

Medical Student Handbook



Medway NHS Foundation Trust

Contents	
Welcome to Medway	3
Our Vision at Medway	4
Medical Education Team	5
Undergraduate Faculty	6
Map of the hospital	7
Induction	8
Confidentiality / Professionalism	9
Dress Code	10-11
Hand Hygiene	12-14
Health & Safety / Moving & Handling	15
Fire Guidelines	16
Library / Wi-Fi / IT	17-18
Student Support / Doctors / Dentist	19
Accommodation / Parking	20
Simulation / Clinical Skills	21
The Green Book	22
Attendance / Absence Policy	22-23
Social Media Policy	24-28
Catering on site	29
Incident reporting	30

Welcome

Dear Students,

At Medway, we aim to be a centre of excellence in medical education. Not only do we have a full programme to teach our doctors, nurses, midwives and other hospital staff, but we are proud to have medical students from King's College London.

We look forward to meeting with you all on your forthcoming clinical placement. During your time with us, you will be supported by Miss Helen Watson, Director of Undergraduate Medical Education (DUME) and a number of Consultant Supervisors with substantial experience of delivering the King's (GKT) curriculum. Our aim is to provide a placement experience which includes not only a dedicated weekly timetable of activities, offering many opportunities to achieve your learning outcomes, but also additional opportunities to enhance your learning with peer teaching and support from junior doctors.

Our Trust is one of four acute hospital trusts in Kent and Medway. We currently employ 4,115 members of staff and we are supported by around 350 active volunteers and 25 governors. We currently have around 10,800 public foundation trust members.

The hospital mainly serves the population of Medway (268,000) and Swale (137,000). This includes several areas of high social deprivation – consequently, health needs are higher here than in other parts of Kent.

Medway was the first Trust in Kent to achieve Foundation Trust status in April 2008.

At induction you will be welcomed by Miss Helen Watson, DUME, Dr Priya Krishna, Deputy DUME and Daniella James, Medical Undergraduate Education Facilitator. You will be given a full induction which will include a tour of both the Postgraduate Centre and relevant departments within the hospital. Our Mess President and Foundation Student Teaching Rep will also aim to attend at lunchtime to give you an overview of events that you can be a part of whilst on placement.

We aim to give you an excellent experience with clinical exposure, excellent teaching and pastoral support. Our committed undergraduate team will work with you to ensure that your educational needs are met and that you are well supported during your stay.

Our Medical Education Department is based in the Postgraduate Centre on the ground floor.



Miss Helen Watson
Consultant Obstetrician & Gynaecologist
Director of Undergraduate Medical Education



Daniella James
Medical Undergraduate Education Facilitator

Medway Vision

Best of Care, Best of People

Our vision and values are a really important statement of the healthcare provider we want to be and of the way we work together.

Our vision



We need to always be challenging ourselves and asking whether we are the best we can be. If we aren't, then what is stopping us becoming the best and what can we do to make it an eventuality?

A key part of making our vision a reality will be through our values, making sure we think about them in everything we do.

Our values

Our new values are **bold**, **every person counts**, **sharing and open** and **together**. I'm sure you have noticed that these spell out BEST!

Bold

- We are inspiring and ambitious
- We have high aspirations and want to be the best we can be
- We make the right decisions with our patients using evidence and best practice
- We share a common vision

We can be **BOLD** by striving to be the best, having a "can do" attitude and welcoming and learning from new opportunities

Every Person Counts

- We are respectful and supportive
- We treat everybody with respect
- We value the contribution of all staff
- We support & encourage each other to be our best

We can make sure **EVERY PERSON COUNTS** by looking for ways to create a positive experience for others, treating others with kindness and challenging behaviour that is not in line with our values.

Sharing and Open

- We are open and speak up
- We are open and transparent in all that we do
- We innovate, share and encourage creativity
- We are committed to learning and continuous development

We can be **SHARING AND OPEN** by speaking up when we see issues that affect the safety and well-being of others, by questioning, challenging and embracing innovation, and by reflecting and sharing what we learn.

Together

- We are inclusive and responsible
- We deliver the best care for our patients together
- We work in partnership with our patients, families and our community
- We encourage team working to deliver the best outcomes
- We do what we say we will do.

We can ensure we are **TOGETHER** by being accountable and responsible for everything we do, working in partnership to deliver the best care and making a positive contribution to the success of the Trust.

Medical Education Team



Simulation Lead



Dr Manisha Shah

Sim Manager



Gemma Wrighton

Clinical Skills/ Sim Practitioner



Lisa Walker

Sim Technician



Gary Knowles

Year 4 Block Leads



Women's Health
Miss Helen Watson

Child Health
Dr Naser Ben-Ramadan



Emergency Medicine & Critical Care
Dr 'Bayo Da-Costa Dr Rahuldeb Sarkar



Year 4 QIP Lead



Dr Priya Krishnan

Year 5 Block Leads



Acute Care
Dr Rachel Krol



Long Term Conditions
Dr Tom Sanctuary



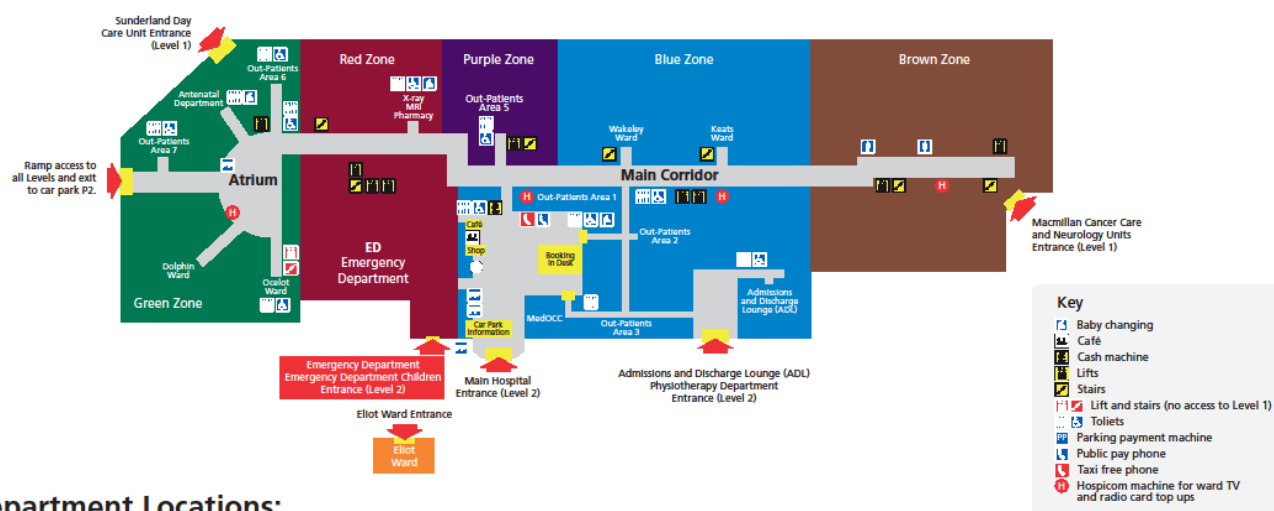
Dr Rahul Sarkar

Hospital Map

access to
all hospital
departments

Finding your way around the hospital

NHS
Medway
NHS Foundation Trust



Department Locations:

Key: Colour shown denotes Zone Colour, number relates to Level number.

