

# Real Life Story



Health Education North West



## Student Quality Ambassador

As part of the team she has undertaken training on The 15 Steps toolkit and used this

to establish the quality of services experienced in clinical practice, utilising it to give positive feedback. This, along with learning more about values and beliefs through involvement in the project, has meant that she is more adept at identifying and sharing best practice, which in turn influences her own. This already has meant that Julie has been able to influence service delivery. She has actively taken part in trialling a numeracy learning tool (SNAP) which is not only enabled her to potentially influence future learning for students, but also enhanced her own numeracy skills.

Julie has also been busy introducing her role and experiences to local PEF's, practice mentors, HEI lecturers and other nursing students via SQA events, newsletter articles, attending informal student gatherings and delivering presentations.

“My involvement with the NHS Northwest SQA project has enhanced my learning and practice through taking part in a cohesive, empowering and inspiring project such as this. I have a wider ‘professional’ network having forged new links within my University, local trust, other HEIs and students across the northwest. I was recently delighted how an acute adult mental health ward manager positively received feedback structured by 15 steps toolkit and following on from this invited my input into a quality audit.”

**Julie Sheen** is a third year Mental Health Pre-registration student based at Riverside Campus within the University of Chester. Julie has been a NHS

- Northwest Student Quality Ambassador (SQA) since December 2011;
- Becoming a SQA has supported her student role in clinical practice and academic learning. She has had direct input into the design and on-going development of the SQA role, increasing her skills in negotiation, communication and team working. Julie can be contacted on 1007591@chester.ac.uk