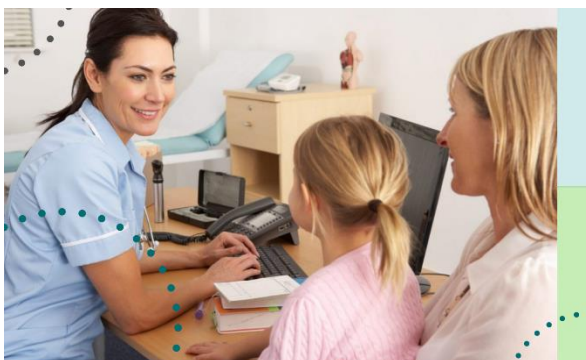




# Student Welcome and Orientation Guide to Wokingham North PCN





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# Welcome to Primary Care

## General Practice Nurse

***“A registered nurse, working autonomously within a multidisciplinary team”***

- Undertake a vast range of nursing assessments and provide appropriate care/treatment in conjunction with GPs according to practice policy, protocols etc.
- Strive to improve standards of care and be involved in identifying practice population needs.
- Assist practice staff to help deliver effective implementation of management of patients with chronic diseases as detailed by the Quality and Outcomes framework (QoF).
- Support the implementation of evidence-based practice in conjunction with the practice nursing team.
- Encourage the development of integrated services within Primary Care to include integrated practice-based teams and multidisciplinary working.



## What is a PCN

***“Since the NHS was created in 1948, the population has grown and people are living longer. Many people are living with long term conditions such as diabetes and heart disease or suffer with mental health issues and may need to access their local health services more often.***

***To meet these needs, GP practices are working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of practices known as primary care networks (PCNs).***

***PCNs build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home. Clinicians describe this as a change from reactively providing appointments to proactively caring for the people and communities they serve. PCNs are led by clinical directors who may be a GP, general practice nurse, clinical pharmacist or other clinical profession working in general practice.***



Wokingham North PCN consists of 3 Practices and serves The WNPCN has a population of 36,688 having an average of a 4 person household the most affluent areas are Wokingham, Windsor and Maidenhead with less affluent being Reading and Slough, the average age is 39.9 years old.

The WNPCN is made up of 60% White Patients with 15.8% Asian or Asian British along with 15.8% being other ethnic groups.

### **Chronic conditions**

17,084 / 49.17% of the WNPCN have Chronic conditions such as –

- 1,740 Asthma sufferers
- 1,395 Chronic heart diseases
- 45 at risk of heart failure
- 757 Chronic neurological disease
- 699 Chronic respiratory disease.
- 410 COPD

### **Covid**

In terms of covid and those suffering with Long covid 177 people have long term effect of covid 19, 16,828 patients are at risk of Covid and 64 people are on referral for long covid.

### **Local area information**

**Wargrave** is a historic village and civil parish in Berkshire, England. The village is primarily on the River Thames but also along the confluence of the River Loddon and lies on the border with southern Oxfordshire.

The village has many old listed buildings, two marinas with chandlery services for boats, a boating club and rises steeply to the northeast in the direction of Bowsey Hill, with higher parts of the village generally known as Upper Wargrave. In Upper Wargrave is a Recreation Ground with a cricket club, bowls club, football pitch and tennis club.

Wargrave is situated in the A321 road 7 miles (11 km) from both Maidenhead and Reading and 3 miles (4.8 km) from Henley-on-Thames. The village is larger than the county average, having its own railway station on the Henley Branch Line, off the Great Western Main Line from London Paddington; the village is quickly accessible to nearby parts of the M4 corridor, particularly Berkshire and Heathrow Airport and local major centres of employment include Reading and Maidenhead, with smaller businesses and additional commercial facilities in nearby Henley-on-Thames and Wokingham.

**Woodley** is a town and civil parish in the Borough of Wokingham, Berkshire, England, four miles (6.4 km) east of Reading and joined to the neighbouring town of Earley, two miles (3.2 km) to the west, and five miles (8 km) from Wokingham. Nearby are the villages of Sonning, Twyford, Winnersh, Hurst and Charvil. Until the 1930s Woodley was a village of little significance. In that decade, Woodley Aerodrome was opened in a 100-acre field belonging to Sandford Farm. After the Second World War, Woodley continued to grow, with industry relocating from Reading, and new housing and recently been voted in the top 20 safest places to live.

In the 2021 Census areas like Reading and South Oxfordshire have seen their populations increase by around 11.9% and 11.1%, respectively, while others such as Windsor and Maidenhead saw an increase of 6.2% and West Berkshire saw smaller growth (4.9%).

Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (BOB ICS). In our area the ICS covers Buckinghamshire, Oxfordshire and Berkshire West; otherwise referred to as BOB.

The BOB ICS covers a population of 1.8 million, three Clinical Commissioning Groups (CCGs), six NHS Trusts and 14 local authorities and 175 GP surgeries.



**Geographical Area of Berkshire, Oxfordshire and Buckinghamshire**



**Geographical Area of Wokingham North PCN**



**Placement Names:**

**Address:**

**Main Contact**

**Telephone:**

**Email:**

**Parking:**

**Public Transport:**

<p>Wargrave Surgery</p> <p>The Surgery, Victoria Road, Wargrave, RG10 8BP</p> <p>Rachael Neighbour/Emma Winker</p> <p>0118 9403939</p> <p><a href="mailto:Admin.wargrave@nhs.net">Admin.wargrave@nhs.net</a></p> <p>On-site or on-road Parking</p> <p>Bus/train</p>	<p>Woodley Centre Surgery/Parkside Practice (same site)</p> <p>6 Hadley Road, Reading, RG5 4JA</p> <p>Rachel Woodlock</p> <p>01189 697307</p> <p>On road parking or £7 per day car Park</p> <p>Bus</p>	<p>Green Road Surgery (Parkside Practice 2<sup>nd</sup> site)</p> <p>224 Wokingham Road, Reading, RG6 1JS</p> <p>Marcia Douglas/Charlotte Bradbury</p> <p>0118 9260026</p> <p>Bus</p>
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**Rachael Neighbour PCN Practice Educator [rachael.neighbour@nhs.net](mailto:rachael.neighbour@nhs.net)**



## Your Learning Opportunities

Please note each practice will offer varied opportunities within their remit, this list is not exhaustive.

### Clinics

- Diabetes
- Sexual Health/ Family Planning
- Women's health
- Screening
- Baby Immunisations/Adult vaccinations
- Travel Health
- COPD /Asthma
- Learning Disabilities
- Mental Health
- Cervical Smears
- MMSE's and Dementia Reviews
- Flu
- Pneumonia
- Shingles

### Health promotion activities

- Healthy Living/weight and diet
- Smoking Cessation
- Maternal/paternal health
- Self-management of chronic conditions

### Physical Assessment Activities

- Measurement of vital signs
- Respiratory assessments –peak flow
- Body Mass Index (BMI)
- ECGs
- Blood glucose monitoring
- Urinalysis
- Wound care – acute and chronic
- Risk Assessments – QRisk
- Phlebotomy
- Data gathering for long-term conditions such as foot checks for diabetes.

### Patient consultations

- NHS Patient Health Checks
- Long term condition management
- Medications management
- Patient Specific prescriptions and Patient Group Directives
- Home visits with GP/ nurses and paramedic practitioners including residential/nursing homes
- Reception/communication experience





## Public Health Agendas and how they are being implemented locally

Referral to and liaison with other community services, integrated care services and wider multidisciplinary teams





## Optimising Your Learning

**Every experience leads to learning** – ask questions, discuss and reflect, vocalise your feelings professionally, prepare and plan to meet your learning outcomes and more.

Take part in audits, case studies and research.



Be open, honest and transparent with your practice supervisor and practice assessor.

Read policies suggested.

Debrief at the end of every day, bringing confirmation of what has been observed, carried out and learnt, keep a diary.

Remember this is your opportunity to gain the best experience and achieve your learning objectives and more.

Be open minded, recognise your own biases and take time to understand and appreciate yours and your supervisors learning/coaching styles.





## Responsibilities

### Responsibilities of the placement:

- You will receive an introduction to your working environment within each surgery.
- You will discuss your learning needs and outcomes with your Practice Supervisor and Practice Assessor at the start of your placements so you can jointly agree a plan to help you meet your needs.
- You will be provided with an environment conducive to learning.
- You will be included as part of the team and your thoughts and opinions will be valued.
- Your Practice Supervisor and Practice Assessor will provide you with regular constructive feedback/forward to enable you to develop and gain the most from your learning experience/s.
- Your Practice Supervisor and Practice Assessor will complete documentation in a timely manner.
- We will listen to your feedback about your placement/s and will respond to any issues raised confidentially and sensitively.

