical work experience placements and have changed their entry requirements to reflect that 'relevant experience' is required but not specifically clinical work experience. This is obviously even more challenging with the current COVID-19 situation.

Observe GP aims to provide students with a suitable element relevant experience to help students prepare an application to medical school. This can also be used alongside the NHS careers website which aims to help students gain an insight into the role of a doctor within different specialities.

Applying to medical school is not about ticking a box, or obtaining a set number of hours of work experience. Medical schools are interested in the ability of applicants to reflect on what you have learnt and how you can articulate this. This remote work experience project aims to help you gain insights into the role of a doctor and health care professionals, to reflect and to provide examples at medical school interviews.

## Project Brief

- Watch the recording – Careers in the NHS. This video gives you a good understanding of the NHS and the major challenges which the NHS will face in the future.
  - Link: [Careers in the NHS Video](#)
  - Choose 2 patient journeys which are of interest to you. Use the links in the tables to explore the roles and responsibilities of the different health care professionals involved in their care. The different patient journeys can be found at the end of this document or click on the links below:
    - [Asim – Transplant Patient](#)
    - [Corporal James – Amputation Patient](#)
    - [Danny – Sports Injury Patient](#)
    - [David – Diabetes Patient](#)
    - [Edith – Elderly Adult Care Patient](#)
    - [Jack – Genomics Patient](#)
    - [Lihwa – Cancer Patient](#)
    - [Mary – Stroke Patient](#)
    - [Stacy – A&E Patient](#)
  - Using the NHS Careers website, explore the role of a doctor. Choose the 3 medical specialties which interest you the most. Explore these in more depth, listen to the videos and look at the training pathways involved.
    - Link: [NHS Careers](#)
- Understand the core values and attributes students need in order to study medicine
  - Use the link below to understand the core values and attributes you need to study medicine.
  - Reflect on the values and attributes. Where are your strengths and weaknesses? Do you need to develop any of the attributes before applying to medicine? Which ones? Why? How might you go about doing that? This short video may help.
    - <https://www.youtube.com/watch?v=ToQnkNi9vlg>
  - Link: [Core values and attributes students need in order to study medicine](#)
- Complete the Observe GP work experience, interactive tasks and associated reflective diary.
  - Link: [Observe GP](#)
  - Link: [Reflective Diary](#)

## Reflect on your experience

The tasks above should have helped you to gain a good understanding of the roles and responsibilities of working within the field of medicine. However, just completing the tasks is not sufficient. All health care professionals regularly reflect on the knowledge, skills and attributes they have developed. This helps them to identify their strengths and any areas for development.

Complete the table below to reflect on the skills and attributes you possess and have developed after completing this work experience project. You may also have developed some of these skills and attributes from areas outside of medicine (a part time job, within sports teams, volunteering with the public, caring for family/siblings, leadership roles within school etc.). You may also find that this helps you to draft your personal statement. Consider the following:

- What does medicine mean to you?
  - Think about what medicine means to you and express it in your own words
- What have you learned about the role of a doctor?
  - Focus on what you have learned about being a doctor and working in the healthcare profession from your work, voluntary experience and/or work experience project.
- What knowledge have you gained about the roles and responsibilities of a doctor?
  - Write about the knowledge you have gained about life as a doctor rather than the activity itself
- Which skills and attributes should doctors have? Why?
  - When talking about skills, explain why these skills are important for a doctor
- How has this research project supported your understanding of a career in medicine?
  - Write about any outreach that has supported your understanding of what it will be like to study medicine, or be a doctor
- Which areas of medicine interest you? Why?
- What do you like to do in your spare time? How has it helped you to develop the skills and attributes of a doctor?
- Choose your weakest 2 or 3 core skills and attributes you need to be a doctor. How could you develop these over the next couple of months? Write an action plan for each one. This can sometimes be challenging to do as you have to be very honest with yourself. However, this is a key skill all health care professionals need to develop. Starting to practice now will help you in your future career. To make things a little easier, I have given a brief example. An action plan template can be found on the next page.

<b>Which skill/attribute do you wish to develop?</b>	<b>What do you have to do?</b>	<b>What support and resources will you need?</b>	<b>How will you measure your success?</b>	<b>Target date for review</b>
<p>Teamwork - Sometimes when working in a team I have a tendency to dominate the group discussions and take over.</p>	<p>When working on a group project at school I will try to take a step back and remember that it is important to listen and respect other people's views.</p> <p>I will research team working to understand better the roles I often take within teams</p> <p>I will reflect on group work projects where I have taken a step back, to learn how I can continue to do this in the future and understand that we often come up with a better project when working as a team.</p>	<p>If I am in a group with a good friend, I will speak to them about this before. If I am starting to take over, they can give me a sign. This will help me to be more aware of my behaviour.</p> <p>I will need access to a computer and the internet.</p> <p>Some quiet time. Sometimes I find it helps to think things over when I am walking the dog as I do not have any other distractions. I will think about this during my walk and write down any ideas/reflections.</p>	<p>I will ask for feedback from my peers. I also hope that I will be able to see that the project created when working as a functional team was much better than something I could have created on my own.</p>	<p>October 2020</p>



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## Action Plan

Which skill/attribute do you wish to develop?	What do you have to do?	What support and resources will you need?	How will you measure your success?	Target date for review
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## Asim: A Transplant Patient Journey

<p>Asim has been describing symptoms of tiredness, swollen ankles, itchiness and reduced urine volumes.</p>	
Patient Journey	Job roles
<p>Asim contacts his GP to make an appointment.</p> <p>Asim's GP is concerned about his symptoms and performs some tests including urine sample and bloods and takes his blood pressure.</p>	<p><a href="#">Receptionist</a></p> <p>Receptionists are often the first person NHS patients see. They use customer service and admin skills to welcome people to a hospital, health centre, clinic or NHS headquarters.</p> <p><a href="#">General practitioner (GP)</a></p> <p>General practitioners (GPs) treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment. They focus on the health of the whole person combining physical, psychological and social aspects of care.</p>
<p>Asim's GP reviews his blood tests which are abnormal but within safe limits. Asim is referred to a Renal Clinic.</p>	<p><a href="#">Consultant renal doctor (Nephrologist)</a></p> <p>Nephrologists (doctors in renal medicine) diagnose and treat diseases of the kidneys.</p> <p>General nephrology includes the management of patients with diseases which affect the kidney.</p> <p>Diseases that affect the kidney include:</p> <ul style="list-style-type: none"> <li>• auto-immune disorders (where the body attacks its own tissues) such as systemic lupus erythematosus (causing inflammation of the connective tissue) or vasculitis (inflammation of the blood vessels)</li> <li>• early diabetic nephropathy (causing damage</li> </ul>

	<p>to the nerves)</p> <ul style="list-style-type: none"> <li>• hypertension (high blood pressure).</li> </ul>
<p>The Renal Physician reviews and rechecks Asim's bloods.</p> <p>As Asim's kidney function has not returned to normal and continues to deteriorate, he will require a renal transplant and may whilst waiting, require renal replacement therapy.</p> <p>If renal replacement therapy is needed it will involve coming to hospital three times a week or alternatively daily at home.</p> <p>For an organ (kidney) to become available either Asim may have a relative or friend that may be suitable, or a cadaveric where by the person has been unable to survive but is on the donor register and the family know that the person has expressed a wish to donate their kidneys to help someone live.</p> <p>An assessment regarding suitability for transplantation takes place.</p>	<p><a href="#">Receptionist</a></p> <p><a href="#">Healthcare assistant</a></p> <p>Healthcare assistants (HCAs) work in hospital or community settings, such as GP surgeries, under the guidance of a qualified healthcare professional.</p> <p><a href="#">Consultant renal doctor (Nephrologist)</a></p> <p><a href="#">Surgeon</a></p> <p>General surgeons employ a wide range of knowledge and skills to perform surgery, often in emergency situations.</p> <p><a href="#">Transplant coordinator (theatre nurse)</a></p> <p>A specialist nurse in organ transplantation who provide assessment, education, continuing evaluation of the transplant recipient. They coordinate the recipients process, collate the results and liaise with fellow specialists and activate the patient on to the transplant list.</p> <p><a href="#">Healthcare scientist histopathology</a></p> <p>The healthcare scientist (sometimes called a tissue typist) processes blood from potential recipients and donors to assess compatibility and offers guidance to medics with regard to immunological issues.</p> <p><a href="#">Counselling psychologist</a></p> <p>Counselling psychologists work with people to treat</p>