Acute Medical Unit / Lister Ward (AMU)	Red 3	Early Pregnancy Assessment Unit (EPAU)	Green 2	MediOCC	Blue 2	Penguin Assessment Unit	Green 2
Administration & Discharge Lounge (ADL)	Blue 2	Emergency Department (ED)	Red 2	Medical HDU / Bronte Ward	Brown 2	Pharmacy	Blue 2
Ambulatory Care Unit	Red 3	Emergency Department Children (ED)	Red 2	Medical Infusion Suite	Brown 1	Phonox Ward	Green 3
Antenatal Department	Green 2	Emergency Department Clinical (ED)	Blue 2	Milton Ward	Brown 2	Physiotherapy	Blue 2
Arthritis Ward	Red 4	Emergency Gynaecology Unit (EGU)	Green 2	MRI Department	Blue 2	Plaster Theatre (Area 5)	Purple 2
Audiology (Area 6)	Green 2	Endoscopy	Green 2	Nelson Ward	Red 1	P.O.C.U. (Pne Operative Care Unit)	Green 3
Breast Care Unit	Red 2	ENT (Area 6)	Green 3	Neurosciences Unit	Blue 2	Pre-Admission Unit (located in Elliot Ward)	Blue 2
Blood Tests (Phlebotomy)	Blue 2	Eye Unit (Ophthalmology) (E)	Blue 2	Nuclear Medicine	Green 2	Restaurant & Coffee Lounge	Purple 1
Bronte Ward / Medical HDU	Brown 2	Fetal Medicine Centre	Green 2	Oncology Ward	Green 2	Rheumatology (Area 5)	Purple 2
Byron Ward	Brown 2	Fracture Clinic (Area 5)	Purple 2	Oliver Fisher Neonatal Unit	Green 4	Ruby Ward	Brown 2
Café & Shop (Main Entrance)	Level 2	Galton Day Unit	Brown 1	Orthodontics (Area 6)	Green 2	Sapphire Ward	Brown 2
Cancer Care Team (Richard Watts Units)	Green 2	Gundulph Ward	Blue 3	Orthodontics (Area 5)	Purple 2	Sunderland Day Care Unit	Green 1
Cardiac Catheterisation Suite (CCS)	Green 2	Gynaecology (Area 7)	Blue 2	Orthotics (Surgical Appliances / Area 5)	Blue 2	Surgical Assessment Unit (SAU)	Green 3
Cardiology (Area 4)	Green 2	Harvey Ward (Acute Stroke Unit)	Blue 1	Osteoporosis Unit	Blue 2	Surgical Discharge Lounge (SDL)	Green 3
Cardio-Respiratory (ECG) Dept.	Green 3	Keats Ward	Blue 2	Out-Patients Areas 1, 2 & 3	Blue 2	Surgical HDU / Trafalgar Ward	Green 3
Cedar Room	Blue 2	Kent Ward	Green 4	Out-Patients Area 5	Purple 2	Tennison Ward	Brown 2
Chapel / Prayer Room	Blue 2	Kingsferry Ward	Green 4	Out-Patients Area 6	Green 2	The Birth Place	Green 4
Coronary Care Unit	Purple 3	Intensive Care Unit	Purple 2	Out-Patients Area 7	Green 2	Trafalgar Ward / Surgical HDU	Green 2
C.T. Department	Red 2	Lawrence Ward	Brown 1	Out-Patients Area 8	Green 3	Ultrasound	Red 2
Day Surgery Procedure Suite	Blue 2	Lister Ward	Red 3	P.A.L.S. (Patient Advice & Liaison Service)	Blue 2	Victory Ward	Green 3
Delivery Suite	Green 4	Macmillan Cancer Care Unit	Brown 1	Pathology (Vita Purple Zone)	Red 4	Wakeley Ward	Blue 2
Dermatology	Green 3	Macgill Ward	Green 2	Patient Affairs (Main Entrance)	Level 2	Will Adams Ward	Blue 3
Dietetics	Blue 1	Maxillo-facial Surgery (Area 6)	Green 2	Pearl Ground	Level 2	Wills Out-Patient Main Entrance	Level 2
Dolphin Ward	Green 2	MCCulloch Ward	Green 3	Pembroke Ward	Red 5	X-ray (North & South Wing)	Red 2

Revision 2 updated November 2017

Induction

We feel it is very important that all our medical students are welcomed into the Trust. To that end, we have structured an induction programme carefully with both your, and the Trusts needs firmly in mind.

Inductions take place in Seminar Room 7 within the Postgraduate Centre. The day starts at 8.30am for breakfast and all students are expected to attend. The Postgraduate Centre is situated externally to the main hospital. It is located between the main hospital and the perimeter road south, opposite A&E.

On day one, you will be given a tour of the hospital and you will meet with the Undergraduate Administrator and the DUME. For IT access you will need to bring your National Insurance number, or passport number for overseas students. Within your accommodation welcome pack there will be a tenancy agreement, please sign this and bring it with you to induction.

Induction day and week timetables will be posted on KEATS in the relevant Block pages.

Please refer to our website (www.medway.nhs.uk) which will provide you with further information about Medway Hospital or feel free to contact the Undergraduate Office either by phone or email. Information about the local area can be found at www.visitmedway.org.

We all look forward to meeting you and hope you enjoy your placement with us.



(Year 4 EMCC Students – March 2017)

Confidentiality

Did you know that at the Trust we see more than 500,000 patients per year, most of whom have a paper record containing personal and private information about them? That's a lot of information to keep track of! Insuring that their confidentiality is maintained is one of the most important things we can do for our patients and this means we have to be extremely diligent when handing their personal information. We also need to ensure that any confidential information that could identify or lead to the identification of an individual member of staff, or information about the business of the Trust must not be discussed in arenas where they may be overheard. Such information must not be discussed with anyone outside of the Trust (unless given the authority to do so).

- Please do not leave patient notes where they can be seen and make sure they are locked away securely when not in use
- Treat all records and notes as if they were your own
- If you have notes in your office that are no longer needed, please send them to Medical Records

Remember: We can improve the quality of patient care by making sure notes are always available when requested.

For more information, please refer to the Health Records Management Policy on the Trust intranet.

Other ways you can prevent breaching confidentiality

- Never display clinical information in public areas
- Do not talk about patients or staff in public places, you never know who is listening it could be a friend or relative of the patient/staff member.
- When handing over at a patient's bedside please be aware that the patient and other people on the ward may hear you.
- Never disclose information over the telephone unless you are satisfied that the person you are talking to is authorised to receive it
- Ensure confidential files and records are stored securely
- Ensure you dispose of confidential information correctly
- Do not enter your password into the computer for someone else
- Do not access any files (paper or electronic) to see family and friends' data
- Always challenge individuals you do not know if they gain access to a department or ward, and are not wearing an identification badge
- Always challenge individuals if they are reading case notes and you do not know them

Professionalism

"Professional competence is the habitual and judicious use of communication, knowledge, technical skills, clinical reasoning, emotions, values, and reflection in daily practice for the benefit of the individual and community being served" (Epstein & Hundert, 2002)

- ❖ Introduce yourself
- ❖ Be punctual, if you are late, apologise
- ❖ Dress appropriately
- ❖ Meet deadlines
- ❖ Do not use mobile phones on wards, in clinics or during teaching sessions
- ❖ Look after your accommodation

<https://keats.kcl.ac.uk/mod/book/view.php?id=1908507&chapterid=393511>

Dress Code

Clinical practice and assessments involve and reflect the clinical environment. Medical students should dress accordingly during all clinical activities. This document should be read in conjunction with dress code policies of individual trusts.

