



OAKLANDS HOSPITAL LEARNER WELCOME BOOK

Practice Education Lead

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Learner Support

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Assessor:	
Supervisor(s):	

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Welcome to Oaklands Hospital



This package has been designed to help you as a learner to familiarise yourself with the services that the Oaklands Hospital offers. There are many learning opportunities available to you whilst on this placement. The learner coordinators, along with your learner team will guide you through planning this placement so you can gain exposure to situations which will facilitate learning. You will be assigned an assessor (and/or supervisor) as appropriate but will also be assigned supporting supervisors (who can and will work alongside you if your primary assessor is unavailable). It is important that you don't work solely with your assessor so that you gain a wider experience working with other members of staff. Ideally you need to work a minimum of 1 shift per week with your assessor.

We ask that learners clarify any university study days and annual leave with their assessors at the start of placement so that off duty can be arranged around these days.

The Practice Education Lead (PEL) is on the front of this booklet. Please feel free to discuss any issues with them or any concerns that you have that you may feel that you can't discuss with your assessor/supervisor.

Ramsay Health Care UK Values

"The Ramsay Way",

- We are caring, progressive, enjoy our work & use a positive spirit to succeed
- We take pride in our achievements and actively seek new ways of doing things better
- We value integrity, credibility and respect for the individual
- We build constructive relationships to achieve positive outcomes for all
- We believe that success comes through recognizing and encouraging the value of people & teams
- We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty

Ramsey Health Care UK Slogan

“People caring for people”

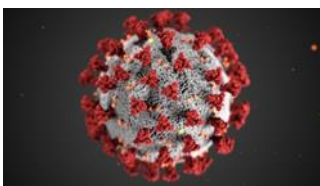
Ramsey Health Care’s slogan “People Caring for People” was developed over 25 years ago and has become synonymous with Ramsey Health Care and the way it operates its business. We recognise that we operate in an industry where “care” is not just a value statement, but a critical part of the way we must go about our daily operations in order to meet the expectations of our customers – our patients and our staff.

Ramsey Health Care is committed to ongoing improvement of patient care in all areas. While we have an excellent record in delivering quality patient care and managing risks, we continue to focus on improvements that will keep us at the forefront of health care delivery. To this end, Ramsey Health Care prides itself on listening and responding to the needs of our patients. We continually evaluate and improve on all aspects of our performance through customer satisfaction surveys and formal feedback processes.

Ramsey Health Care differentiates itself from other hospital operators through its decentralized management structure, which allows our managers to develop productive working relationships with doctors. We pride ourselves on the excellent relationships we have built with doctors throughout the organization. Our hospitals are led by competent and experienced managers renowned for having an “open door” policy for doctors and staff.

Ramsey Health Care staff work in an environment that is receptive and flexible and they have the opportunity to shape the standards and quality of care. Our internal policies and processes aim to provide staff at all levels with career expansion, training and development opportunities. We are recognised for our commitment to staff through the fostering and development of a special culture known as “The Ramsey Way”. The Ramsey Way recognises that our people are the key to our success.

Emergency Procedures



COVID19

On your 1st day, you must arrive via the main entrance on Lancaster Road where you will be greeted by the reception staff and you will be provided with a face mask. A Lateral Flow Test (LFT Rapid antigen test) must be undertaken twice weekly prior to you coming on site. If you arrive to the hospital and have any signs and symptoms such as a high temperature, sore throat, cough, change in smell/taste, you will be advised by a clinical member of staff and may not be allowed to enter the hospital. In this instance you must contact the university and inform them.

At the Oaklands Hospital, we aim to keep the site as clean as possible and reduce the risk of transmission/cross-infection. Face masks must be worn at all times whilst onsite.

As part of the Ramsay uniform policy, you must not wear your uniform to and from work. Changing facilities are provided for staff/students/contractors and you will be orientated to the facilities on your 1st day.

Cardiac Arrest Procedure



In the event of a Cardio-Respiratory Arrest, the “arrest team” must be alerted immediately. To activate the emergency call, you must press the blue button situated in each patient room, each theatre and each consulting room. The emergency team will appear and attend to the emergency.