	<p>a wide range of issues, including helping them to manage difficult life events, such as bereavement and relationship difficulties. They also help people with mental health issues and disorders.</p>
<p>To check if Asim is physically well enough for transplant surgery, he has a number of further tests to rule out any infection and disease and to check his heart and rule out any cardiac abnormalities.</p>	<p><a href="#">Radiologist</a></p> <p>Clinical radiologists are doctors who use images to diagnose, treat and manage medical conditions and diseases. Clinical radiologists work as part of a close-knit team with radiographers. They also collaborate closely with other doctors and staff from a wide range of medical specialties, and offer specialist expertise and guidance.</p> <p><a href="#">Cardiographer</a></p> <p>Cardiographers operate electrocardiograph (ECG) machines which monitor the heart. They fit electrodes to the patient's body, making sure they are correctly connected to the machine. Readings are taken from the ECG which the doctor uses to make decisions about treatment.</p>
<p>Asim is placed on the national transplant waiting list and attends regular clinic appointments to monitor his health and have his bloods taken.</p>	<p><a href="#">Receptionist</a></p> <p><a href="#">Adult nurse</a></p> <p>Adult nursing is a rewarding and challenging career where you have a real chance to make a difference to people's lives. As part of your job, you can expect to learn practical skills and procedures that benefit patients.</p> <p><a href="#">Transplant coordinator (theatre nurse)</a></p> <p><a href="#">Consultant renal doctor (Nephrologist)</a></p>

<p>Asim receives a call as a kidney is available and he is brought in to the transplant ward.</p>	<p><a href="#">Ambulance care assistant / Patient Transport Service driver</a></p> <p>Ambulance care assistants or patient transport service (PTS) drivers move people to and from clinics and hospitals.</p>
<p>On the ward, Asim is met and his notes are accessed on the computer system. He meets the team and is prepared for surgery.</p>	<p><a href="#">Ward clerk</a></p> <p>Clerks do administrative work to support professionals in hospitals and health centres. They would meet the patient and access their records.</p> <p><a href="#">Transplant coordinator (theatre nurse)</a></p> <p><a href="#">Surgeon</a></p> <p>The surgeon is required to get Asim’s consent for surgery.</p>
<p>Asim is taken to surgery for his kidney transplant.</p>	<p><a href="#">Porter</a></p> <p>Porters move people and items around a hospital site.</p> <p><a href="#">Surgeon</a></p> <p>The transplant surgeon performs the operation implanting the new kidney.</p> <p><a href="#">Anaesthetist</a></p> <p>Anaesthetists, the largest group of hospital-based specialists, are doctors who use drugs and gases to stop patients feeling pain or distress before, during and after operations or other medical procedures.</p> <p><a href="#">Theatre nurse</a></p> <p>Theatre nurses work with patients of all ages and are involved in each phase of a person’s operation.</p>

	<p><a href="#">Theatre support worker</a></p> <p>Theatre support workers are part of an operating department team who support the surgical team.</p> <p><a href="#">Operating department practitioner</a></p> <p>Operating department practitioners work with patients of all ages and are involved in each phase of a person's operation.</p>
<p>While Asim recovers in the hospital, he will be seen by many of the people who he has been involved with in his treatment.</p> <p>Additionally, he may require help to recover his physical movement, some dietary support and to consider any changes he needs at home.</p>	<p><a href="#">Physiotherapist</a></p> <p>Physiotherapists work with people to help with a range of problems which affect movement using exercise, massage and other techniques.</p> <p><a href="#">Occupational therapist</a></p> <p>Occupational therapists help people of all ages to carry out everyday activities which are essential for health and wellbeing.</p> <p>He may require a <a href="#">counselling psychologist</a></p> <p>Counselling psychologists work with people to treat a wide range of issues, including helping them to manage difficult life events, such as bereavement and relationship difficulties. They also help people with mental health issues and disorders.</p> <p><a href="#">Dietitian</a></p> <p>Dietitians translate the science of nutrition into everyday information about food.</p> <p><a href="#">Pharmacist</a></p> <p>Pharmacists are experts in medicines and their use. Pharmacists advise the medical and nursing teams.</p>
<p>Following discharge, Asim returns to the hospital for outpatient's clinics for close monitoring of graft</p>	



function, maintaining adequate immunosuppressant, and monitoring adverse effects of immunosuppressant's particularly infectious complications.

## Corporal (Jed) James: amputation patient journey

Corporal James (Jed) joined the army in 2005, aged 17. He was also very interested in athletics and ran for his regiment's athletics team. He is on active service.

Patient Journey	Job roles
<p>Whilst out in action Jed stood on an IED (Improvised Explosive Device). He was rescued by his colleagues and given emergency first aid by a medical reservist (who works as a healthcare scientist in the NHS). He lost an arm and leg in the accident.</p>	<p>Emergency First Aid - administered 'in-situ' by a colleague who is a qualified biomedical scientist / healthcare scientist</p>
<p>Jed needs further investigations and emergency surgery to address his loss of limbs</p>	<p><a href="#">Radiographer</a> Diagnostic radiographers use the latest technology to look inside the body in different ways.</p> <p><a href="#">Porter</a> Porters move people and items around a hospital site.</p> <p><a href="#">Phlebotomist</a> Phlebotomists collect blood samples from patients to help diagnose illness.</p> <p><a href="#">Surgeon</a> General surgeons employ a wide range of knowledge and skills to perform surgery, often in emergency situations.</p> <p><a href="#">Anaesthetist</a> Anaesthetists, the largest group of hospital-based specialists, are doctors who use drugs and</p>

	<p>gases to stop patients feeling pain or distress before, during and after operations or other medical procedures.</p> <p><a href="#">Theatre Support Worker</a></p> <p>Theatre support workers are part of an operating department team who support the surgical team.</p>
<p>In critical care and during emergency surgery, Jed comes into contact with many healthcare scientists providing different aspects of the care he needs:</p> <ul style="list-style-type: none"> <li>• Blood transfusions</li> <li>• Cardiac monitoring</li> <li>• CT scanning for any embedded shrapnel</li> <li>• Testing his hearing for possible blast damage</li> <li>• Wound infection checks.</li> </ul>	<p><a href="#">Operating department practitioner</a></p> <p>Operating department practitioners work with patients of all ages and are involved in each phase of a person's operation.</p> <p><a href="#">Medical engineer</a></p> <p>Takes care of the process of checking medical equipment to make sure it's working properly and is safe to use. Apart from checking equipment, there are opportunities to specialise in medical device risk management and governance.</p>



	<p><a href="#">Healthcare science (blood science)</a></p> <p>Healthcare science staff working in the blood sciences may collect blood from patients for examination in pathology laboratories, carry out tests on blood to diagnose illness, or ensure that blood from donors is matched so that it can be given to patients when needed.</p> <p><a href="#">Cardiac science</a></p> <p>Cardiac science involves analysing known and suspected heart disease.</p> <p><a href="#">Clinical or medical technologist in medical physics</a></p> <p>Healthcare increasingly uses sophisticated equipment and instruments to diagnose illness and to treat patients.</p> <p><a href="#">Audiology</a></p> <p>Audiology is about identifying and assessing hearing and balance function and their associated disorders.</p> <p><a href="#">Infection sciences</a></p> <p>Infection science focuses on such areas as clinical microbiology, immunology, parasitology and virology.</p>
<p>Jed has been flown back to the UK and is now receiving critical care and further surgery. Multi-disciplinary teams support Jed to recover, providing vascular flow and infection control which are further supported by a psychological support team and physiotherapy.</p>	<p><a href="#">Healthcare assistant</a></p> <p><a href="#">Vascular science</a></p> <p>Vascular science relates to how blood flows in the body.</p> <p><a href="#">Infection sciences</a></p>