The Trust recognises and values the diversity of cultures, religions and disabilities of its students. However, we must prioritise health and safety, security and infection control.

In alignment with national infection control guidelines, arms should be bare below the elbows. This includes jewellery and watches.

Examples of acceptable clothing are:

Female: smart short-sleeved tops/blouses, skirts/ trousers/dresses (not above knee-length)

Male: Short-sleeved shirts or polo shirts, Full-length smart but casual trousers

Examples of non-acceptable clothing are:

- ❖ Denim
- ❖ Casual sports clothing
- ❖ Overly tight or revealing clothing that exposes décolletage, midriffs & underwear (including Bra-straps). It is important that clothing is not revealing during any activity, including bending down or stretching (think about if you were required to perform CPR)
- ❖ No ties or if worn, should be tucked in
- ❖ Overly long clothing that may sweep along the floor
- ❖ No jewellery or clothing (e.g. ties) should enter or interfere with the clinical field. Items should be removed or tucked in.
- ❖ Facial coverings should be removed. Head scarves worn for religious reasons are supported. They should be shoulder length and secured neatly.
- ❖ Religious items on wrist and hands should be removed. A plain, unadorned wedding band is permissible but it is preferred that this also is removed during all patient contact.
- ❖ Hair that may fall forward into the clinical field should be tied back securely
- ❖ Nail varnish & false nails are not permitted. Nails should be sufficiently short enough to ensure safe patient contact
- ❖ Students must wear Trust identity badges, if for any reason this isn't possible, GKT student badges are to be worn. During clinical care staff are discouraged from wearing their security badge on a lanyard due to potential risk of injury to either the wearer or patients

The Trusts Dress Code and Uniform Policy can be accessed on the Trust intranet, Policy number POLCHR047 or by using the link below:

[POLCHR047 - Dress Code and Uniform Policy \(1 attachment\)](#)

Dress Code Standards for Clinical Areas



Roll long sleeves up or wear short sleeves.



Single wedding band only.



Tie back long hair.



Discreet stud earrings only.



Remove watches and jewellery.



Ties should not be worn.



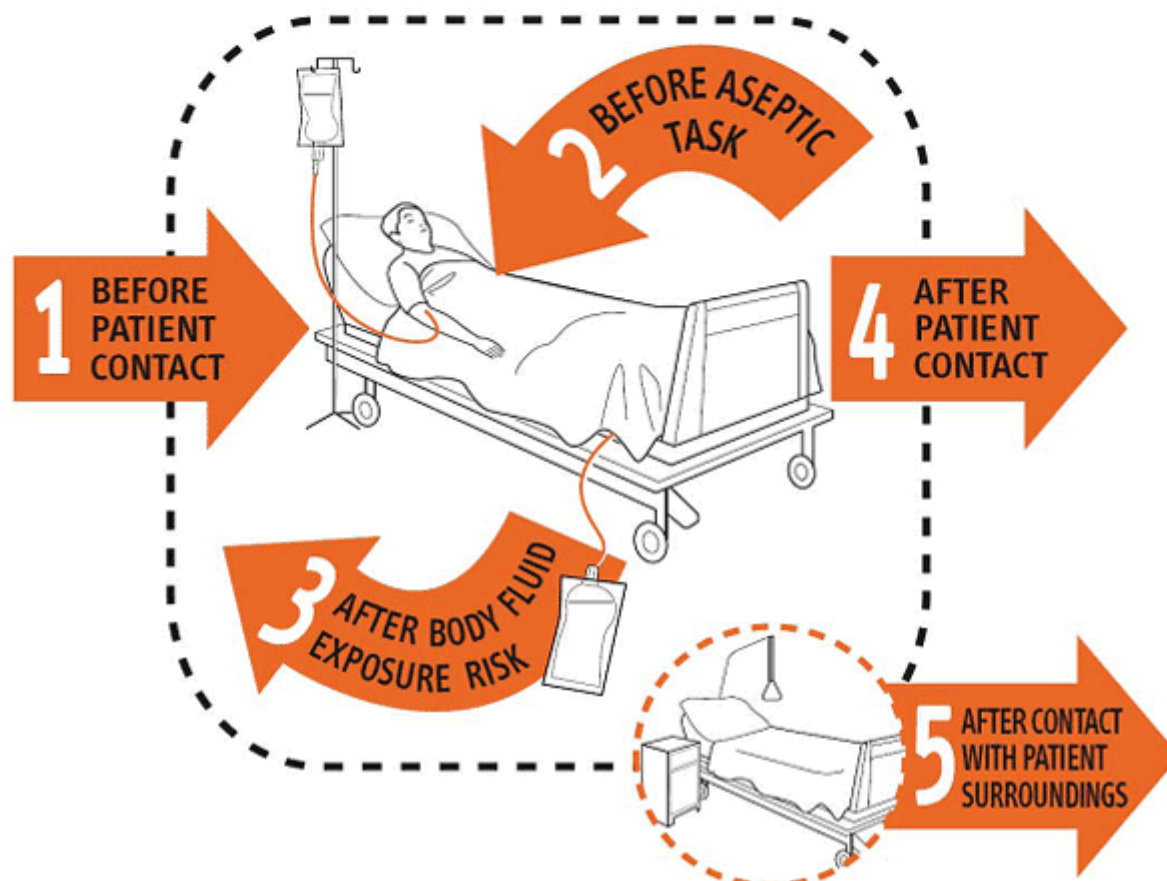
Hats and surgical masks in theatres areas only.



No nail varnish, false nails or extensions should be worn in clinical areas.

Your 5 moments for HAND HYGIENE

Image: medical illustration network

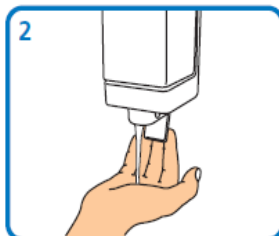


1 BEFORE PATIENT CONTACT	WHEN? Clean your hands before touching a patient when approaching him or her WHY? To protect the patient against harmful germs carried on your hands
2 BEFORE AN ASEPTIC TASK	WHEN? Clean your hands immediately before any aseptic task WHY? To protect the patient against harmful germs, including the patient's own germs, entering his or her body
3 AFTER BODY FLUID EXPOSURE RISK	WHEN? Clean your hands immediately after an exposure risk to body fluids (and after glove removal) WHY? To protect yourself and the health-care environment from harmful patient germs
4 AFTER PATIENT CONTACT	WHEN? Clean your hands after touching a patient and his or her immediate surroundings when leaving WHY? To protect yourself and the health-care environment from harmful patient germs
5 AFTER CONTACT WITH PATIENT SURROUNDINGS	WHEN? Clean your hands after touching any object or furniture in the patient's immediate surroundings, when leaving - even without touching the patient WHY? To protect yourself and the health-care environment from harmful patient germs

