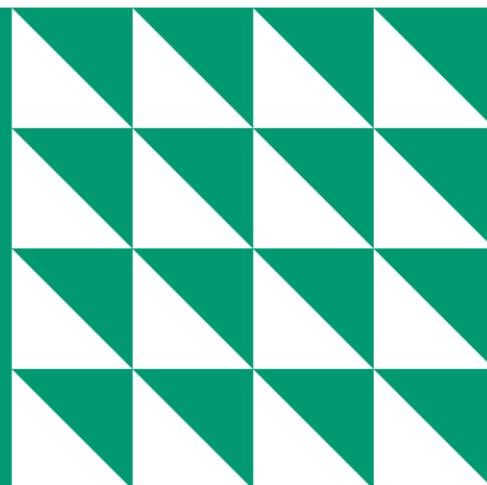




School of Health
& Medical Sciences

citystgeorges.ac.uk



Information Sheet

Patient Involvement in Teaching and Assessment for the School of Health & Medical Sciences

At City St George's University, we rely heavily on patients to ensure our students are trained to a high standard, and that they enter practice as knowledgeable, skilled and compassionate healthcare professionals. Some types of sessions are run face-to-face and some are delivered using virtual platforms on a computer. All of these sessions can only take place with the generous support of patients. Prior to all of these sessions you will be told what to expect and consent will be discussed and obtained with you for each one.

Some of the sessions require patients to discuss their lived experience and others are for the students to find your diagnosis through their examination/questioning with you. We have a centralised spreadsheet database, where we hold information about all patients who are happy to be contacted, to discuss working with us in various sessions. The information that we store is detailed on the Data Storage Consent Form.

We are increasing the scope of the work that we do with patients, but the current main activities are detailed below.

Communication skills teaching sessions (face-to-face or virtual)

We place a great deal of importance on our students' ability to communicate effectively and sensitively with patients. We also want them to understand how symptoms and illnesses impact on people's lives. We run sessions that involve talking with students about your health and care, and how your condition affects you (your lived experience). These are usually three hours long, split into two one-and-a-half hour sessions. There will always be a tutor with you, and you are, of course, free not to answer any questions that you are not comfortable with.

Clinical skills teaching sessions (face-to-face or virtual)

In Clinical skills teaching sessions you can expect to be examined by a student in a similar way a GP would examine you during a consultation. This also involves asking you questions to explore your medical history. Students work in groups of 6 to 8, always under the supervision of a tutor, who ensures safe and correct practice during the session. These are usually three hours long, split into two one-and-a-half hour sessions. There will always be a tutor with you, and you are, of course, free not to answer any questions that you are not comfortable with.

Clinical Exams (face-to-face)

To progress in their training, and ultimately to graduate as doctors, pharmacists or allied healthcare professionals (Paramedics, Physiotherapists, Occupational Therapists, Radiographers), our students must demonstrate their examination skills (one example might be listening to the heart or chest examination). We assess this by observing the students whilst they examine patients, usually followed by a discussion about what they have found. These assessments are called Clinical Competence Assessment (CCAs) or Objective Structured Clinical Examinations (abbreviated to OSCEs and pronounced 'oss-keys'). They are major events that the students spend many months preparing for.

Assessments usually run all day. They are split into several sessions, each about one-and-a-half hours long. At the start of the day, a member of staff, usually a healthcare professional or tutor, will explain the process and what we need from you. We will ask you to read and sign a consent form, confirming your agreement to participate. There will be people available who can answer any queries that you may have.

We will then take you to a private cubicle in the assessment room. Depending on the type of examination, we may ask you to change into a hospital gown. An experienced healthcare professional/examiner, who will be assessing the students, will briefly examine you to check what the students should be expected to find.

Students will then see you one at a time. Each will spend 10–15 minutes with you, examining you and discussing their findings. You will probably see about five students, and then have a break before seeing another set of students. Generally, we aim to have two patients for each cubicle, and you swap between sessions. This gives you a rest after a session, but it does mean that there can be some waiting around. We therefore suggest you bring a book or magazine. A room will be provided for your breaks, shared with other patients. Refreshments will be available, and it will be staffed by a healthcare assistant. You are welcome to leave your belongings here, but we suggest you do not leave anything valuable, as we cannot guarantee the security of your possessions.

If you have an accident or are taken ill whilst you are with us, you will be given first aid treatment. If necessary, an ambulance will be called or you may be taken to the A&E department at the hospital for further care. If this happens your GP +/- hospital consultant will be informed by A&E.

Virtual sessions

These sessions could be run for both teaching clinical and communication skills to the students. They are generally delivered on a virtual meeting platform called Microsoft (MS) Teams, Panopto or BigBlueButton. The length of each session is typically between 1-1.5 hours. You would need your own computer, or access to one and be available to be online for the agreed time. You would only see the tutors, the student you are talking to and yourself, but the students would all be able to see you. The students have opportunity to ask you questions during the session. Sometimes you will receive some pre-prepared questions that the students would like answers to, and someone would contact you to discuss how the sessions run and go through a consent form with you. All students and tutors would be using their university accounts which are protected under the university Data Protection and Information Security Policies. You would be provided with a university email account as a temporary guest and added as a guest to the team account for that session.

When will you hear from us?

We have 1000s of medical and allied healthcare students at City St George's. To ensure they are all appropriately taught and assessed, we rely on the help of many patients. We match patients to sessions according to their condition(s). We generally plan this weeks or months in advance. If you have a condition relevant to a future session, we will contact you to ask if you are available and willing to work with us.

To remunerate your involvement, we offer direct payment into your bank account, High Street shopping vouchers or of course you can volunteer for free if you prefer. Vouchers may be viewed as payment by HMRC, which might affect any benefits you are claiming. All payment is taxable. We can arrange a taxi to get you to and from the university, and we will cover the cost of this. If you travel on public transport, we will reimburse you your expenses on the day. For all-day sessions, we will provide lunch and refreshments.

If you have any questions, please call Kirstie Ellis, on 07922 382998 or you can email her at: kellis@citystgeorges.ac.uk to discuss. Kirstie is available on Wednesdays and Thursdays between 9am-4.30pm.