

Work Experience Policy

Person responsible for review of this protocol: Practice Manager

Approval Date: January 2024

Date of last review: New Policy V1

Date of next review: January 2025

Introduction

Monkfield Medical Practice (MMP) supports work experience placements to support individuals experience what it's like to undertake a job supervised by staff who already work in the environment.

By offering work experience placements MMP gain real benefits. It gives MMP access to a wide talent pool to draw from when recruiting. Young people can bring energy, passion and a fresh perspective to MMP, older people can bring their life skills and experiences. Existing staff will benefit from the chance to work with, and manage someone. Work experience is crucial to bridge the gap between education and the world of work. At its broadest and best, work experience can open people's eyes to jobs they had never thought of, help inform career decisions, offer a chance to prove themselves to an employer and help instil the attitudes and behaviours expected at work. If we want people who are ready to work in healthcare, we need to be ready to help build their employability skills.

6 reasons why MMP should offer work experience...

- to develop your future workforce
- to work with the local community, providing an opportunity
- to engage, inspire and inform people
- to develop staff - it's a chance for all staff to build management skills
- to gain fresh insights - see your organisation through someone else's eyes
- to increase staff engagement - colleagues get a genuine buzz from inspiring people

Aims

The aim of this policy is to outline what is meant by the term 'Work Experience', who it is for, the roles & responsibilities of those involved and how it will be safely delivered to meet the objectives of the organisation and the student.

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Equality & Diversity

Students and staff involved in the placement will be treated with dignity and respect regardless of race, nationality, sex, sexual orientation, gender reassignment, disability and/or age. At all times people's feelings will be valued and respected.

Student Placement

Placements will take place in one or two week blocks at an agreed time taking into account needs of the student and the workload and resources at the practice.

The placements will involve shadowing as many areas of the business that supports the needs of the individual to maximise exposure to Business administration, Patient Services, Nursing, General Practitioners and our wider PCN & community roles. For most this will involve shadowing and observing staff low level tutoring and support and information to gain access to higher education and or routes into NHS roles.

Depending on the individual and the time allocated to the placement MMP will seek to further involve the students in low level work activities and projects such as seeking improvement in identified areas and audits.

Roles & Responsibilities

Supervisor

The Practice Manager will oversee the application process, documenting enquiries and outcomes. They will ensure the following procedure is followed:

- Promote work experience
- Ensure the placement complies with policy
- Completed Application Form received
- Decision relayed to student & School
- Provisions of documentation to & from School
- Confirmation letter sent confirming details of the programme
- Individual needs assessed
- Risk assessment completed and shared
- Staff engaged, aware and briefed on roles
- Provide an induction
- Be the first point of contact for any conduct or capability issues
- Provide a completion certificate
- Carryout a review/evaluation process both with the student and staff

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MMP Staff

Staff are asked to support the work experience placement, ensure they supervised when shadowing, kept safe and get the most learning and skills from their placement escalating any concerns or questions to the supervisor and to take part in the evaluation process.

Students

Students will be prompt and professional at all times, adhering to local policies and procedures at all times, showing commitment to an MMP placement. They will attend the placement for the duration providing clear prompt notification of absences as a result of illness. They will proactively identify own learning needs and opportunities, and make full use of all available learning opportunities and contribute to an evaluation.

They will adhere to policies and procedures including (but not an exhaustive list)

- Dress code
- Confidentiality code to ensure patient and hospital information is protected
- Follow safe working practices
- Behave in an appropriate manner, demonstrating maturity and sensitivity where appropriate
- Follow your organisation's values and behaviours
- Duty to raise any concerns

Health & Safety

The Practice Manager is responsible for the health & safety of the student during the placement and will carry-out an individual and workplace risk assessment and provide a thorough induction.

Supervision will be in place and support throughout the work experience placement ensuring that the person on placement does not have unsupervised access to patients.