### Responsibilities of the student:

- We expect you to arrive on time or inform your team or placement area if you are unable to attend or if you are going to be delayed.
- Mobile phones should be turned to silent mode and not accessed while in the presence of a patient.
- We expect you to share your practice documentation with your Practice Supervisor and Practice Assessor to ensure they are aware of your learning needs and expected outcomes.
- We expect you to act in a professional manner at all times.
- We expect you to dress in accordance with the guidance provided in this pack and always in a professional appropriate way.
- We expect you to respect and maintain confidentiality at all times.
- We expect you to engage fully in all learning opportunities provided and actively participate in meeting your learning needs and reviewing your progress.
- We hope that you will raise any issues regarding your placement at the first available opportunity.



## Additional Information

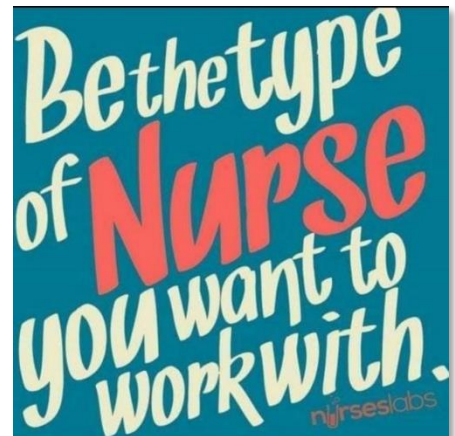
**Uniform/Dress Code:** to wear correct full student nursing uniform unless otherwise directed by practice manager.

**Shift Patterns:** These will vary with each placement location, and anytime between 07:00-20:00. Please contact your placement at least 1 week in advance to obtain your rota.

**Sickness and Absence:** If you are absent for any reason, it is your responsibility to inform both the university and your placement as soon as possible.

**Confidentiality:** Confidentiality must be maintained at all times as per the Nursing and Midwifery Council (NMC, 2015) code of conduct.

**Raising Concerns:** If you are concerned with the standards of care in any placement area please raise this concern. This should be addressed to your Practice Supervisor and Practice Assessor and the University (academic assessor)





## Orientation Check List

	Completed	Date
<b>Building Opening Times and contact details</b>		
<b>Entry to building, alarms, passcodes</b>		
<b>Emergency Exits and emergency procedures Defibrillator and emergency equipment location</b>		
<b>Accident Reporting</b>		
<b>Staff room, kitchen, toilet</b>		
<b>Overview of the Practice – who’s who</b>		
<b>Introduction to other staff</b>		
<b>Brief tour of the building</b>		
<b>Parking arrangements</b>		
<b>Add to EMIS and provide log in details</b>		
<b>Docman</b>		
<b>ICE</b>		
<b>Incident reporting</b>		
<b>Where to find policies</b>		
<b>Where to find stationary supplies</b>		
<b>Obtaining clinical supplies eg blood bottles</b>		
<b>Details for communicating with Practice staff</b>		
<b>Learners mobile number and email address</b>		
<b>Emergency Contact details</b>		
<b>Covid-19 Risk Assessment</b>		



## Safe Practice Includes Policies

**Please refer to the appropriate policies below which can be accessed via shared drives:**

- Smartcard Policy
- Sickness and Reporting policy
- Safeguarding Policy
- Remote Access to IT Systems Policy
- Portable Device Policy
- Internet and Social Media Acceptable Use Policy
- Infection Control and Hand Hygiene Policies
- Headset Protocol
- Good Practice Guidelines for Electronic Patient Records
- Fire Evacuation Policy
- Covid19 Vaccine Policy
- Communication Policy
- Cold Chain Policy
- Caldicott Principles
- Accident and Incident Reporting Policy
- GDPR Privacy Notice
- Data Protection and Medical Confidentiality Policy



# Student & Assessor Communication Form

*Providing Valid Reliable Feedback form to be completed weekly by student*

**Date:**

**Student Name:**

**Supervisor Name:**

**Placement week:**

<b>What is working well?</b>	
<b>What could improve your experience?</b>	
<b>What are our next steps?</b>	



# Student Evaluation

This form is to be used at the end of a Student Placement. This will help the practice to make improvements where appropriate and to facilitate the transfer of knowledge and experience for future students.

Student name:	
University:	
Course undertaking:	
Supervisor:	Date form completed:
Assessor:	Date form completed:
Placement title and area:	
Placement start date:	Placement end date:
What has been good or enjoyable in your time with us?	
What has been frustrating or difficult in your time with us?	
Did you meet your learning outcomes?	





What were your most positive learning experiences?

How could we have enabled you to make fuller use of your capabilities and potential?

What suggestions would you make to improve working conditions, facilities, etc?

How would you describe the culture or 'feel' of the Organisation?

Did you feel supported by your practice supervisor and practice assessor?

Has your opinion of primary care nursing within general practice changed? if so how and why?

***As a team and organisation – thank you for your time and feedback.***