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| Three Counties School of Nursing and Midwifery | PRACTICE SUPERVIORS & PRACTICE ASSESSORS:‘SPEAKING UP’MANAGING STUDENT ISSUES IN PRACTICE |

***Please note:*** *This process does not replace normal processes for supporting students on placement or the usual assessment of practice documentation of student progress*

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| **Practice Supervisor/Practice Assessor has general query relating to student learning or personal** **development. Including learning difficulty or disability** |  | Contact Practice Facilitator/Educator for support/ referral to appropriate support services. Practice Facilitator/Educator contact Programme team as required.  Where serious concerns exist about student support for their learning please complete - ***Cause for concern form completed.*** |

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| **Practice Supervisor/Practice Assessor/Other member of placement team or fellow student has a concern about a student’s welfare, including safeguarding issues, bullying/harassment, mental or physical health concerns** |  | Contact Practice Facilitator/Educator – who will contact the programme team: Programme lead and Academic Assessor.  ***Cause for concern form completed.*** |

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| **Student reports a concern to Practice Supervisor/Practice Assessor/midwife/ nurse in charge about observed aspects of care/conduct** |  | Practice Supervisor/Practice Assessor/Nurse/  Midwife in charge to discuss concern with student |  | For serious unresolved incidents, Practice Supervisor/Practice Assessor/Nurse/Midwife to inform Practice Facilitator/Educator who will liaise with University of Worcester.  Student to be supported by the University to write any statement regarding incidents  ***Cause for concern form completed.*** |

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| **Serious concern about student performance or conduct that breaches professional codes of conduct** |  | Practice Supervisor/Practice Assessor/Nurse/Midwife in Charge suspends placement pending an investigation |  | Practice Supervisor/Practice Assessor/Nurse/ Midwife in Charge to notify Practice Facilitator/Educator. If Practice Facilitator/Educator unavailable to speak please contact Work Based Learning Support Office (WBLSO) on (01905 855375) or email: practice@worc.ac.uk  ***Cause for concern form completed.*** |

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| **Student fails to attend practice and has not reported absence/ sickness to placement** |  | Placement informs WBLSO and Practice Facilitator/Educator |  | WBLSO contact student and feedback to placement.  Prolonged unreported absence – ***Cause for concern form completed.*** |

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| **Three Counties School of Nursing and Midwifery** | **NURSING, NURSING ASSOCIATE AND MIDWIFERY STUDENTS:**  **‘SPEAKING UP’**  **RAISING CONCERNS IN PRACTICE** |

*As a student on a professional programme you have a responsibility to highlight concerns you have about standards of clinical practice including unsafe practice*

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| **You have a concern that may impact on your progress & / or you feel you need additional support in placement including support for a learning difficulty or disability** |  | Discuss with Practice Supervisor/Practice Assessor/Nurse Midwife / in Charge.  If unresolved, contact Practice Facilitator/Educator.  Allow 3 days for Practice Facilitator/Educator to respond. |  | If no response after 3 days:  **Nursing & Nursing Associate students** contact programme team via email at **practice@worc.ac.uk**  **Midwifery students** contact your personal academic tutor.  ***A cause for concern form may be completed to document your concerns.*** |

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| **You observe a serious incident / have a concern about an aspect of patient care or have an accident in practice** |  | Discuss with Practice Supervisor/Practice Assessor/Nurse Midwife / in Charge.  Inform Practice Facilitator/Educator. |  | If unresolved or it is inappropriate to discuss with Practice Supervisor/Practice Assessor/Nurse Midwife / in Charge - Inform Practice Facilitator/Educator & for **Nursing and Nursing Associate** students email practice@worc.ac.uk  **Midwifery students** contact your personal academic tutor  ***A cause for concern form will be completed.*** |

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| **You are asked to make or write a statement about an incident/event in practice** |  | Before statement is made: **Nursing & Nursing Associate students** contact programme team via email at practice@worc.ac.uk  **Midwifery students** contact your personal academic tutor |  | Programme team / personal academic tutor will inform Practice Facilitator/Educator and your Academic Assessor.  Support will be provided by the University to write any statement regarding incidents.  ***A cause for concern form completed will be completed.*** |

