

Can you help? We need children and young people to be volunteer patients

Issued by the Education Department

Why do we need volunteer patients?

You may have seen student doctors and nurses when you have been in hospital or at clinic. Do you think you could help them?

They learn lots of things in classrooms from lecturers; however, they need children and young people to help them develop as well. They need to learn ways of listening and talking to you and the correct way to examine you.

Therefore we are asking you and your parent or carer whether you would like to help our students from Newcastle University Medical School.

It is up to you to decide if you want to help.

What would I do?

There are different occasions that you may be asked to help. Currently we involve young people and their families in a few key areas they include:

- **Taking part in our special study** - this is where two or three students would come out to your home and talk to you and your family about your life. This project is to help the students understand more about how families cope and adapt when faced with medical issues. It helps them to see how you can manage your condition and fit in all your other activities such as going to school and socialising with friends. The students would come out to see you at a time that is convenient to you, and spend up to one and a half hours at your home. They do not need to examine you and we would only ask you to do this once in each academic year.

- **Taking part in the medical exams** - For this you would need to come to the hospital either for a morning or afternoon. You and your parent or carer would then see up to four students, one at a time, and they would ask you questions and maybe examine you – for example listen to your chest or feel your tummy. This is much like what would happen if you were in outpatients, except there will also be an examiner in the room. They are there to test the students not you.
- We are always looking at developing new and interesting ways to teach the students so there may be times we may contact you to ask you if you want to take part in other sessions.

There will not be any intimate examinations

There may be times that we want to take your photo, video you or record your voice so that the students can look at or listen to you in the classroom with their teachers. This helps them to look back and see how they performed, how they did well and how they could improve.

We may also ask if it is ok for the students and their teachers to look at your medical notes and any scans or x-rays you may have had.

What if I change my mind?

You can say no to taking part at any time, if you are too busy when we call please just say. If you still want to help another time, let us know. Equally if you change your mind completely and do not want to take part at all that is fine.

If at any point when you are with a student they ask something that you do not want to talk about, tell them and they will stop. The student will always examine you very gently and keep areas of your body covered up that they do not need to look at. The student does not want to hurt you or make you feel uncomfortable. If at any point anything does hurt or you are not happy, do tell them and they will stop.

It is important to us that you feel you can say no at any point – nobody will be cross or upset and it will not affect any of the care you receive after that.

What will happen when I come to the hospital?

The Education Department will arrange transport or parking for you and your family.

Food and drink can be provided when you come to the hospital.

While you are at the hospital one of the nurses or doctors will introduce themselves to you and your parent or carer and they will always be around should you need anything.

Who will be able to see my details?

We will keep your name and your address on a database. It is very important to us that we keep your details confidential and to help us do this, only the people in the hospital that are going to teach the students will be able to look at your full details.

Occasionally we may need to use non identifying details within the education centre or medical school as part of our own monitoring systems and audit.

We will send you a letter every two years asking you and your parent or carer if you still want to come and help our students learn. If you or your parent or carer says no then we will take your name off the database.

What do I do now?

If you are happy to be on the database then you and your parent or carer will need to fill out the permission to contact form attached to this leaflet and return it to us using the address at the bottom. If you are in the hospital or at clinic you can hand the form to a member of staff who can put it in our internal mail for us.

If you have any further questions before doing this then please contact us using the contact details in this booklet.

Your help is really important to us and especially to the students. They really benefit from talking to and meeting different people throughout their training.

So if you feel that you could help then please do get in touch, you can also pass this information to us by telling either your consultant or any of the specialist nurses that you are in contact with.

Once you are on the database we will only contact you when we need your help. Remember, you are under no obligation to help so please don't feel you have to say yes – your family life has to take priority and you may be able to help next time.

Contact Details

The lead doctor who supervises the students, the administrators, and the database is the Clinical Sub-Dean, Education Centre, North Tyneside General Hospital, Rake Lane, North Shields, NE29 8NH.

You can contact us between 9am and 5pm:

Undergraduate student office

Telephone: 0191 2934022

Or telephone 0344 8118111:

Medical education manager - ask for extension 34667

Senior Lecturer Practitioners:- Extension 32593 / 32767

Permission to contact form

Completing this form shows you are interested to find out more, but does not mean you have to be involved.

I am interested in finding out more about:

- Volunteers database

Please contact me on:

Name:

Date of birth:

Address:

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(Can attach addressograph sticker)

Telephone number:

Mobile number:

E-mail address:

Please send completed forms to the Paediatric nurse teaching office, Room T100, Education Centre, Rake Lane, North Shields, Tyne and Wear, NE29 8NH.

Alternative Formats

If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on **03 44 811 8118**

Other sources of information

NHS 111

NHS Choices

www.nhs.uk/pages/homepage.aspx

NICE (National Institute for Health and Clinical Excellence)

www.nice.org.uk

Patient Advice and Liaison Service (PALS)

Freephone: **0800 032 0202**

Text: 01670 511098

Email: northoftynepals@nhct.nhs.uk

Northumbria Healthcare NHS Foundation Trust

General Enquiries **03 44 811 8111**

www.northumbria.nhs.uk

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