

Real Life Story



Health Education North West



Student Quality Ambassador

Jacqueline O'Brien has been a NHS Northwest Student Quality Ambassador (SQA) since September 2012 when phase 2 of the scheme launched. She is currently in her 3rd year of adult nursing at Manchester Metropolitan university and is due to qualify in September this year.

- My journey began when the role was advertised via my university and it sounded exciting! Having talked with my mentor on placement, he agreed to support me and I got signed up....since that day, I have never looked back. Being a SQA has opened the doors to so many valuable learning opportunities that I have been able to share with my peers.

I attended a workshop on values and behaviours for recruiting student nurses in the future lead by the Department of Health (DoH) which allowed me to get involved and give my opinion on recruitment methods - I felt that my opinion was accepted and would possibly influence future recruitment.

I am currently working with the Practice Education Facilitator (PEF) at University Hospital of South Manchester (UHSM). Linking up with the supporting PEF has given me the opportunity to share my ideas and what I can do to help make the patient and staff experience better ensuring better patient care. The PEF has since introduced the SQA role to the Patient Experience (PALS) Matron who believes that the role is key in improving overall patient care.

She has invited me to take part in 'first Friday' which takes part on a first Friday of every month to look at specific outcomes for each clinical area. I attended the Family and Friends Test (FFT) launch in March which is due to commence in April and have been invited to become part of the team who launch the initiative trust wide providing patients, relatives and staff with information about the test.

By joining together as a family of passionate, enthusiastic nursing students from various universities and Trusts, we have not only bridged the theory - practice gap, but we have made the NW region come together as one. I would urge anyone wishing to apply as an SQA to only apply if compassion is your business and you have the passion and commitment to 'rock