	<p><a href="#">Physiotherapy</a></p> <p>Physiotherapists work with people to help with a range of problems which affect movement using exercise, massage and other techniques.</p> <p><a href="#">Clinical psychologist</a></p> <p>Clinical psychologists treat people whose thought patterns and behaviour are a threat to their own and others' wellbeing. They diagnose, assess and provide treatment for people with a wide range of conditions such as depression, eating disorders and addiction.</p>
<p>Jed's rehabilitation commenced with intense physiotherapy and attendance at wheelchair assessment and artificial limb clinics. Once fitted with his prosthetic limb his progress is regularly reviewed at the clinic.</p> <p>Having undergone a clinical gait analysis to improve his walking pattern, some remaining balance issues are identified. Jed was referred to the ENT (Ear, Nose and Throat) department, where vestibular physiotherapy sessions were recommended.</p>	<p><a href="#">Prosthetist</a></p> <p>Prosthetists provide an artificial replacement for patients who are missing a limb.</p> <p><a href="#">Prosthetic technician</a></p> <p>Prosthetic technicians manufacture artificial replacements (prosthetics) for patients who are missing a limb.</p> <p><a href="#">Rehabilitation engineering</a></p> <p>Rehabilitation engineering encompasses a team of people assessing and responding to the needs of people with disabilities.</p> <p><a href="#">Audiology</a></p> <p><a href="#">Physiotherapy</a></p>
<p>Jed's recovery was going from strength to strength, both physically and emotionally. He was beginning to integrate back into main stream family life.</p>	<p><a href="#">Counselling psychologist</a></p> <p>Counselling psychologists work with people to treat a wide range of issues, including helping them to manage difficult life events, such as</p>

The rehab team from Technical Services Aids had helped him further, with aids for driving his car, but it was other challenges he was really driving towards. Most of all, he would like to run again.

bereavement and relationship difficulties. They also help people with mental health issues and disorders.

With some help from Help4Heroes (H4H) Battle Back Sports Recovery program Jed has now been fitted with a running blade. He joined a military athletics club and is now in training, with a whole new social group who help each other. Jed has returned to work, recruiting to the Army and is hoping to be selected for the next INVICTUS GAMES.

For information about careers in healthcare science, visit the [Health Careers website](#) and look under Explore Roles for healthcare science roles.

## Danny: a sports injury patient journey

<p>Danny is 16. He is a business apprentice and loves playing football in his spare time.</p>	
Patient Journey	Job roles
<p>Danny injures his leg playing football in the Saturday league. It seems quite serious and he can't get up. The coach rings 999.</p>	<p><a href="#">Emergency medical dispatcher/call handler</a></p> <p>Call handlers deal with emergency calls from the public and medical dispatchers make sure that the right help gets there as soon as possible.</p>
<p>An ambulance arrives and he is taken to hospital.</p>	<p><a href="#">Paramedic</a></p> <p>Paramedics use ambulances, motorbikes, emergency response cars or bicycles to reach people who need help at the scene of an accident or emergency.</p>
<p>The ambulance arrives at the accident and emergency (A&amp;E) department of the hospital and Danny's details are taken.</p>	<p><a href="#">Receptionist</a></p> <p>Receptionists are often the first person NHS patients see. They use customer service and admin skills to welcome people to a hospital, health centre, clinic or NHS headquarters.</p>
<p>Danny's leg is assessed.</p>	<p><a href="#">Adult nurse</a></p> <p>A &amp; E departments often deploy a range of experienced nurses, from those who can make a very speedy first assessment (sometimes called triage nurses) to others that will then assist doctors in undertaking a deeper diagnosis and support the patient throughout their time in A&amp;E, until they are referred for emergency surgery or treatment, to an inpatient ward or</p>

	discharged from hospital.
The nurse consults with the doctor and they suspect he has broken his leg.	<p><a href="#">Doctor (emergency medicine)</a></p> <p>Doctors in emergency medicine (EM) carry out the immediate assessment and treatment of patients with serious and life-threatening illnesses and injuries.</p>
Danny is referred for an X-ray.	<p><a href="#">Radiographer</a></p> <p>Diagnostic radiographers use the latest technology to look inside the body in different ways.</p>
Danny has broken his leg and will need some surgery. First he will need blood samples taken.	<p><a href="#">Phlebotomist</a></p> <p>Phlebotomists collect blood samples from patients to help diagnose illness.</p>
The blood samples are sent for testing.	<p><a href="#">Healthcare scientist (blood sciences)</a></p> <p>Healthcare science staff working in blood sciences may collect blood from patients (a process known as phlebotomy) for examination in pathology laboratories, carry out tests on blood to diagnose illness, or ensure that blood from donors is matched so that it can be given to patients when needed.</p> <p><a href="#">Healthcare science assistant</a></p> <p>Healthcare science assistants and associates support healthcare science practitioners, clinical scientists and others in a variety of areas of healthcare science.</p>

Danny is admitted for surgery.

[Surgeon](#)

General surgeons employ a wide range of knowledge and skills to perform surgery, often in emergency situations. There is frequently an emphasis on acute abdominal problems.

[Anaesthetist](#)

Anaesthetists, the largest group of hospital-based specialists, are doctors who use drugs and gases to stop patients feeling pain or distress before, during and after operations or other medical procedures.

[Theatre nurse](#)

Theatre nurses work with patients of all ages and are involved in each phase of a person's operation.

[Healthcare assistant](#)

Healthcare assistants (HCAs) work in hospital or community settings, such as GP surgeries, under the guidance of a qualified healthcare professional.

[Theatre support worker](#)

Theatre support workers are part of an operating department team who support the surgical team.

[Operating department practitioner](#)

Operating department practitioners work with patients of all ages and are involved in each phase of a person's operation.

After his surgery, Danny is taken to a ward where

[Porter](#)

<p>he will stay overnight.</p>	<p>Porters move people and items around a hospital site.</p>
<p>Danny has some special dietary requirements. He has a milk allergy.</p>	<p><a href="#">Dietitian</a></p> <p>Dietitians advise people and help them make informed and practical choices about their food and nutrition. They assess, diagnose and treat dietary and nutritional problems.</p> <p><a href="#">Chef</a></p> <p>Chefs and cooks are responsible for cooking food for staff and patients in hospitals and other NHS services.</p>
<p>The next day Danny can be discharged from hospital and taken home.</p>	<p><a href="#">Ambulance care assistant / patient transport service driver</a></p> <p>Ambulance care assistants or patient transport service (PTS) drivers move people to and from clinics and hospitals.</p>
<p>Danny is at home but will need some more help to get him fully recovered.</p>	<p><a href="#">Physiotherapist</a></p> <p>Physiotherapists work with people to help with a range of problems which affect movement using exercise, massage and other techniques.</p> <p><a href="#">Occupational therapist</a></p> <p>Occupational therapists help people of all ages to carry out everyday activities which are essential for health and wellbeing.</p>
<p>Danny is suffering from a bit of pain which he</p>	<p><a href="#">General practitioner (GP)</a></p>

<p>wants to get checked out.</p>	<p>General practitioners (GPs) treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment. They focus on the health of the whole person combining physical, psychological and social aspects of care.</p>
<p>Danny is given a prescription.</p>	<p><a href="#">Pharmacist</a></p> <p>Pharmacists are experts in medicines and their use. They also offer health advice to patients on issues such as sexual health and giving up smoking.</p> <p><a href="#">Pharmacy assistant</a></p> <p>Pharmacy assistants work as part of healthcare teams in hospitals or community pharmacies. Some work in retail pharmacies in supermarkets or on the high street, or for other employers that provide NHS services. In community pharmacies they may be called dispensing assistants.</p>
<p>Danny needs his stitches taken out.</p>	<p><a href="#">General practice nurse</a></p> <p>Nurses are an important part of delivering care in general practice. An increasing shift of care from hospitals to general practice provides nurses with a really exciting career choice.</p>
<p>Danny is well on the road to recovery with some additional support.</p>	<p><a href="#">Occupational therapy support worker</a></p> <p>Occupational therapy support workers work with occupational therapists. They offer practical support to help people overcome problems in carrying out day-to-day activities (occupations) of their lives.</p>



Danny returns to playing football thanks to support from the NHS staff. Danny later checks out the Health Careers website [www.healthcareers.nhs.uk](http://www.healthcareers.nhs.uk) looking for a career to help patients.

## David: a Diabetes patient journey

David has had occasional dizzy spells over the last couple of months and feels very tired most of the time. He thinks he has been feeling unwell for a while, and wonders if it has anything to do with his weight increase since he stopped playing football and sport.