Hand-washing technique with soap and water



Wet hands
with water



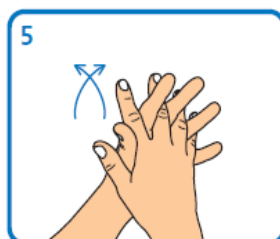
Apply enough soap
to cover all
hand surfaces



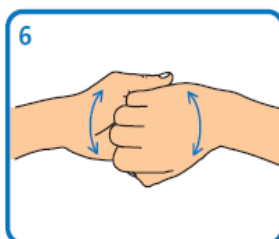
Rub hands palm
to palm



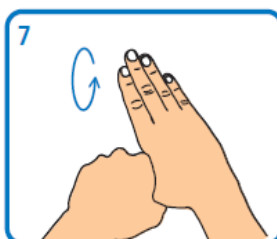
Rub back of each hand
with palm of other hand
with fingers interlaced



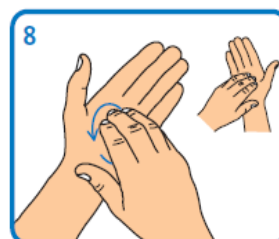
Rub palm to palm with
fingers interlaced



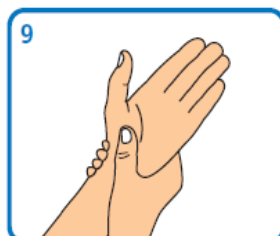
Rub with back of fingers
to opposing palms with
fingers interlocked



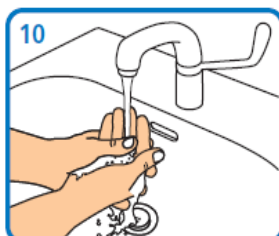
Rub each thumb clasped
in opposite hand using a
rotational movement



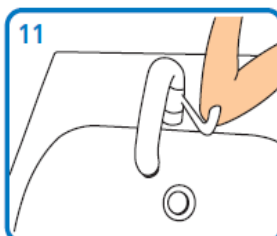
Rub tips of fingers in
opposite palm in a
circular motion



Rub each wrist with
opposite hand



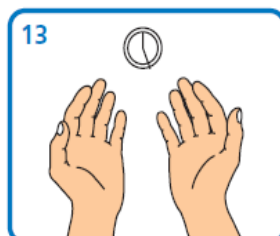
Rinse hands
with water



Use elbow to
turn off tap

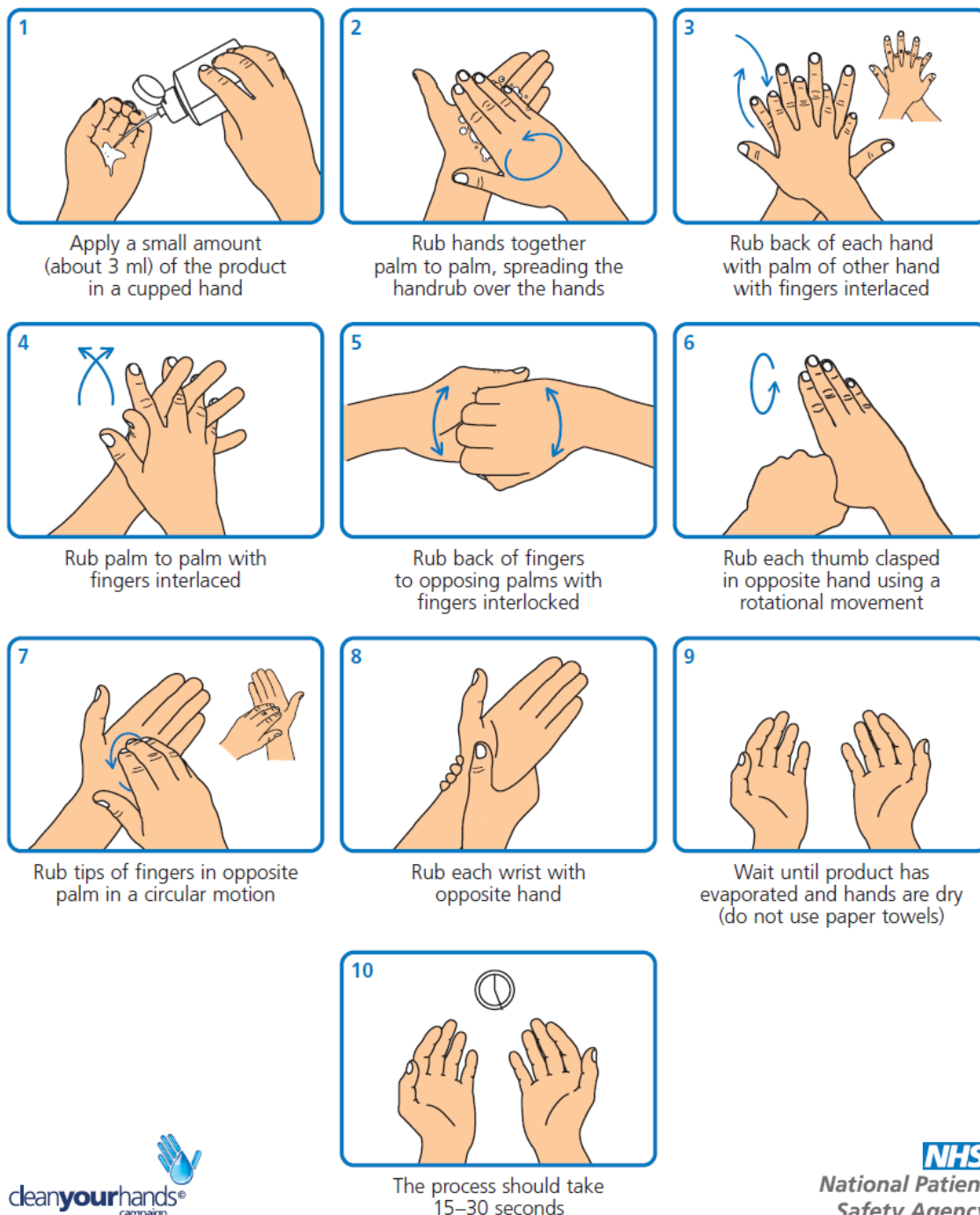


Dry thoroughly with
a single-use towel



Hand washing should take
15–30 seconds

Alcohol handrub hand hygiene technique – for visibly clean hands



Health & Safety

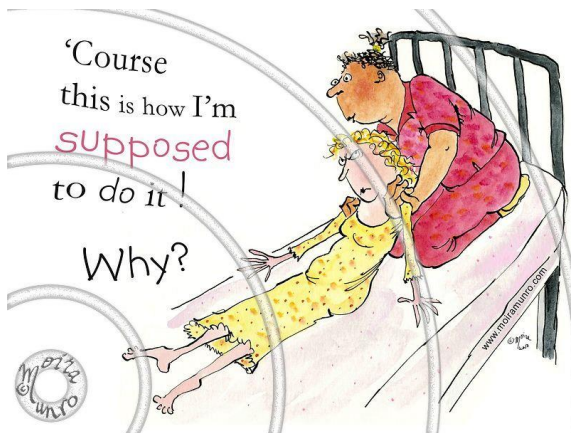
The Trust aims to protect staff, patients and public from risks to health and safety in connection with work activities by:

- ❖ Ensuring we can provide specialist expert advice
- ❖ Producing the Health & Safety Policy
- ❖ Providing E-Learning and updates for Medical staff
- ❖ Promoting a healthy and safe environment for all

For further information please contact our Health & Safety Team on ext. 5059 or use the following link:

<https://intranet.medway.nhs.uk/directorates-and-departments/corporate-governance-risk-compliance-legal/health-and-safety/>

Moving and Handling



Whilst you are on placement within the Trust, you are not required, under any circumstances, to lift patients, members of the public or staff.

