



Northumbria Healthcare
NHS Foundation Trust

Your role as a volunteer patient

Issued by the Education Department

building a caring future

HOSPITAL | COMMUNITY | HOME

www.northumbria.nhs.uk

Your role as a volunteer patient

While you are a patient with us you may be asked if you will agree to being interviewed or examined, for educational purposes, by a health care professional. This might include:

- Medical students who are training to be doctors
- Postgraduate doctors who are qualified doctors doing extra training
- Students or qualified staff such as nurses or therapists learning or developing skills

Gaining experience of talking to and examining people with health problems forms a vital part of all training programs for healthcare professionals.

We may also ask if we can:

- Keep your name and some clinical details on a computerised database
- Access your written medical notes, x-rays or scans for educational purposes
- Record conversations and/or examinations on video or audiotape

This information will be held securely and will not be passed on to third parties.

If you are able to, you may be asked to be involved in remote teaching using your own technology at home connecting to the education department at one of the trust hospitals. This would not be recorded without your permission and would be dealt with as described on page 6 if it was agreed.

What happens during an interview or examination for educational purposes?

You may be asked if a health care professional may interview or examine you as part of their education.

This may be as an in-patient or outpatient.

It is important that you understand that this is only for educational purposes and will not effect the care offered to you.

No intimate examinations will take place.

A supervising doctor or lecturer practitioner will introduce themselves and the student(s) to you and explain the interview and which part(s) of you they wish to examine.

You may decline to take part at anytime, even in the middle of the interview or examination. This will not effect your medical care.

You may be asked to visit the hospital at a time other than your routine hospital appointment. If you agree to this your travel expenses including parking will be reimbursed (at trust rate) or a taxi will be provided free of charge. Refreshments will be available. You will be sent written information confirming any session you agree to.

What information will we keep?

We may ask for your consent to keep the following details on a computerised database:

- Name, address, telephone number and email address (if possible)
- Next of kin
- Date of birth
- Trust/Hospital number
- GP/Consultant/Specialist nurse
- Hospitals you are willing to attend
- Diagnosis and symptoms
- Availability of X-rays or scans
- Details of when you volunteered and who gave you the information you need including consent history
- Details of the extent to which you have agreed to be involved

Why do we want to keep information about you on our database?

This is to help us select and contact you for specific purposes. An example of this would be if we were looking for volunteers with a particular illness or symptom to use for educational purposes.

We will ask you for written consent before adding your details to the database.

We will ask you at least every two years if we can continue to keep information about you on the database. You can withdraw this consent at any time.

Why do we want to use your treatment information for educational purposes?

We may ask for your permission to use your medical notes, clinic letters, x-rays, or scans for educational purposes.

Health care professionals may need to use your medical notes, clinical letters, x-rays, or scans whilst examining you. This allows them to get a full picture of any health problems and is a valuable part of their education.

This information will only be available to authorised personnel.

Any information held will remain confidential and you can withdraw your permission for them to be used for education at any time.

What happens if we record your conversations and/or examinations on video or audiotape?

You may be invited to take part in recorded conversation and/or examination on video or audiotape. This is for educational purposes only.

If you agree, you will be given full details of your role before the recording.

The recordings are stored in a locked area and access is restricted to authorised personnel.

The recording will be destroyed immediately at your request. You have the right to request that the recording be destroyed at any time.

Who are the authorised personnel?

The only people who will be able to see the information on the database, your notes, x-rays, scans, and video or audiotape recordings for educational purposes are:

- The healthcare professionals mentioned on page 2
- Healthcare professionals working as teachers
- Staff working in the hospital education departments who help to organise volunteers.

Please feel free to contact us at any time if you have any questions or concerns.

Contact Numbers

The doctor overseeing the health care professionals' education, the administrators, and the database is: the Clinical Sub-Dean, Education Centre, North Tyneside General Hospital, Rake Lane, North Shields, NE29 8NH.

North Tyneside General Hospital:

Undergraduate Student Office (0191) 293 4022

Lecturer Practitioner (0191) 293 2767

Healthcare Assistant Education Recruitment
(0191) 293 4382

Wansbeck General Hospital:

Undergraduate Student office (01670) 529 694

Healthcare Assistant Education Recruitment
(01670) 529 692

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: 07815 500015

Email: northoftynepals@nhct.nhs.uk

Northumbria Healthcare NHS Foundation Trust

General Enquiries 03 44 811 8111

www.northumbria.nhs.uk

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