Patient Journey	Job roles
<p>David's wife persuades him to go to see his doctor.</p>	<p><a href="#">Receptionist</a></p> <p>Receptionists are often the first person NHS patients see. They use customer service and admin skills to welcome people to a hospital, health centre, clinic or NHS headquarters</p> <p><a href="#">General practitioner (GP)</a></p> <p>General practitioners (GPs) treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment. They focus on the health of the whole person combining physical, psychological and social aspects of care.</p>
<p>David's doctor examines David and has his weight and blood pressure taken.</p>	<p><a href="#">General practice nurse</a></p> <p>Nurses are an important part of delivering care in general practice. An increasing shift of care from hospitals to general practice provides nurses with a</p>

<p>He also provides urine and blood samples, which are sent to the lab for testing.</p>	<p>really exciting career choice.</p> <p><a href="#">Phlebotomist</a></p> <p>Phlebotomists collect blood samples from patients to help diagnose illness.</p>
<p>The Pathology laboratory receive the blood samples, run a series of tests and prepare a report for the GP practice.</p>	<p><a href="#">Biomedical scientist</a></p> <p>Biomedical scientists carry out a range of laboratory and scientific tests to support the diagnosis and treatment of disease.</p> <p><a href="#">Healthcare science (blood sciences)</a></p> <p>Healthcare science staff working in the blood sciences may collect blood from patients (a process known as phlebotomy) for examination in pathology laboratories, carry out tests on blood to diagnose illness, or ensure that blood from donors is matched so that it can be given to patients when needed.</p>
<p>The report and results arrive within a few days, confirming that David has Type 2 Diabetes. David's patient record is updated and he is contacted to arrange an appointment for him with his GP.</p>	<p><a href="#">Health records staff</a></p> <p>Health records staff make sure that details of patients and their care are recorded and stored. They work with patients and other staff.</p>
<p>David is accompanied by his wife to the appointment with his GP where they discuss the results and implications for his diet and lifestyle.</p>	<p><a href="#">General practitioner (GP)</a></p> <p><a href="#">Dietitian</a></p> <p>Dietitians translate the science of nutrition into everyday information about food.</p>

<p>David is given a prescription for medication to help his condition.</p>	<p><a href="#">Pharmacist</a></p> <p>Pharmacists are experts in medicines and their use. They also offer health advice to patients on issues such as sexual health and giving up smoking.</p> <p><a href="#">Pharmacy assistant</a></p> <p>Pharmacy assistants work as part of healthcare teams in hospitals or community pharmacies. Some work in retail pharmacies in supermarkets or on the high street, or for other employers that provide NHS services. In community pharmacies they may be called dispensing assistants.</p>
<p>David's doctor provides an agreed health plan for David and support to monitor and assist him in managing his Diabetes thinking about his lifestyle and other possible problems relating to his eyes and feet which can result from having diabetes.</p>	<p><a href="#">Health trainer</a></p> <p>Health trainers offer practical support to their clients to change their behaviour and achieve their own health goals.</p> <p><a href="#">Ophthalmic and vision science</a></p> <p>Ophthalmic and vision science is the study of disorders of vision, plus diseases of the eye and the visual pathway.</p> <p><a href="#">Podiatrist</a></p> <p>Podiatrists (previously known as chiropodists) treat and prevent foot and leg problems.</p>
<p>David is recommended to attend a local support group for Type 2 Diabetes and encouraged to access the Diabetes UK web site for further information.</p>	



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## Edith: a care of the elderly patient journey

Edith is 85 years of age and has lived on her own for the last 3 years. Although Edith has several health issues, she enjoys taking part in some social activities and would like to maintain her independence.

Patient Journey	Job roles
<p>Edith has a named general practitioner (GP) at her local surgery who is normally the first point of contact regarding any health issues. The GP initially diagnoses the Type 2 diabetes and continually monitors Edith's progress.</p>	<p><a href="#">General practitioner (GP)</a></p> <p>General practitioners (GPs) treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment. They focus on the health of the whole person combining physical, psychological and social aspects of care.</p>
<p>Edith visits the Diabetic clinic regularly as she suffers from Type 2 Diabetes. This is where Edith receives care for her eyes, feet, diet and general physical health.</p>	<p><a href="#">Podiatrist</a></p> <p>Podiatrists (previously known as chiropodists) treat and prevent foot and leg problems.</p> <p><a href="#">Dietitian</a></p> <p>Dietitians translate the science of nutrition into everyday information about food.</p> <p><a href="#">Dietetic sssistant</a></p> <p>Dietetic assistants work with dietitians to help people with their diet and nutrition. They show people how to use feeding tubes or advise on food choices.</p> <p><a href="#">Orthoptist</a></p> <p>Orthoptists help people with eye</p>

	problems such as squint or double vision.
Edith is helped to make sure she gets to all of her outpatient clinic appointments.	<p><a href="#">Ambulance care assistant / Patient Transport Service driver</a></p> <p>Ambulance care assistants or patient transport service (PTS) drivers move people to and from clinics and hospitals.</p>
After a fall at home, a neighbour dials 999 and Edith is taken to the accident & emergency (A&E) department.	<p><a href="#">Emergency medical dispatcher / call handler</a></p> <p>Call handlers deal with emergency calls from the public and medical dispatchers make sure that the right help gets there as soon as possible.</p> <p><a href="#">Paramedic</a></p> <p>Paramedics use ambulances, motorbikes, emergency response cars or bicycles to reach people who need help at the scene of an accident or emergency.</p>
<p>The hospital doctors provide a diagnosis and organise her treatment.</p> <p>This includes an x-ray of Edith's bones to help determine her injuries.</p> <p>She also has blood samples taken and analysed and the results are recorded on patient medical records to enable the healthcare team to provide the right treatment.</p>	<p><a href="#">Clinical radiologist</a></p> <p>Clinical radiologists are doctors who use images to diagnose, treat and manage medical conditions and diseases. Clinical radiologists work as part of a close-knit team with radiographers. They also collaborate closely with other doctors and staff from a wide range of medical specialties, and offer specialist expertise and guidance.</p> <p><a href="#">Phlebotomist</a></p> <p>Phlebotomists collect blood samples from patients to help diagnose illness.</p>

	<p><a href="#">Haematologist</a></p> <p>Haematologists are doctors who diagnose and clinically manage disorders of the blood and bone marrow. They also provide clinical support for the haematology diagnostic laboratory including the blood bank.</p>
<p>Edith has fractured her leg and will require surgery.</p>	<p><a href="#">Surgeon</a></p> <p>General surgeons employ a wide range of knowledge and skills to perform surgery, often in emergency situations. There is frequently an emphasis on acute abdominal problems.</p> <p><a href="#">Anaesthetist</a></p> <p>Anaesthetists, the largest group of hospital-based specialists, are doctors who use drugs and gases to stop patients feeling pain or distress before, during and after operations or other medical procedures.</p> <p><a href="#">Theatre nurse</a></p> <p>Theatre nurses work with patients of all ages and are involved in each phase of a person's operation.</p> <p><a href="#">Theatre support worker</a></p> <p>Theatre support workers are part of an operating department team who support the surgical team.</p> <p><a href="#">Operating department practitioner</a></p> <p>Operating department practitioners work with patients of all ages and are involved</p>

	<p>in each phase of a person's operation.</p>
<p>After surgery, Edith is cared for on the hospital ward.</p>	<p><a href="#">Adult nurse</a></p> <p>Adult nursing is a rewarding and challenging career where you have a real chance to make a difference to people's lives. As part of your job, you can expect to learn practical skills and procedures that benefit patients.</p> <p><a href="#">Healthcare assistant</a></p> <p>Healthcare assistants (HCAs) work in hospital or community settings, such as GP surgeries, under the guidance of a qualified healthcare professional.</p>
<p>Before Edith is discharged from hospital, the hospital dispensary ensures Edith receives the correct medication to meet her particular needs.</p>	<p><a href="#">Pharmacist</a></p> <p>Pharmacists are experts in medicines and their use. They also offer health advice to patients on issues such as sexual health and giving up smoking.</p> <p><a href="#">Pharmacy technician</a></p> <p>Pharmacy technicians manage the supply of medicines in a community pharmacy and assist pharmacists with advisory services. In hospitals, they do more specialised work such as manufacturing or preparing complex medicines.</p> <p><a href="#">Pharmacy assistant</a></p> <p>Pharmacy assistants work as part of healthcare teams in hospitals or community pharmacies. Some work in</p>