Please seek help from staff members who have been trained to do this.

Manual Handling is the transporting or supporting of a load (including the lifting, putting down, pulling, pushing, carrying or moving thereof) by hand or bodily force ^{(MHOR 2(1))}

What are YOUR responsibilities?

Take reasonable care of your health and safety and that of others who may be affected by their activities.

Co-operate with employer to enable them to comply with their health and safety duties. ^{(HASAWA (7))}

Make use of appropriate equipment provided for them in accordance with training and instruction they are given. ^{(MHSWR (14))}

Make full and proper use of any system of work for their use. ^{(MHOR (4(1)(b)(ii)))}



What are OUR responsibilities?

- AVOID hazardous manual handling operations so far as is reasonably practicable.
- ASSESS any hazardous manual handling operations that cannot be avoided.
- REDUCE the risk of injury so far as is reasonably practicable ^{(MHOR 4(1))}
- REVIEW assessments periodically, when the work process may have changed or if there is a change in role of the assessed area.

These are in addition to the duties applied by other Health and Safety legislation.

Fire Procedure

The Kent Fire & Rescue Service no longer respond to automatic Fire Alarms and will only respond to confirmed fires, therefore please follow the instructions below.

Fire Action Notice!

If You Discover Or Suspect A Fire:

Immediately raise the alarm by operating the nearest RED break glass call point and ;

- Dial 3200 on the internal phone to confirm the location and details of the fire.
- If an internal phone is not available and you have a mobile phone; call the Fire Service on 999 or 112.
- Close all doors and windows in the immediate vicinity
- Consider evacuating the area of all persons at risk.
- The responding fire team will tackle the fire if it is safe to do so.

On Hearing The Fire Alarm Sounding:

A Continuous Sound Means – The alarm has been actuated in your area. Investigate your area and evacuate as necessary.

An Intermittent Sound Means – Alarm activated in adjacent area. Identify location of alarm zone and prepare your area as necessary in case of emergency evacuation.

- **Do not use the lifts in the alarm areas**
- **Do not re-enter an alarm area until allowed by the Fire Team or Fire Service**

Switchboard will call the Fire Service immediately to all confirmed fires. Activations of the alarm by detectors are to be investigated by staff and as necessary a Fire Call is made

Library / Wi-Fi / IT

The Library is located within the Postgraduate Centre and the Library Opening Hours are:

Monday-Thursday:	8.30am-5.30pm (staffed) 5.30pm-10.30pm (unstaffed)
Friday:	8.30am-5.00pm (staffed) 5.00pm-10.30pm (unstaffed)
Sat/Sun & BH:	8.30am-10.30pm (unstaffed)

Please note: During unstaffed hours access will be restricted to the Journals Room. Please use your swipe card to gain entry.

Library registration is free and open to all employees of Medway NHS Foundation Trust, all staff working for the NHS in the Medway Health economy and students on placement (for the duration of their placement)

Services for Medical Students

- ❖ Book lending – registered members may borrow up to 8 books at a time
- ❖ Enquiry & information service
- ❖ Athens account
- ❖ Free printing (study related)
- ❖ Printing and photocopying @ 5p per sheet
- ❖ Free use of a scanner
- ❖ Wi-Fi

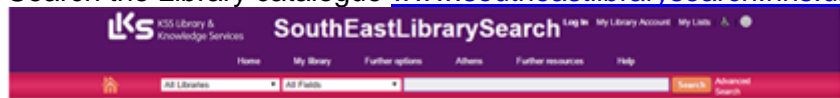
Getting started

Joining the Library is easy! Simply complete the registration form at induction/on-line and hand it in. **Please write clearly and ensure that you include**

- ❖ First name & surname
- ❖ Home address
- ❖ Mobile number
- ❖ Email address
- ❖ Signature

Failure to complete the form properly may mean that we are unable to register you in advance.

Search the Library catalogue www.southeastlibrarysearch.nhs.uk



Reading Rooms

The Journals Room is the quiet study room and has a number of study carrels and 11 computers. Username and password details for each computer are given on the sign-in sheets next to each one. Printing may be done from all computers but please note:

Please note: Using the Library's printer will incur a charge of 5p per sheet for B&W copies

Print issues of journals from 2010 are shelved in the rolling stacks but the most recent issues of current journals are on display in the right hand corner as you enter. All journals are for reference only but you may photocopy articles.

The Book Room houses our extensive collection which covers all aspects of medical study & research. Library staff are on hand for any queries.

- ❖ Borrow up to 8 books at a time
- ❖ Renew online (first two times)

Other stuff:

Athens account—get access to a wide range of resources including full text articles. Ask at the Enquiry Desk for more details

Problems logging in/access to the internet—Please inform your office or ring the IT Department on **01634 975900**

Please note that Library staff do not have any information regarding log-ins

Contact us:

Library & Knowledge Service
Postgraduate Centre
Medway Maritime Hospital
Direct Line: 01634 833849
General Enquiries / Loan Renewals:
Ext 3268 / 3269 / 3849
Email: trust.library@nhs.net

Search the Library Catalogue:
www.southeastlibrarysearch.nhs.uk

NHS Athens Access

Self-register for NHS Athens:
<https://openathens.nice.org.uk/>

Log on to your NHS Athens account:
www.library.nhs.uk/myaccount.aspx

Wi-Fi

Wi-Fi is available separately within the accommodation to that available within the Postgraduate Centre and the main hospital. For Wi-Fi within the Centre and the main hospital, please choose NHS Wi-fi and register.

Accommodation Wi-Fi details will be included within your welcome packs.

IT Access

Trust passwords will be issued to you on arrival. If for any reason your passwords don't work please contact:

Trust passwords:	3514
ILAB:	3514
PACS:	3776

Student Support

Medical Education operates an 'Open Door' approach and you may speak with the administrator at any time without having to make an appointment first. **The office is located within the Postgraduate Centre.** Contact details for the administrator are:

Email: daniella.james@kcl.ac.uk

Phone: 01634 830000 ext. 3238

As a general rule, if you want help/advice/support, you should see the following as your 'first port of call':

- ❖ Your Firm Head (usually Consultant) or Block Lead
- ❖ Undergraduate Administrator
- ❖ DUME – Miss Watson
- ❖ Deputy DUME – Miss Krishnan
- ❖ Chaplain

Bear in mind, it is very common for students to experience difficulties. This will only become a real problem if you DO NOT seek help.

Doctors

If you need a doctor whilst at Medway you should either register with one of the local Drs or contact 111 who will take a history and provide you with an appointment with our MEDOCC service if appropriate. In an emergency attend the A&E department at Medway Hospital.

Alternatively, go to: <http://www.nhs.uk/Service-Search/GP/LocationSearch/4>

Dentist

In an emergency contact Dental Line on **01634 890300**. This line is open 18:00-22:55 seven days a week and 08:30-13:25 at weekends and Bank Holidays.