USEFUL TIP: *It is advisory that as you enter each department, familiarise yourself with the surrounding.*

As a student, your role can be either as an active observer or as participant. This would depend on the situation occurring and your own personal choice. However, such instances can provide you with the opportunity to familiarise yourself with the equipment and the emergency drugs that are used. If you have any questions, or feel upset about what you have witnessed, discuss and reflect with your mentor once the situation has stabilised.

If a patient is triggering on their NEWS2 score and/or you are concerned about them, escalate it to your supervisor, the nurse in charge, or RMO. You can also contact the clinical on call for advice. **Please do not leave a patient who has a high NEWS score.**

Fire Procedure



Upon discovering a fire, activate the nearest fire alarm and closing all fire doors on-route. During office hours, a member of the Senior Leadership Team (SLT) will be allocated as the fire safety officer. Out of office hours, the fire safety officer will be the nurse in charge. If you are working within the ward and theatre, you must wait for instructions before evacuating the department. All out-patient departments must evacuate via the nearest fire exit and congregate at the assembly point situated in the car park. Each department has a panel which displays the area where the alarm has been activated. Fire doors should automatically shut and if it is safe to do so, close all windows and doors. Evacuate the ward/area if necessary.

NEVER PUT YOURSELF AT RISK!

Make sure that you familiarise yourself with the location of the fire exits and extinguishers.

Black extinguishers are for electrical fires. **Red** extinguishers are for all others. **DO NOT ATTEMPT TO EXTINGUISH A FIRE YOURSELF IF YOU ARE NOT TRAINED TO DO SO**

Evacuate the patients who can mobilise independently first and then move the individuals that are nearest to the fire followed by the remaining patients.

Support

Sickness & Absence



We ask that you notify the placement area as early as possible if you will not be attending due to sickness. In the event of reporting sickness, please take note of the name of the staff member you report absence to. You must also follow the university protocol for reporting sickness/absence.

Health & Safety



Electronic copies of risk assessments and hospital policies can be found on the intranet. Similarly, incident reporting can be accessed via the intranet. You must report all incidents to the nurse in charge and your assessor/supervisor.

DO NOT become involved in Moving and Handling Procedures unless you have been trained to do so. Ensure that you adhere to local policy throughout your placement. Remember - **NEVER LIFT!**

Library Information & Student Support



You may be asked to visit your university's library for additional learning. There are many useful links on the Ramsay intranet available to you during your placement. Should you experience any problems whilst on your placement, please contact your assessor/supervisor or in the event that they are not available, you can refer to one of the student coordinators as detailed on the cover of this pack. Above all, we would like to welcome you to our team and hope you enjoy your placement and find it an informative, rewarding experience.

Useful contact numbers

Oaklands Hospital main switchboard	0161 787 7700
Oaklands Hospital Ward	0161 787 3472
Oaklands Hospital Theatres	0161 7873478
Oaklands Hospital Outpatient Dept	Via main number, select direct enquiries
Oaklands Hospital Physiotherapy Dept	0161 787 3467
Oaklands Hospital Radiology	01617873496

Confidentiality & GDPR



DO NOT discuss or disclose any information regarding patients or the hospital to members of the public or media. Should you receive an enquiry in regards to a patient, you must not disclose information without first discussing it with the nurse in-charge. **BE CAREFUL** when discussing patient information over the phone. It is **NOT** appropriate to disclose any details of diagnosis, treatment or results. Refer to both your NMC Code of Professional Conduct (2018) and the Ramsay policy in regards to confidentiality which is accessible via the intranet.

We must inform patients how we look after their information. It is the duty of every healthcare professional to ensure that they protect the data and information of all patients within our facilities.

GDPR is intended to standardise citizens' rights to data privacy and harmonise privacy laws.

Handover Sheets **MUST BE DESTROYED** in the confidential waste bin at the end of **EVERY** Shift.

Occasionally we do have High Profile Patients that attend our facilities and it is absolutely paramount that their confidentiality and privacy is maintained.

Complaints



Refer any complaints from patients or relatives to the nurse in charge.