	<p>retail pharmacies in supermarkets or on the high street, or for other employers that provide NHS services. In community pharmacies they may be called dispensing assistants.</p>
<p>When leaving hospital, it was clear Edith needed extra support - practical and emotional – to help her lead an active life and do the everyday things many of us take for granted. Edith agreed to have support from a range of people who provide help for Edith at home.</p>	<p><a href="#"><u>Home care worker</u></a></p> <p>Employed often by Local Authorities, private companies or charities, these staff carry out a similar role to healthcare assistants but in the client’s home to help them live as independent as possible.</p> <p><a href="#"><u>District nurse</u></a></p> <p>District nurses play a crucial role in the primary health care team. They visit people in their own homes or in residential care homes, providing increasingly complex care for patients and supporting family members.</p> <p><a href="#"><u>Social worker</u></a></p> <p>Social workers help people to find solutions to their problems. This may be helping to protect vulnerable people from harm or abuse or supporting people to live independently. They are often involved in helping someone to access the support they need after a long stay in hospital.</p>
<p>Edith can access many therapies to make her day to day life more comfortable. She is visited whilst in the hospital and back at home to assess her physical and psychological needs.</p>	<p><a href="#"><u>Occupational therapist</u></a></p> <p>Occupational therapists help people of all ages to carry out everyday activities which are essential for health and</p>



wellbeing.

Organisations such as Age UK provide access to services and information such as the day club where Edith enjoys a hearty lunch and chats to her friends whilst having a go at some craft activities. A volunteer 'befriender' visits Edith at home every week.

## Jack: a genomics patient journey

<p>Jack is 3 years old and has just started to attend his local nursery class at primary school. One of the nursery staff spoke to his mum, Alice, and said that they had noticed his speech was not as clear as other children in the class and that he was not walking yet. The nursery officer advised Alice to speak to her doctor.</p>	
Patient Journey	Job roles
<p>Alice makes an appointment for Jack at her local surgery. At her appointment, the doctor suggests that she is visited at home.</p>	<p><a href="#">Receptionist</a></p> <p>Receptionists are often the first person NHS patients see. They use customer service and admin skills to welcome people to a hospital, health centre, clinic or NHS headquarters.</p> <p><a href="#">General practitioner (GP)</a></p> <p>General practitioners (GPs) treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment. They focus on the health of the whole person combining physical, psychological and social aspects of care.</p>
<p>Jack's behaviour at home is observed and his mum is asked questions about his progress. These are compared with the normal 'milestones' which are used as a benchmark for assessing children's development.</p> <p>Jack is not currently reaching his expected milestones in relation to his speech and walking so he is referred for help and further assessment from specialists in the hospital.</p>	<p><a href="#">Health visitor</a></p> <p>Health visitors are nurses or midwives with additional training, who are passionate about promoting healthy lifestyles and preventing illness. They work with families to give pre-school age children the best possible start in life.</p>



<p>Jack has an assessment at home observing his speech. Jack's mum is given advice and support on how she can help him in his development. Help is also given to the staff at Jack's nursery to help them in supporting him.</p>	<p><a href="#">Speech and language therapist</a></p> <p>Speech and language therapists provide life-changing treatment, support and care for children and adults who have difficulties with communication, or with eating, drinking and swallowing.</p>
<p>Jack and his mum have an appointment at the children's outpatients. The team identify that Jack has shorter stature than usual and that he also has shorter arms than most children.</p> <p>It is suspected that the causes of Jack's developmental delay may have a genetic cause and asks Alice if she would like to be referred for further assessments.</p>	<p><a href="#">Paediatrician</a></p> <p>Paediatricians are doctors who manage medical conditions affecting infants, children and young people.</p>
<p>Jack and Alice attend an appointment at the Northern Genetics Service. The team ask Alice lots of questions about Jack's development and also about her family medical history. A family tree or pedigree is developed to show this in a diagrammatical format.</p> <p>Jack has some blood taken which is then sent to the laboratory at the International Centre for Life where they examine certain parts of Jack's DNA that may be able to identify the causes of his developmental delay.</p>	<p><a href="#">Clinical geneticist</a></p> <p>Clinical geneticists are doctors who diagnose and manage families with genetic disorders.</p>
<p>Unfortunately, the genetics tests carried out do not explain Jack's situation. The family is invited to take part in the 100,000 Genomes Project as this allows clinical scientists to</p>	<p><a href="#">Healthcare Science (genomics)</a></p> <p>Genes are instructions which tell the body how to make all the proteins it</p>



<p>gain access to much more extensive information about an individual's genetic make up.</p>	<p>needs to survive and grow. Genomics is the identification of each of these proteins.</p>
<p>The appointment is made through the clinical genetics database which is used to improve the efficiency of administration of the genetics services. Jack, his mum and dad agree to take part. The three of them attend an appointment at the GP's surgery.</p>	<p><a href="#">Information and communication technology (ICT) staff</a></p> <p>Information and communication technology (ICT) is the development, management and support of the ICT infrastructure in health organisation, including the personal computers, email systems and mobile communications.</p>
<p>When Alice, Jack and his dad attend their appointment, time is taken to make sure that they understand the 100,000 Genomes Project and that they are able to give 'informed consent' to take part and for Jack to take part.</p> <p>Blood is taken from each member of the family and clearly labelled with barcodes. The blood is then taken to the laboratory for DNA extraction.</p>	<p><a href="#">Bioinformatics (genomics)</a></p> <p>This role provides bioinformatics support to ensure data received and generated by the laboratory is used in an efficient, standardised, secure and accurate manner using leading edge technologies. You will work as part of a multidisciplinary team that includes clinical scientists, doctors specialising in genetics, specialist nurses, genetic counsellors, IT teams and external providers of software or databases</p>
<p>The samples are sent to Genomics England for whole genomic sequencing. The whole genomic sequence is considered together with the extensive background clinical</p>	<p><a href="#">Clinical Genomic Practitioner</a></p> <p>This role is carried out by an experienced and qualified nurse or a</p>



<p>information about the family that is collected as part of the 100,000 Genomes Project and the information generated from this process is shared with Jack's genetics consultant.</p>	<p>specialist assistant practitioner, as this is a new role emerging with the development of Genomics. The practitioner's key role is to take the case history, liaise with doctors, scientists and other specialist staff and support the patient and family throughout the process.</p> <p><a href="#">Phlebotomist</a></p> <p>Phlebotomists collect blood samples from patients to help diagnose illness.</p>
<p>The family has an appointment to discuss the information from the 100,000 Genomes Report. It shows that Alice and Jack have the same confirmed gene defect, but that Alice is not affected by this in the same way as Jack.</p> <p>To help Alice better understand this and to consider the impact that this may have on any future children she may have, an appointment is made with a specialist.</p>	<p><a href="#">Genomic counsellor</a></p> <p><a href="#">Nurse (genetics counsellor)</a></p> <p>This role is currently undertaken by qualified and experienced midwives or children's or adult nurses, who have a specialist interest and expertise in supporting patients through the process of investigation.</p> <p><a href="#">Clinical geneticist</a></p>
<p>Jack is able to get targeted support at school and at home to help him to develop life skills.</p> <p>He continues to be supported by the speech therapist and has appointments with a specialist to help his walking.</p>	<p><a href="#">Speech and language therapist</a></p> <p><a href="#">Physiotherapist</a></p> <p>Physiotherapists work with people to help with a range of problems which affect movement using exercise, massage and other techniques.</p>



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<p>When Jack starts school in the reception class, a teaching assistant is arranged to provide him with support so he can enjoy school life and make progress towards developmental goals. The school nurse can offer ongoing advice and support.</p>	