ACCOMMODATION:

You will be required to move in to the accommodation on the weekend/day before your placement starts, you will need to bring ID with you. **Keys will be available at switchboard between 10am & 7pm on both the Saturday and Sunday. If you are unable to collect them within this time, please let me know and we will make alternative arrangements.** Please be aware if you arrive on a Sunday you may have to wait for keys as there is only one member of staff on duty. Internet access is available within all student accommodation via Trust wi-fi. Details of how to connect will be within your welcome pack, along with your keys.

Accommodation is on-site in the form of 5 bedroom flats. Where possible you will be housed with your clinical partner unless you request otherwise. Each bedroom comprises of a single bed, wardrobe, desk, desk chair, side cabinet, chest of drawers and easy chair. Pillows and duvets are provided along with linen. **You will need to provide your own towels.** We do not offer same sex accommodation, however if this is requested and we are able to facilitate, we will.

You are welcome to have guests visit overnight but they must be registered with the accommodations office for safety reasons, they may only stay for a maximum of 3 consecutive nights.

There are televisions within the living room of your accommodation and licences are provided for these however, this licence does not extend to your rooms. If you wish to watch TV or recordings ie. BBC i-player on a personal device, you are required to have your own TV licence. If you are caught without a TV licence, **YOU** are liable and will have to pay the fine (up to £1000).

Please report any maintenance problems within your accommodation (between the hours of 8.30am and 4.30pm) to the Staff Residence Department either in person to the office, or by phone on extension **3961** or **by email medwayft.property@nhs.net.**

Outside of these hours, anything urgent should be reported by calling switchboard '0' and asking for the on-call Estates team. Please also email Daniella James so she is aware of any problems. Emergency numbers should also be located within your accommodation welcome packs.

Living in a communal setting can be difficult at times and should you experience difficulties with your fellow residents in any way, please feel free to contact the Staff Residence Office and they will endeavour to help you. Likewise I am sure you will realise that you must consider your fellow flatmates at all times. You will be expected to keep all communal areas in a clean and tidy state. Please ensure that no washing up is left lying around, cooker and work tops are clean and all utensils are left ready for the next person to use. Please also wash around bath and hand basins after use.

Each kitchen has cutlery, crockery, kitchen utensils, kettle, toaster, pots/pans, microwave, oven and fridge freezer. Flats are also furnished with an iron, ironing board and vacuum cleaner.

If you require any further information or assistance regarding accommodation please do not hesitate to contact the team on 01634 830000 ext 3961, or via email at **medwayft.property@nhs.net**

Housekeeping is provided Monday-Friday for cleaning of communal areas, this does not cover your bedroom, this will be your responsibility.

Whilst on placements, students are welcome, and encouraged, to use the Doctors Mess and get involved with social events.

Parking

Parking is available for students housed on-site. If you require an on-site permit, please let Daniella James know asap prior to starting your placement so this can be arranged, this is at a cost of £9.00 per month.



Simulation and Clinical Skills



The Simulation suite at Medway Foundation Trust is designed to present health care professionals/students with clinical scenarios in a controlled setting to enable them to process and analyse clinical decision-making. The simulation suite enables students/professionals to make errors in a controlled setting, by providing them with an evaluation of their clinical decision making immediately, through computer workstations. Individual students can use this simulation suite for self-appraisal; faculty can use the simulation suite for evaluative purposes. The simulation centre can be used by our hospital to enhance clinical practice and orientation. Furthermore, we have established the introduction of Human factors training to work in line with simulation in:

Reducing human error

Increase learner's skill development

Practice skills in a controlled and safe environment

Facilitate on-demand access to patients.



Alongside simulation as an effective form of clinical teaching, Medway Foundation Trust provides clinical skills teaching.

The aim of the clinical skills teaching is to maintain patient safety whilst reinforcing good practice. The programme takes students through the integrated skills at a suitable pace allowing them to develop throughout their training. All sessions are well evaluated training schemes focusing on training and support to give the students the opportunity to learn and put these skills into practice.

This allows for hands on practice for students to experience skills such as:

Cannulation

Catheterisation

Surgical skills

Plus many more....



The Green Book

The Green Book' is a collection of algorithms for the management of acute clinical emergencies. The book is intended for the use of all individuals involved in the clinical care of patients.

The aim of the Green Book is to help doctors and nurses at Medway make the right decisions for our patients based upon best practice. Every algorithm is championed by a consultant within the speciality. Through this we aim to improve the accessibility to key information for our staff, and help ensure that every patient at Medway receives the best care.

There is also a Green Book app and this can be downloaded from:

The app store: <https://itunes.apple.com/gb/app/clinical-guidelines/id1122218728?mt=8>

The Google play store: <https://play.google.com/store/apps/details?id=uk.co.montreux.medwaygreenbook>

Absence/Attendance policy

Students are expected to attend all aspects of scheduled teaching timetabled. As a professional programme satisfactory attendance is essential and appropriate levels of engagement must be demonstrated throughout the placement.

Full attendance is MANDATORY throughout all aspects of clinical attachments AND across:

- ❖ Tutorials
- ❖ Workshops
- ❖ Seminars
- ❖ Clinical skills sessions
- ❖ Induction sessions
- ❖ Mandatory training sessions
- ❖ Clinical Adviser meetings
- ❖ Educational Supervisor meetings

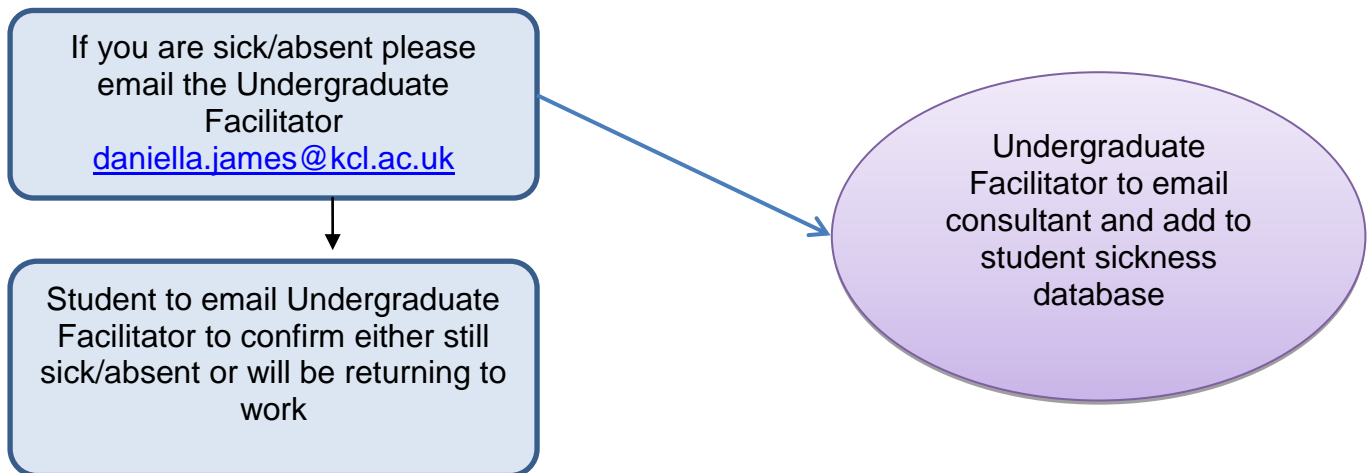
Whilst some teaching sessions will have registers, it is important to note that much of the scheduled activity will not. As such it is expected that a student will take **professional responsibility** for notifying their Block Lead and the Medical Undergraduate Education Facilitator (daniella.james@kcl.ac.uk) if they are unable to attend.