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| **You have concerns about a student’s welfare, including safeguarding issues, bullying/harassment, mental or physical health concerns** |  | Contact Practice Facilitator/Educator – who will contact the programme team: Programme lead and Academic Assessor.  ***A cause for concern form will be completed will be completed.*** |

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| **Three Counties School of Nursing and Midwifery** | **ADVICE NOTES** |

**Practice Facilitator/Educator:** refers to generic term for practice facilitator, clinical educator, practice educator, practice education facilitator, practice placement manager – each setting has an identified **Practice Facilitator/Educator**, who is the **nominated person** to offer support and guidance to students. Details of the placements nominated **Practice Facilitator/Educator** are available on your ARC placement details.

**Worcestershire Acute Hospitals NHS Trust**:

Direct Line PF Team: 01905 760472. Team mobile 07764 921542

Tel: Ext. 36767, Tel: Ext. 36719, Tel: Ext. 36769

Midwifery: Tel: Ext. 36768

**Worcestershire Health and Care NHS Trust**

Tel: 07423452914, Tel:07803437907

Email: [WHCNHS.practicefacilitators@nhs.net](mailto:WHCNHS.practicefacilitators@nhs.net)

**Wye Valley NHS Trust**

Tel: 01432 383307

Midwifery: Tel: 01432383360 ext: 3360

Email: [Practice.Educators@wvt.nhs.uk](mailto:Practice.Educators@wvt.nhs.uk)

**2gether NHS Foundation Trust**

Chris Betteridge: [chris.betteridge@nhs.net](mailto:chris.betteridge@nhs.net) Tel: 07825 430118

**Herefordshire and Worcestershire Partnership–Nursing Associate Apprentices**

[whcnhs.nursingassociate@nhs.net](mailto:whcnhs.nursingassociate@nhs.net)

**Independent Sector**

Sarah Weaver: [s.weaver@worc.ac.uk](mailto:s.weaver@worc.ac.uk) Tel: 01905543029

**Gloucestershire Hospitals NHS Foundation Trust**

Asha Dhany: [asha.dhany@nhs.net](mailto:asha.dhany@nhs.net) Tel: 0300 4225527

Deborah Slade: [d.slade@nhs.net](mailto:d.slade@nhs.net) Tel: 0300 4226102

Sian Harrington: [sian.harrington@nhs.net](mailto:sian.harrington@nhs.net)

**Dudley Hospitals NHS Foundation Trust**

Bobby Pujeh [el.pujeh@nhs.net](mailto:el.pujeh@nhs.net)

Kerri-Ann Bradley [kerri-ann.bradley@nhs.net](mailto:kerri-ann.bradley@nhs.net)

**Nursing/Nursing Associate programme team:**

[Practice@worc.ac.uk](mailto:Practice@worc.ac.uk) Emails to this address are received by: Programme leads, Deputy Programme/cohort leads. Your concern or request for support will be responded to within 1 working day and may be forwarded to the most suitable party e.g. for concerns or request for support with learning difficulty or disability, your concern or request would be forwarded to Firstpoint, they may also contact your Academic Assessor.

**Midwifery students**:

Contact your personal academic tutor, who will forward your concern or request for additional support to the most appropriate person e.g. your programme lead or Academic Assessor.

**WBLSO**:

Work Based Learning Support Office, University of Worcester.

WBLSO office hours Monday‐ Friday 9am‐ 4.30pm (do not telephone at weekends/ bank holidays).

Tel: 01905 855375. Outside office hours email: [wblso@worc.ac.uk.](mailto:wblso@worc.ac.uk)

Emails will be responded to within 1 working day

**Where a serious concern is reported to WBLSO** they will contact the student to request further details and acknowledge the serious concern. WBLSO will contact the Practice Facilitator/Educator who will liaise with mentor/ charge nurse. WBLSO will also contact Nursing, Nursing Associate or Midwifery Programme Lead/ team who will liaise with student, Practice Facilitator/Educator and Academic Assessor as necessary.