## Lihwa: a cancer patient journey

<p>Lihwa is getting washed and dressed as usual but is aware of something different. She thinks she has found a lump when she was getting dressed.</p>	
<b>Patient Journey</b>	<b>Job roles</b>
<p>She calls the doctor's surgery and makes an appointment.</p>	<p><a href="#">Receptionist</a></p> <p>Receptionists are often the first person NHS patients see. They use customer service and admin skills to welcome people to a hospital, health centre, clinic or NHS headquarters.</p>
<p>Lihwa is examined and referred to her local hospital for further tests.</p>	<p><a href="#">General practice nurse</a></p> <p>Nurses are an important part of delivering care in general practice. An increasing shift of care from hospitals to general practice provides nurses with a really exciting career choice.</p> <p><a href="#">General practitioner (GP)</a></p> <p>General practitioners (GPs) treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment. They focus on the health of the whole person combining physical, psychological and social aspects of care.</p>
<p>Lihwa attends her local hospital and books in to the outpatient clinic. Lihwa has various blood samples taken, along with her blood pressure, pulse and</p>	<p><a href="#">Receptionist</a></p>





<p>temperature.</p>	<p><a href="#">Healthcare assistant</a></p> <p>Healthcare assistants (HCAs) work in hospital or community settings, such as GP surgeries, under the guidance of a qualified healthcare professional.</p> <p><a href="#">Phlebotomist</a></p> <p>Phlebotomists collect blood samples from patients to help diagnose illness.</p>
<p>Lihwa is called into a consultation room and a member of staff explains the process of the day and the examinations that will take place.</p>	<p><a href="#">Adult nurse (Cancer)</a></p> <p>Hospital departments often deploy a range of experienced nurses. Some specialise in the support and treatment of cancer patients, following specialist training in pain and symptom management, and psychological support, either by the NHS or the Macmillan cancer support charity. Sometimes called oncology nurses or Macmillan nurses, they specialise in assessing complex needs, giving advice to other healthcare professionals and support people with cancer to understand their treatment options.</p>
<p>Lihwa is escorted to radiology for a mammogram.</p>	<p><a href="#">Adult nurse</a></p> <p>Adult nursing is a rewarding and challenging career where you have a real chance to make a difference to people's lives. As part of your job, you can expect to learn practical skills and procedures that benefit patients.</p> <p><a href="#">Radiographer</a></p> <p>Diagnostic radiographers use the latest technology to look inside the body in different ways.</p>



	<p><a href="#">Healthcare assistant</a></p>
<p>Lihwa is then escorted for an ultrasound scan.</p>	<p><a href="#">Healthcare assistant</a></p> <p><a href="#">Clinical scientist non-ionising imaging</a></p> <p>Non-ionising imaging is an area of healthcare science that includes ultrasound, magnetic resonance imaging (MRI) and optical imaging.</p>
<p>Lihwa's results are assessed and talked through with her. The lump that Lihwa found needs further investigation. A fine needle biopsy is performed.</p>	<p><a href="#">Doctor (consultant)</a></p> <p>A consultant is the title of a senior hospital-based physician or surgeon who accepts ultimate responsibility for the care of all the patients referred to them, so the job carries significant personal responsibility. Following an initial university medicine degree and post-graduate foundation training, the consultant will have completed many years of specialist training before being placed on the specialist register in the UK for their chosen specialism, such as oncology.</p> <p><a href="#">Adult nurse (cancer)</a></p>
<p>The biopsy is sent to the pathology laboratory.</p>	<p><a href="#">Histopathologist</a></p> <p>Histopathologists are doctors who diagnose and study disease using expert medical interpretation of cells and tissue samples. The specialty determines the cause of death by performing autopsies and is integral to cancer management through staging and grading of tumours.</p>



	<p><a href="#">Healthcare science assistant</a></p> <p>Healthcare science assistants and associates support healthcare science practitioners, clinical scientists and others in a variety of areas of healthcare science.</p>
<p>Lihwa is called in to the consultant's office to discuss the results of her various scans and tests.</p> <p>Lihwa has been diagnosed with breast cancer.</p>	<p><a href="#">Doctor (consultant)</a></p> <p><a href="#">Adult nurse</a></p>
<p>Lihwa is very upset. A department volunteer sits with her whilst waiting for a specialist nurse to arrive to speak with Lihwa.</p>	<p><a href="#">Adult nurse (cancer)</a></p>
<p>Treatment plans are discussed with Lihwa and referrals are made to Surgery, Chemotherapy Day Unit and the Radiotherapy Department.</p>	<p><a href="#">Doctor (consultant)</a></p> <p><a href="#">Medical secretary</a></p> <p>Medical secretaries support the work of a department or a group of staff. Personal assistants work for senior members of staff.</p>
<p>The possibility of an inherited risk is discussed with Lihwa.</p>	<p>The genetics team is involved to research any genetic link</p> <p><a href="#">Healthcare Scientist (Genomics)</a></p> <p>Genes are instructions which tell the body how to make all the proteins it needs to survive and grow. Genetics is the identification of each of these proteins.</p>



Lihwa is admitted to the ward and goes for surgery. There she will meet various members of the multi-disciplinary team that keep the ward and theatre department running.

Some of the many roles on the ward and in the operating theatre are

#### [Surgeon](#)

General surgeons employ a wide range of knowledge and skills to perform surgery, often in emergency situations. There is frequently an emphasis on acute abdominal problems.

#### [Anaesthetist](#)

Anaesthetists, the largest group of hospital-based specialists, are doctors who use drugs and gases to stop patients feeling pain or distress before, during and after operations or other medical procedures.

#### [Theatre nurse](#)

Theatre nurses work with patients of all ages and are involved in each phase of a person's operation.

#### [Healthcare assistant](#)

#### [Theatre support worker](#)

Theatre support workers are part of an operating department team who support the surgical team.

#### [Operating department practitioner](#)

Operating department practitioners work with patients of all ages and are involved in each phase of a person's operation.



<p>After surgery and post-operative care, Lihwa is discharged and a referral is made to the district nursing team to provide wound care and support.</p>	<p><a href="#">District nurse</a></p> <p>District nurses play a crucial role in the primary health care team. They visit people in their own homes or in residential care homes, providing increasingly complex care for patients and supporting family members.</p>
<p>Lihwa attends the pre assessment clinic prior to starting her chemotherapy. She also orders a wig.</p>	<p><a href="#">Ward clerk</a></p> <p>Clerks do administrative work to support professionals in hospitals and health centres.</p> <p><a href="#">Adult nurse (cancer)</a></p>
<p>Lihwa attends the Chemotherapy Day Unit to start her treatment.</p> <p>The Unit needs equipment needed for the delivery of treatment.</p> <p>Nurses are visited and updated by pharmaceutical company representatives and staff education is supported by the senior nursing team.</p>	<p><a href="#">Stores and distribution staff</a></p> <p>Stores and distribution staff make sure that a range of essential supplies are delivered to the right wards, clinics and health centres.</p> <p><a href="#">Pharmacist</a></p> <p>Pharmacists are experts in medicines and their use. They also offer health advice to patients on issues such as sexual health and giving up smoking.</p> <p><a href="#">Pharmacy technician</a></p> <p>Pharmacy technicians manage the supply of medicines in a community pharmacy and assist pharmacists with advisory services. In hospitals, they do more specialised work such as manufacturing or preparing complex medicines.</p>



	<p><a href="#">Pharmacy assistant</a></p> <p>Pharmacy assistants work as part of healthcare teams in hospitals or community pharmacies. Some work in retail pharmacies in supermarkets or on the high street, or for other employers that provide NHS services. In community pharmacies they may be called dispensing assistants.</p>
<p>It is important that Lihwa understands the importance of good nutrition during her chemotherapy treatment.</p>	<p><a href="#">Dietitian</a></p> <p>Dietitians translate the science of nutrition into everyday information about food.</p>
<p>Lihwa starts her radiotherapy treatment, monitored closely by the medical staff.</p>	<p><a href="#">Clinical oncologist</a></p> <p>Clinical oncologists are doctors who use radiotherapy and chemotherapy to treat and manage patients with cancer. They also use a range of other treatments to treat cancers, without using surgery.</p> <p><a href="#">Radiographer (therapeutic)</a></p> <p>Therapeutic radiographers use the latest technology to treat conditions including tumours and cancer.</p> <p><a href="#">Radiotherapy physics</a></p> <p>Radiotherapy is the treatment of cancer with high energy radiation, such as x-rays.</p>
<p>Lihwa's GP is kept informed throughout the treatment</p>	<p><a href="#">Medical secretary</a></p>
<p>Lihwa returns to hospital for breast reconstructive</p>	