During placements a request for *known* absence should be made allowing sufficient time; this is recommended to be a minimum of four weeks in advance. A meeting with the Educational Supervisor should take place to determine and agree how missed learning will be made up. If insufficient notice for the absence is provided or the session cannot be made up then permission to be absent may not be supported.

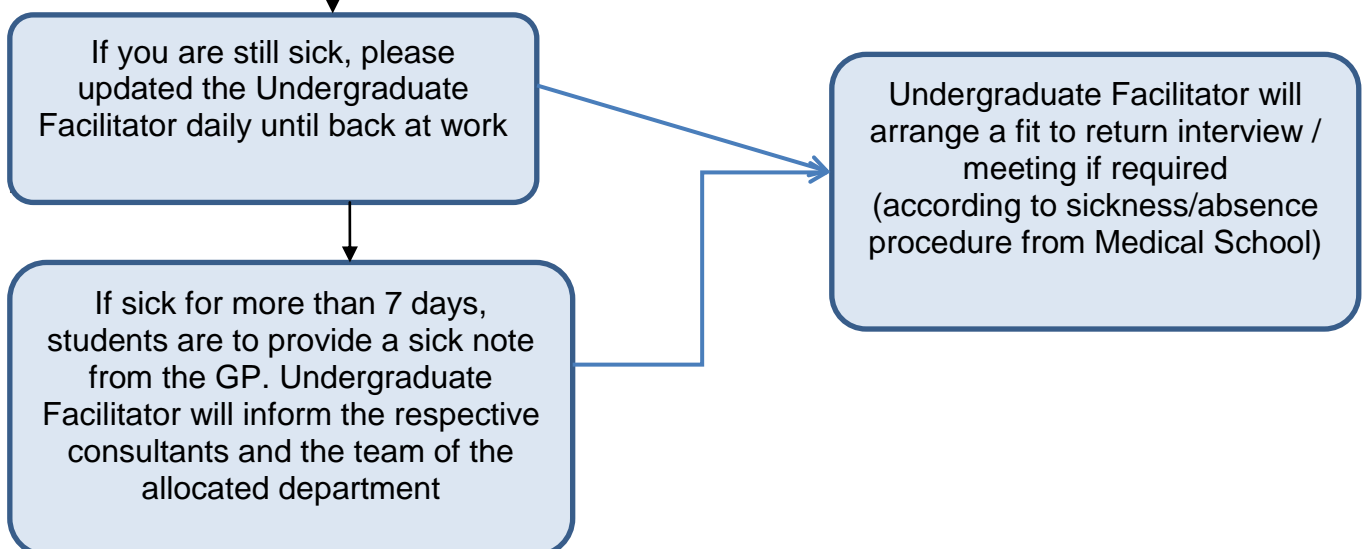
Norovirus guidance: *First and foremost, staff who have suffered from diarrhea or vomiting should not come into hospital for a minimum of 48 hours after the symptoms have gone - and should advise friends and colleagues to do the same if they are affected. Secondly, remember that soap and water hygiene is an essential defence - alcohol gel offers little protection against norovirus.*

The Medical Schools Attendance & Supporting Absence policy can be found on KEATS within the relevant Year Handbook.

Day 1



Day 3 or more



- Any know absence should be authorised as per the absence and attendance policy in your Student Handbook
- All sickness/absence must be reported without fail – this is a professional requirement
- All sickness/absence should be reported to the above contacts from Day 1 and keep the Undergraduate Facilitator informed as much as possible.
- If you need to discuss your sickness/absence, please contact the Undergraduate Facilitator, Daniella James – daniella.james@kcl.ac.uk who will assist you with your queries
- After 3 consecutive days of absence, the Undergraduate Facilitator will contact the Medical School
- Failure to report absence will be reported to the Medical School

Use of Social Media Do you want this in??? or do you want the link to the policy?

Relevant to:

To all staff

Purpose of Guidance:

Social media is an effective way for members of staff to celebrate their own, their team and the Trust's achievements and the Trust encourages colleagues to use social media in this way. However, in using social media, colleagues need to be careful not to do anything which brings the Trust into disrepute. The guidelines here set out how colleagues can avoid doing this.

Guidance to Follow:

Trust uses of social media

- 1 The Trust uses social media as part of its communication strategy. The communications department has authority to speak on behalf of the Trust and is responsible for managing the Trust's official sites, including Facebook, Twitter and YouTube.
- 2 Social media, like other communication tools, is used to improve the public's understanding of the Trust and its work, promote health and services, and engage with the general public. When using social media sites, the communications department will, on behalf of the Trust, ensure that:
 - comments and posts reflect the Trust's vision and values
 - responses are respectful towards patients, members of the public and Trust staff
 - confidential or sensitive information about patients, staff or the organisation or offensive or derogatory posts are removed
 - defamatory comments about members of our staff should not be shared in any public forum. Legal advice will be sought and action taken where necessary.

How staff can use social media to promote their work

- 3 Staff are encouraged to use social media to raise awareness of the work they are doing and of their team. Social media is not just a way of reaching external audiences but of communicating with colleagues internally.
- 4 Examples of social media use which colleagues can employ, are:
 - Posting a small piece of text or photo about some work they are doing or a recent achievements
 - Posting something about their team, or a photo of their team
 - Liking or retweeting a post put up by the Trust's communications department
 - If colleagues are uncertain about how best to use social media in their work, please contact the communications department.
 - Medway NHS Foundation Trust's social media accounts:

Facebook account: @MedwayNHS (<https://www.facebook.com/MedwayNHS>)

Twitter account: @Medway_NHS_FT (https://twitter.com/Medway_NHS_FT)

Instagram: @MedwayNHS (<https://www.instagram.com/medwaynhs/?hl=en>)

Taking care when using social media

- 5 There are a number of guidelines which colleagues should follow in using social media, to protect themselves.

Make clear opinions are your own

- 6 If a member of staff discloses that they work for the Trust or can be identified as an employee through association with other people, they should ensure their profile and related content is consistent with how the Trust would expect them to present themselves professionally.

Do not set up official Trust sites

- 7 All official social media sites are managed by the communications department. No other teams/staff within the Trust should set up corporate sites without the authorisation of the communications department. Staff should not set up sites that are made to resemble an official site.

Consider communicating as yourself

- 8 If a member of staff associates themselves with Medway NHS Foundation Trust on their social media site, they are expected to post under their real name. This demonstrates openness, honesty and accountability.

Respect others

- 9 Posts must not contain anything contrary to the Trust's equality and inclusion policy. Anything containing racist, sexist, homophobic, sexually explicit, threatening, abusive, disrespectful or other unlawful comments must not be published. Inappropriate comments relating to protected characteristics set out in current legislation, for example disability, should also not be posted.

Be aware of how online posts are, or can become, public

- 10 When staff publish something on social media, they should assume it is in the public domain.
- 11 Staff should be aware of privacy limitations when posting material. Even if something is initially shared with a limited group of followers or friends, it could still be copied and shared or published elsewhere.
- 12 Staff should carefully consider what they want to say before they publish anything, and work on the basis that anything they write or post could be shared more widely without their knowledge or permission. Staff should configure their privacy settings and review them regularly because:
- social media sites cannot guarantee confidentiality, and do change settings once information is online, it can be difficult to remove it

Get your facts right

- 13 When posting information, staff must ensure it is factually correct. If they discover they have reported something incorrectly, they should amend it and make it clear they have done so.