In the event that a patient or relative does make a complaint to you, remember this is **NOT** a personal attack on you. Refer the issue to the nurse you are working with or the Nurse in Charge. Complaints can be regarded as feedback to help improve our services and patient experiences.

Security



At the Oaklands Hospital, we have Closed-Circuit Television (CCTV) in different locations of the hospital. All departments are only accessible by swipe. Therefore, you will be provided with a swipe card that will allow you to access areas pertinent to you. Should you notice anything suspicious please inform the nurse in charge and nurse/staff member you are working with. Security personnel are present on the hospital grounds when the hospital is closed.

Learner Responsibilities



Your shift will be arranged with you on your first day of placement with your mentor.

Ward

Shift Times- Monday-Sunday

Day: 07:00- 21:00hrs

Night: 19:30-07:00hrs

Shorter Shifts (negotiated with supervisor)

07:00- 15:00

13:00- 21:00

Theatre

The operating department is open from 08:00 and closes at 18:30. Spoke placements within the department can be discussed and planned with your assessor/supervisor and the theatre team

Outpatients

Shift Times- Monday-Friday

07:00- 21:00hrs

10:00- 18:00hrs,

13:00- 21:00hrs

Please ensure that you arrive promptly for the commencement of your shift

Expectations



- You must be presentable and wear the correct uniform as per the Uniform Policy. No gel/acrylic/false nails, no nail varnish, no stoned rings, 1 plain wedding band, stud earrings, suitable footwear with socks/tights. Hair is to be tied up and off your collar at all times.
- You must be professional and courteous at all times and remember your code of conduct.
- Report any sickness/absences to the relevant personnel.
- You should locate and familiarise yourself with relevant policies.

- Learners are encouraged to seek opportunities for learning and take advantage of any training courses during their time on the placement.
- Learners are encouraged to voice any concerns they may have on any aspect of their placement without fear of judgement or repercussions.

All learners are encouraged to give feedback concerning their placement at the Oaklands Hospital so that we, as a unit, can offer the most rewarding experience possible.

Oaklands Hospital

Oaklands Hospital is part of Ramsay Healthcare situated in the City of Salford. The hospital is a purpose built and modern building that provides a wide range of surgical and medical treatments to private patients and eligible NHS patients. It has recently undergone an expansion of the 1st floor and the ward.

Our Facilities include

- Three Operating Theatres
- A Minor Operations Theatre/Endoscopy Suite
- Daycase Unit with 8 Individual Bays
- On-site Imaging Department (X-ray, Ultrasound & MRI)
- Physiotherapy Unit: Offering Individual Physiotherapy Sessions in a state of the art rehabilitation gym
- Total Care Fixed Price Package (No Hidden Extras)
- Interest Free Finance
- Private En-suite Bedrooms
- Free On-site Parking (Disabled Access is Available)
- Freshly Prepared Menu (On-site)
- Private Patient In-room Extras
- Free W-Fi

Treatments Available at the Oaklands include:

- Cosmetic Surgery
- Dermatology
- ENT

- Bari atric Surgery
- Gener al Surgery,
- Gynaecd ogy
- Ort hopaedic Surgery (Ji nt Surgery) &Spi nal Surgery
- Physi ot herapy
- Podi atric Surgery
- Respi ratory
- Ur d ogy

As a learner on placement here, you will gain the opportunity to deliver exceptional care whilst working alongside different specialities within each setting.

There are a variety of Consultants and specialists who are responsible for the care of our private and/or NHS patients. You will become familiar with a number of these consultants and their specialities as you progress through your placement.