<p>surgery.</p>	<p><a href="#">Surgeon</a></p> <p><a href="#">Anaesthetist</a></p> <p><a href="#">Theatre nurse</a></p> <p><a href="#">Operating department practitioner</a></p>
<p>Lihwa has 2 years of further treatment as injections in the community at a specialist chemotherapy clinic.</p>	<p><a href="#">Adult nurse (cancer)</a></p> <p><a href="#">Ambulance care assistant and patient transport service driver</a></p> <p>Ambulance care assistants or patient transport service (PTS) drivers move people to and from clinics and hospitals.</p>
<p>On completion of treatment Lihwa is monitored closely for two years, and then discharged back to the care of her GP.</p> <p>Lihwa can access the Breast Care team directly with any concerns.</p> <p>Lihwa and her friends and family have access to the charity 'Maggies', for additional professional support from pre diagnosis onwards.</p>	<p><a href="#">Doctor (consultant)</a></p> <p><a href="#">Doctor (registrar)</a></p> <p>Doctors in hospitals, following their university degree in medicine and two years of Foundation training, choose to develop specialist expertise in a wide range of areas, including A&amp;E, infectious diseases, paediatrics, and palliative care. (This link provides information about the range of roles available)</p> <p><a href="#">General practitioner (GP)</a></p>
<p>All the medical teams communicate closely with each other, mainly by electronic mail and electronic recording.</p>	<p><a href="#">Information and communication technology Staff</a></p> <p>Information and communication technology (ICT) is the development,</p>



All areas of the hospital are maintained and kept in good working order.

management and support of the ICT infrastructure in health organisation, including the personal computers, email systems and mobile communications.

[Painter and decorator](#)

Painters and decorators use a range of materials to keep walls and other surfaces smooth, protected and hygienic both inside buildings and outside.

[Gardeners and grounds staff](#)

Gardeners and grounds staff keep grounds attractive and tidy.

[Decontamination and sterile services](#)

Decontamination science manages all risks associated with health care acquired infections (HCAI) in the reprocessing of reusable medical devices.





## Mary: a stroke patient journey

<p>Mary is found collapsed at home with a suspected stroke.</p>	
Patient Journey	Job roles
<p>Her daughter calls 999.</p>	<p><a href="#">Emergency medical dispatcher / call handler</a></p> <p>Call handlers deal with emergency calls from the public and medical dispatchers make sure that the right help gets there as soon as possible.</p>
<p>The ambulance arrives, assesses Mary and contacts the emergency department to alert the Stroke Team to be available on arrival to hospital.</p>	<p><a href="#">Paramedic</a></p> <p>Paramedics use ambulances, motorbikes, emergency response cars or bicycles to reach people who need help at the scene of an accident or emergency.</p>
<p>Mary is brought to the accident and emergency (A&amp;E) department and is greeted by the stroke team and assessed for possible “clot busting drug”.</p>	<p><a href="#">Clerk</a></p> <p>Clerks do administrative work to support professionals in hospitals and health centres.</p> <p><a href="#">Doctor (emergency medicine)</a></p> <p>Doctors in emergency medicine (EM) carry out the immediate assessment and treatment of patients with serious and life-threatening illnesses and injuries.</p> <p><a href="#">Adult nurse (A&amp;E)</a></p> <p>A &amp; E departments often deploy a range of experienced nurses, from those who can make a very speedy first assessment (sometimes called Triage nurses) to others that will then assist doctors in undertaking a deeper diagnosis and support the patient throughout their time in A&amp;E</p>



	<p>until they are referred for emergency surgery or treatment, to an inpatient ward or discharged from hospital.</p>
<p>Mary is taken for a CT scan to assess what type of stroke she is having (a blockage or a bleed will result in different treatment).</p>	<p><a href="#">Porter</a></p> <p>Porters move people and items around a hospital site.</p> <p><a href="#">Radiographer</a></p> <p>Diagnostic radiographers use the latest technology to look inside the body in different ways.</p> <p><a href="#">Radiography assistant</a></p> <p>Radiography assistants and imaging support workers help radiographers diagnose and treat patients.</p>
<p>Staff log into the computer system, look at the scan and see that Mary has a blocked blood vessel.</p>	<p><a href="#">Clinical radiologist</a></p> <p>Clinical radiologists are doctors who use images to diagnose, treat and manage medical conditions and diseases. Clinical radiologists work as part of a close-knit team with radiographers. They also collaborate closely with other doctors and staff from a wide range of medical specialties, and offer specialist expertise and guidance.</p> <p><a href="#">ICT staff</a></p> <p>Information and communication technology (ICT) is the development, management and support of the ICT infrastructure in health organisation, including the personal computers, email systems and mobile communications.</p>



Mary is assessed by an experienced specialist.	<p><a href="#">Doctor (consultant)</a></p> <p>A consultant is the title of a senior hospital-based physician or surgeon who accepts ultimate responsibility for the care of all the patients referred to them, so the job carries significant personal responsibility. Following an initial university medicine degree and post-graduate foundation training, the Consultant will have completed many years of specialist training before being placed on the specialist register in the UK for their chosen specialism.</p>
Mary is taken to the stroke ward where she receives a “clot busting” drug to break up the clot in her brain.	<p><a href="#">Porter</a></p> <p><a href="#">Adult nurse (stroke specialist nurse)</a></p> <p>Hospital departments often deploy a range of experienced nurses. Some specialise in the support and treatment of stroke patients, sometimes called stroke specialist nurses or stroke nurse practitioners.</p>
Mary’s information is logged into the patient administration system.	<p><a href="#">Clerk</a></p>
Mary’s pulse and temperature are taken.	<p><a href="#">Healthcare assistant</a></p> <p>Healthcare assistants (HCAs) work in hospital or community settings, such as GP surgeries, under the guidance of a qualified healthcare professional.</p>
Mary’s is assessed to check on her ability to speak and swallow before her tea arrives.	<p><a href="#">Speech and language therapy assistant</a></p> <p>Speech and language therapy assistants may prepare rooms and equipment, help patients during appointments, write reports and update</p>



	<p>patient records.</p> <p><a href="#">Catering manager</a></p> <p>Catering managers in the NHS are responsible for providing food and drink for patients and staff. They have to make sure that the food and drink is high quality, within budget and served on time.</p> <p><a href="#">Dietitian</a></p> <p>Dietitians translate the science of nutrition into everyday information about food.</p>
<p>Mary falls asleep.</p>	<p><a href="#">Linen services staff</a></p> <p>Linen services staff make sure that hospital departments have stocks of clean uniforms and linen, such as sheets and towels.</p>
<p>In the morning Mary goes for a second CT scan to see if the clot busting drugs have worked. All is well. Mary's scan shows the clot has broken up.</p>	<p><a href="#">Clinical or medical technologist in medical physics</a></p> <p>Healthcare increasingly uses sophisticated equipment and instruments to diagnose illness and to treat patients.</p>
<p>Mary is visited by a number of health professionals to see how she is doing. They check her movement, her dietary needs and her speech. They also discuss her needs once she is well enough to return home.</p>	<p><a href="#">Physiotherapist</a></p> <p>Physiotherapists work with people to help with a range of problems which affect movement using exercise, massage and other techniques.</p> <p><a href="#">Occupational therapist</a></p> <p>Occupational therapists help people of all ages to carry out everyday activities which are essential for health and wellbeing.</p> <p><a href="#">Dietitian</a></p> <p><a href="#">Speech and language therapist</a></p>



	<p>Speech and language therapists provide life-changing treatment, support and care for children and adults who have difficulties with communication, or with eating, drinking and swallowing.</p>
<p>Mary will say in hospital until the end of the week. Her family and friends arrive early one afternoon and are helped in the car park. They go to the café and enjoy a café latte while they are waiting.</p>	<p><a href="#">Security staff</a></p> <p>Security staff make sure that hospitals and other NHS sites are accessible and safe for patients, visitors and staff. They also protect buildings and valuable equipment.</p> <p><a href="#">Catering manager</a></p>
<p>Mary, who normally goes to church every Sunday, asks for holy communion.</p>	<p><a href="#">Chaplain</a></p> <p>Chaplains offer spiritual care to all patients and their carers, friends and family as well as the staff of the NHS.</p>
<p>Mary has been discharged and is visited at home by the community stroke team.</p>	<p><a href="#">Physiotherapist</a></p> <p><a href="#">Occupational therapist</a></p> <p><a href="#">Dietitian</a></p> <p><a href="#">Speech and language therapist</a></p>
<p>Managers, doctors and nurses ensure the trust is meeting all the requirements of the National Stroke Strategy. This says how patients should be treated to ensure they have the best chance of survival and a good recovery.</p> <p>They work together to put all the systems and staff in place to ensure the standards set down in the strategy are met.</p>	



All stroke units are monitored to ensure they are meeting these standards and the results are published. The performance team in the trust write a report for the director so she can tell the board how the Trust is doing.

