

Flowchart for raising concerns / managing healthcare student issues in practice: NMC/ HCPC programmes

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Healthcare Student: Raising concerns in practice

You have a concern that may impact on progress and /or you feel you need additional support in placement including support for a learning difficulty or disability

Discuss with PS/PA / education lead If unresolved contact PF or AA/PT

If no response after 3 days contact University lead

You observe an incident / have a concern about an aspect of patient care You must discuss with PS/PA / education lead immediately If unresolved or it is inappropriate to discuss with PS/PA / nurse in Education lead / specialist team* within 3 days, contact PF or AA/PT who will liaise with the University lead

If you are asked to make or write a statement about an incident / event in practice

Before statement is written you must contact your PT / University lead Programme team will liaise with PF and support you through the process



Advice notes:

- PF refers to the practice facilitator/ placement manager/ clinical educator who are based in the hospital / community setting to support both students and mentors in practice.
 - https://www.northumbria.ac.uk/study-at-northumbria/planning-yourcareer/careers-and-employment/placements/practice-placements/nursingmidwifery-and-odp/contact-information/
- PT refers to the student's personal tutor who is based at the University. Their name and contact number will be found within the student assessment documentation.
- University lead is the lecturer with overall responsibility for placements and / or the programme at the University. https://www.northumbria.ac.uk/study-at-northumbria/planning-your-career/careers-and-employment/placements/practice-placements/nursing-midwifery-and-odp/contact-information/
- 4. The University Placements Office:

(0191) 215 6300

practiceplacements@northumbria.ac.uk

https://www.northumbris.ac.uk/study-at-northumbris/planning-yourcareer/careers-and-employment/placements/practice-placements/nursingmidwifery-and-odp/contact-information/

*Specialist Team for example; infection control, moving & handling.

PS/PA/AA/PE: Managing Healthcare student issues in practice

PS/PA has general query relating to student learning or personal development. Including learning difficulty or disability

Contact PF or AA for support / referral to appropriate services

Student reports a concern to PS/PA/ education lead / specialist team* about observed aspects of care / conduct

PS/PA / education lead must discuss immediately with student If unresolved, PS/PA / education lead informs PF who will liaise with University lead

Serious concern about student performance or conduct that breaches professional code of conduct Inform student immediately of the concern and the need to seek support to investigate further PS/PA / nurse in charge informs PF who liaises with the AA/University lead. Student may be authorised absence whilst the concerns are investigated

Student fails to attend practice and has not reported absence / sickness to placement

Placement informs University Placements Office University Placements Office liaises with AA/ PTand student. Feedback to placement area

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- AA refers to the student's academic assessor who is based at the University. PT refers to the student's Personal Tutor.
 Their name and contact number will be found within the student assessment documentation.
- University lead is the lecturer with overall responsibility for
 placements and / or the programme at the University.
 https://www.northumbria.ac.uk/study-at-northumbria/planning-your-career/careers-and-employment/placements/practice-placements/nursing-midwifery-and-odp/contact-information/
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*Specialist Team for example - infection control, moving & handling.

HCSS Placements/Policies & Procedures/Ratified/Rataing & Socialisting a Concern/Healthcare Student rataing concerns flow chart.