Understand the implications of defamation

- 14 Staff could face legal proceedings for posted comments aimed at named individuals or an organisation that are considered to harm reputation.

Respect copyrights

- 15 Staff may use the Trust logo and photos from the internet and intranet if they are posting to raise awareness, in a positive way, of their own work within the Trust. Staff should not use the Trust and NHS logo and photos from the internet or intranet sites for any other purposes as these are copyright protected.

Be careful when talking about work-related issues

- 16 Staff should only share information about the Trust that is in the public domain, and should not add derogatory comments on these issues.

- 17 Staff must also respect patient confidentiality, and should not disclose information that could identify a patient in any way.

Don't bring yourself or the Trust into disrepute

- 18 Staff should not air grievances or publish anything that risks bringing the Trust into disrepute.

Be careful about the use of photos

- 19 Staff should think carefully before posting photos that relate to their work or photos in an identifiable work setting. Staff should not use a photo of themselves in uniform as their profile picture; this could give the impression that their site is an official site.
- 20 Staff must not post images, of any description, containing patients on personal social media accounts.

Protect patient confidentiality

- 21 Confidentiality must be respected by anyone who posts anything about their work on the internet, and under no circumstances should anything be posted that identifies a patient.
- 22 Staff should ensure they know Trust policy on patient confidentiality and follow it at all times.
- 23 The DH guidance on patient confidentiality is contained in the publication "Confidentiality: NHS Code of Practice (Nov 2003)".

This states that all NHS staff have a duty to keep confidential all information about patients, and to not disclose this information to anyone not involved directly in their care. It is a legal obligation derived from case law; a requirement within professional codes of conduct; and is included in NHS employment contracts as a specific requirement linked to disciplinary procedures.

- 24 It is Trust policy to gain written consent from patients for all disclosures of identifiable information to the media and for publicity purposes. As well as names and other personal details, this includes the use of images of the patient undergoing treatment in a real life situation and where the patient is posing for a picture.

Indirect breaches of confidentiality

- 25 Nothing written by staff should comment on, or provide additional information about, cases already in the public eye – for example, any incident that has already been reported in the media.

Respect safeguarding issues

- 26 Posts made by staff must not encourage behaviour that could be linked to safeguarding issues, for example:
- Bullying
 - Luring and exploitation
 - Theft of personal information
 - Encouraging self-harm or violence
 - Glorifying activities such as excessive drinking or drug taking
- 27 These kinds of posts may be investigated and result in disciplinary action

Adhere to other Trust policies and procedures

- 28 Staff using social networking sites should always adhere to the Trust's vision and values, as well as codes of conduct and policies which are part of their professional and employment requirements.

Being harassed, bullied or victimised via a social networking site?

- 29 If staff believe they are being harassed, bullied or victimised as a result of another member of staff's post to an internet site, they can take action. Staff should access the Trust's Respect policy which outlines the informal and formal action that can be taken.

When you can use social media

- 30 Staff may use social media to raise awareness of their work, within working hours. Staff should not use social media for other purposes outside their allocated break times.

Doctors' use of social media

- 31 When advertising your services, you must make sure the information you publish is factual and can be checked, and does not exploit patients' vulnerability or lack of medical knowledge

The benefits of using social media

- 32 Doctors' use of social media can benefit patient care by:
- engaging people in public health and policy discussions
 - establishing national and international professional networks
 - facilitating patients' access to information about health and services.

Maintaining boundaries

- 33 Using social media also creates risks, particularly where social and professional boundaries become unclear. You must follow the guidance in *Maintaining a professional boundary between you and your patient*.
- 34 If a patient contacts you about their care or other professional matters through your private profile, you should indicate that you cannot mix social and professional relationships and, where appropriate, direct them to your professional profile.

Maintaining confidentiality

- 35 Many doctors use professional social media sites that are not accessible to the public. Such sites can be useful places to find advice about current practice in specific circumstances. However, you must still be careful not to share identifiable information about patients.
- 36 Although individual pieces of information may not breach confidentiality on their own, the sum of published information online could be enough to identify a patient or someone close to them.
- 37 You must not use publicly accessible social media to discuss individual patients or their care with those patients or anyone else.

Anonymity

- 38 If you identify yourself as a doctor in publicly accessible social media, you should also identify yourself by name. Any material written by authors who represent themselves as doctors is likely to be taken on trust and may reasonably be taken to represent the views of the profession more widely.
- 39 You should also be aware that content uploaded anonymously can, in many cases, be traced back to its point of origin.

Implications of not following the guidance:

Misconduct

Any member of staff found to be using social media sites inappropriately, as outlined in the principles above, may be subject to disciplinary action and will be managed in line with the relevant Trust policies.

Registered clinicians may put their registration at risk if they post inappropriate information on social networking sites.

Useful Contacts:

Communications team: communications.medwayft@nhs.net

Monitoring the Process:

The communications team monitor social media sites and will become aware of any inappropriate posts by staff.

National Definitions:

Data Protection legislation

Reference Material & Associated Documents:

Social Media Guidelines - Patients and Visitors - GURGR022

Catering on-site

The Restaurant is located on Level 1 Purple zone. For most up to date hours please use link below:

<https://intranet.medway.nhs.uk/directorates-and-departments/facilities-and-clinical-support-services/catering/>

Weekly menu is available here:

<https://intranet.medway.nhs.uk/intranet-news-and-events/latest-news/menu-of-the-week/>

The Coffee shop (located next to the Restaurant) opening hours are as follows;

Monday-Friday:

8am-5pm

Hot food available; Panini's & Toasties

Snacks and cold food available; Sandwiches, rolls, pastries, muffins, cakes and snacks

Hot and cold beverages available.

Closed weekends and Bank Holidays.

Incident Reporting

DATIX

What is DATIX?

DATIX is a web based system incident reporting tool. It has replaced the IRIS books. It will be used to monitor trends and will produce reports about incidents and near misses throughout the Trust.

What should I report using DATIX?

You should report all incidents and near misses within 24 hours of occurrence.

An overview of DATIX

Everyone can access and complete an Incident Reporting form without the need for a password by clicking on the first link under Datix.

When submitted it triggers an Email to your Line Manager (HANDLER) containing a link to complete the second part IRIS2 form.

Line Managers (HANDLERS) are ultimately responsible for completing the Incident report within 48 hours. HANDLERS can choose to delegate the form to someone else to complete if they feel they are the wrong person.

Managers will investigate and complete the IRIS2 form. They should change the status to **Being Reviewed** if the incident is for them. They will then carry out the investigation and when complete submit for final approval.

When submitted the IRIS form moves onto the third and final stage for the Governance team to finalize.

Important information

You cannot save the incident form so it must be completed in one go. The current form will time out after 30 minutes of inactivity and any information entered is lost. All mandatory fields (denoted by a red asterisk) have to be completed before the form can be submitted. The other fields are optional, but it is best practice to complete as much information as possible.

Bullying and harassment

The form can be completed anonymously if the incident is of a sensitive nature.