## Stacy: an accident and emergency patient journey

<p>Stacy and her friend have been out in the evening together. As they leave the restaurant, Stacy collapses on the pavement.</p>	
<b>Patient Journey</b>	<b>Job roles</b>
<p>Stacy's friend calls 999.</p>	<p><a href="#">Emergency medical dispatcher / call handler</a></p> <p>Call handlers deal with emergency calls from the public and medical dispatchers make sure that the right help gets there as soon as possible.</p>
<p>An ambulance arrives and the team makes an initial assessment. Stacy is unconscious and smells of alcohol; they decide to take her to the hospital accident and emergency (A&amp;E) department.</p>	<p><a href="#">Ambulance service team</a></p> <p>Ambulance service staff provide care at the scene of the emergency, drive ambulances and other vehicles, and care for the patients travelling in them. Staff in the control room take calls and send ambulance service staff and vehicles to where they are needed.</p> <p><a href="#">Senior paramedic</a></p> <p>Senior paramedics use their training and skills to help patients in emergency situations. They have extra training to assess and treat patients and administer medication.</p> <p><a href="#">Emergency care assistant</a></p> <p>Emergency care assistants are part of the team at emergency scenes working</p>



	with paramedics.
<p>Stacy is carried from the ambulance into the A&amp;E department where an initial assessment is made: she is still unconscious.</p> <p>A case history is taken along with personal details from Stacy's friend and from the paramedic team.</p>	<p><a href="#">Paramedic</a></p> <p>Paramedics use ambulances, motorbikes, emergency response cars or bicycles to reach people who need help at the scene of an accident or emergency.</p> <p><a href="#">Receptionist</a></p> <p>Receptionists are often the first person NHS patients see. They use customer service and admin skills to welcome people to a hospital, health centre, clinic or NHS headquarters.</p> <p><a href="#">Porter</a></p> <p>Porters move people and items around a hospital site.</p> <p><a href="#">Adult nurse</a></p> <p>A &amp; E departments often deploy a range of experienced nurses, from those who can make a very speedy first assessment (sometimes called Triage Nurses) to others that will then assist doctors in undertaking a deeper diagnosis and support the patient throughout their time in A&amp;E, until they are referred for emergency surgery or treatment, to an inpatient ward or discharged from hospital.</p>
<p>Blood samples are taken and Stacy is given a more detailed assessment. Staff undress Stacy to check for any bruising, other signs of damage etc. She has a</p>	<p><a href="#">Adult nurse</a></p>



<p>gash to her head and a chipped tooth.</p> <p>Her blood pressure is taken and a cannula is inserted to prepare for intravenous drugs and fluids and they check that her breathing is unimpaired.</p>	<p><a href="#">Healthcare assistant</a></p> <p>Healthcare assistants (HCAs) work in hospital or community settings, such as GP surgeries, under the guidance of a qualified healthcare professional.</p> <p><a href="#">Phlebotomist</a></p> <p>Phlebotomists collect blood samples from patients to help diagnose illness.</p>
<p>Staff clean and dress the wound to her head and Stacy is referred to the radiology department for a head scan.</p>	<p><a href="#">Radiographer</a></p> <p>Diagnostic radiographers use the latest technology to look inside the body in different ways.</p> <p><a href="#">Radiography assistants and imaging support workers</a></p> <p>Radiography assistants and imaging support workers help radiographers diagnose and treat patients.</p>
<p>A triage report is prepared about Stacy. This brings</p>	<p><a href="#">Adult nurse</a></p>





<p>together all of the information gathered about her and her condition at every stage since being met by the paramedics. Staff begin a search across all hospital records to see if Stacy has been a patient before at the hospital.</p>	<p><a href="#">Health records staff</a></p> <p>Health records staff make sure that details of patients and their care are recorded and stored. They work with patients and other staff.</p> <p><a href="#">ICT support</a></p> <p>Information and communication technology (ICT) is the development, management and support of the ICT infrastructure in health organisation, including the personal computers, email systems and mobile communications.</p>
<p>The triage assessment means that Stacy is referred to see a doctor immediately. Stacy is beginning to regain consciousness, but she is confused and dazed.</p>	<p><a href="#">Doctor (emergency medicine)</a></p> <p>Doctors in emergency medicine (EM) carry out the immediate assessment and treatment of patients with serious and life-threatening illnesses and injuries.</p> <p><a href="#">Adult nurse</a></p>
<p>The Intensive Care Department has been alerted that there is a patient in A&amp;E that may need to be admitted for emergency assessment.</p>	<p>For Information Only</p>
<p>The doctor assesses Stacy, examines the results from the radiology department online and begins to prepare a medical treatment plan. The results of her blood tests arrive and Stacy has only low levels of alcohol in her bloodstream.</p> <p>Staff question Stacy about what she can remember of the incident and ask about any other health problems</p>	<p><a href="#">Doctor (emergency medicine)</a></p> <p><a href="#">Adult nurse</a></p> <p><a href="#">Radiographer</a></p>



she might have.	<a href="#">Radiography assistants and imaging support workers</a>
It is decided that Stacy will be kept in hospital overnight.	<a href="#">Ward clerk</a> Clerks do administrative work to support professionals in hospitals and health centres.  <a href="#">Healthcare assistant</a>  <a href="#">Adult nurse</a>
During the night Stacy has a seizure but recovers consciousness within minutes. She is monitored at regular intervals.	<a href="#">Healthcare assistant</a>  <a href="#">Adult nurse</a>
Staff arrange for Stacy to be given a more in-depth assessment by members of the specialist team as epilepsy may be the cause of the problem.	<a href="#">Doctor (consultant)</a> A consultant is the title of a senior hospital-based physician or surgeon who accepts ultimate responsibility for the care of all the patients referred to them, so the job carries significant personal responsibility. Following an initial university medicine degree and post-graduate foundation training, the consultant will have completed many years of specialist training before being placed on the specialist register in the UK for their chosen specialism.
Stacy is asked about her medical history and whether there is any family history of epilepsy. Another scan is	<a href="#">Doctor (consultant)</a>



<p>taken.</p>	<p><a href="#">Porter</a></p> <p><a href="#">Radiographer</a></p>
<p>After the assessment and analysis of the scan result, the consultant decides that more blood tests are required before Stacy is discharged.</p>	<p><a href="#">Phlebotomist</a></p> <p><a href="#">Ambulance care assistant and patient transport service driver</a></p> <p>Ambulance care assistants or patient transport service (PTS) drivers move people to and from clinics and hospitals.</p> <p><a href="#">Adult nurse</a></p> <p><a href="#">Health records staff</a></p> <p><a href="#">Healthcare assistant</a></p>
<p>After a few days recovering at home, Stacy decides that she needs to make an appointment to have the chip on her front tooth attended to.</p> <p>After an initial assessment and an update of her dental records, Stacy returns for another appointment to have a crown fitted to her front tooth.</p>	<p><a href="#">Receptionist</a></p> <p><a href="#">Dental hygienist</a></p> <p>Dental hygienists carry out procedures such as scaling teeth (at times under local anaesthetic); polishing teeth and applying topical fluoride and fissure sealants.</p> <p><a href="#">Dental nurse</a></p> <p>The dental nurse will welcome patients and</p>



provide direct support with the treatment itself, including taking responsibility for the decontamination of instruments; maintaining dental operating equipment; ensuring that all relevant materials and supplies are in place; looking after patient records – including making notes when the dentist is examining a patient and work closely with the dentist, responding quickly to requests and generally keeping the surgery ready for use.

[Dentist](#)

Dentists lead the dental team and have the skills and confidence to diagnose and treat problems and provide good advice to patients, as well as high levels of manual dexterity to carry out intricate surgical and dental procedures.

The hospital writes a letter to Stacy's GP and Stacy is invited to the surgery where a referral is made to the Epilepsy Clinic.