

# Real Life Story



Health Education North West



## Student Quality Ambassador

### Phillppa Friday

I am currently a second year student at the University of Liverpool and within my

- training I had the opportunity to become a NHS North-west Student Quality Ambassador (SQA). I have
- been involved in this scheme since September 2012 and feel as though participating has given me the opportunity to increase my time management, team working and communication
- skills with other students, health professionals and also patients.

-I am very proud of my role as a SQA and have

undertaken training of the 15 Steps toolkit which allows me to implement this onto wards. I am able to give suggestions and highlight good practice to increase in both patient outcomes and experience on the ward. Within my training I have the opportunity to work in the different trusts around the Merseyside area. This allows me to introduce and discuss my role to different trusts and increases health professional's knowledge of the role and the importance of highlighting good practice and helping to shape my own knowledge of good practice throughout my training.

This really is a powerful project, it makes me feel as though I am making a difference in the clinical setting through suggestions I have made to the ward and positive feedback from both colleagues and patients. Working as a team in health care settings suggests that everybody achieves more, it allow us as health care professionals to be proud of the care and practice we accomplish in the work area and it allows patients to build trust and feel comfortable in an unfamiliar clinical setting.