Ramsay Oaklands Organisational Structure



Director of Nursing: Viv Heckford

Chief Executive Office: Nick Costa

Chief Operating Officer: Lis Neill

Oaklands Hospital Director: Karen Pattison

Oaklands Head of Clinical Services: Sarah Simpson

Oaklands Finance Manager: Karen Platt

Oaklands Operational Manager: Sharron Gibson

Oaklands Clinical Governance Lead: Laura Lawrence

Oaklands Ward Manager: Micky Law

Oaklands Outpatients & Pre Op Assessment Manager: Stacey Hudson

Oaklands Theatre Manager: Scott Madden (interim)

Oaklands Physiotherapy Manager: Chris Grievie

Oaklands Radiology Manager: Jane Smith

Message from the Hospital Director

Oaklands Hospital is one of Greater Manchester's leading private healthcare hospitals, based in Salford, we have 30 years of experience of providing healthcare to those in need and we are constantly responding to the changing needs and demands of our patients. Oaklands Hospital continues to focus on delivering high standards of patient care in a friendly and welcoming environment. Working with our stakeholder partners, who include local GPs, consultants and other clinical specialists, we deliver high quality patient centric care. Our highly trained staff are totally dedicated to delivering personalised, high quality care in spotlessly clean rooms and the consultants that work with us are leaders in their clinical fields. Any patient who wishes to satisfy themselves on the quality of the hospital and its Consultants can be reassured by the Care Quality Commission (CQC) report that is readily available for you to review

We look forward to welcoming you to Oaklands Hospital.

Karen Pattison



Placement Structure

The majority of your time as a student here will be spent on your allocated ward/unit and your practice assessor/supervisor will be nurses who are based on this ward/unit. However, there will be many opportunities for you to branch out and experience the other departments that Oaklands has to offer. You will be allocated a link mentor in the other departments that you will be expected to spend time within these areas.

The clinical areas are as listed

- Out patients and pre-assessment
- Radiology
- Physiotherapy
- Daycase
- Ward
- Endoscopy
- Theatre
- Recovery

Consultants

Listed below are some of our consultants that you will come across as well as their specialities.

(Not an exhaustive list, but these are the common ones!)

Consultant	Initials	Speciality	Consultant	Initials	Speciality
Mr Agrawal	SA	ENT	Dr Abou-Zeid	HA	Gynaecology
Mr Al-Khaffaf	BA	Bariatric	Professor Kire	KK	Gastroenterology
Mr Ali	NA	Hands and wrist, Cosmetics	Mr Kustos	TK	Lower limb orthopaedic
Mr Gosinski	AG	General Surgeon	Dr Ling	TL	Dermatology
Mr Batra	GB	Lower limb orthopaedic	Mr Loganathan	SL	Colorectal. Lower GI
Mr Bari	MB	Lower limb orthopaedic	Mr Madan	MM	General surgeon

Mr Binyamin	KB	Rheumatology
Mr Clarke	LC	Urology
Dr Clayton	TC	Dermatology
Mr Deshpande	AD	Lumps and bumps
Mr Gill	IG	Lower limb orthopaedic
Mr Hakim	MH	Lower limb orthopaedic
Mr Iqbal	N	General surgery, colorectal
Professor Jari	SJ	Lower limb orthopaedic
Ms Highton	LH	Cosmetic
Mr Jeevan	RJ	Cosmetic
Mr Jeyam	M	Upper limb orthopaedic
Dr Karavdos	SK	Gynaecology

Mr Maxwell	HM	Lower limb orthopaedic
Mr Murphy	AM	Podiatry
Mr Palit	VP	Urology
Mr Pillai	AP	Lower limb orthopaedic
Mr Butt	UB	Upper limb orthopaedic
Mr Rahi	AR	General surgeon
Dr Robinson	AR	Gastroenterology, upper GI
Mr Suneja	RS	Foot and ankle orthopaedic
Mr Spratt	DS	Foot and ankle orthopaedic
Mr Sahni	VS	Upper limb orthopaedic
Dr Zaid	NZ	Gynaecology

And Finally.....

Nursing in itself can be challenging at times, however it is also a rewarding profession with elements of satisfaction and the opportunity to build close nurse-patient relationships. Communication, health promotion, and an expanding body of. Standards of nursing practices are high and the care of the patient pre-operatively, intraoperatively and post-operatively provides a solid foundation for innovative clinical nursing practices.

REMEMBER! All of our nurses were once student nurses and are here to support you as you learn and develop your nursing skills throughout your placement. The Oaklands Hospital is a fast-paced yet enjoyable and friendly place to work and we hope you find this so during your time with us on placement.

On behalf of Ramsey Health Care UK, we would like to wish you all the best during the remaining time of your training.