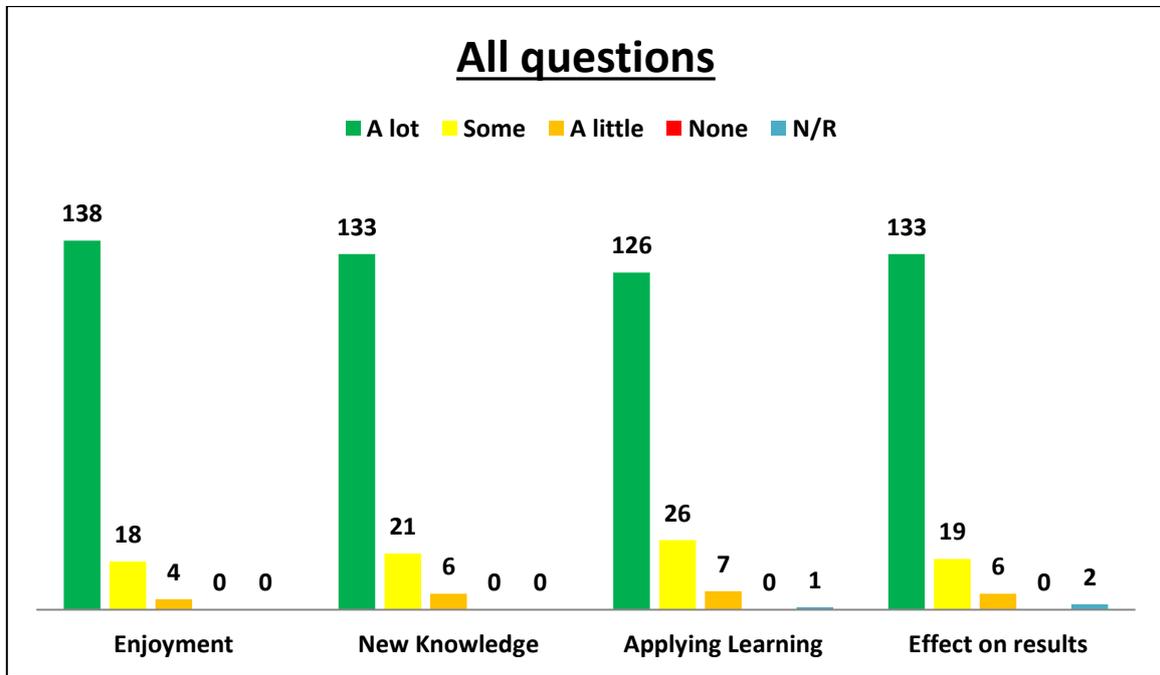


## HCA Development Programme Evaluation & Feedback

(Raw Data n=160)



### Enjoyment: Did I enjoy the session?

#### Did I enjoy the session?

Number of Responses	160 100%
Did I Enjoy the session?	
A Lot	138 86%
Some	18 11%
A Little	4 3%

Title of Session:	Did I Enjoy the session?	Specific highlights and or suggested improvements:
Basic Communication Skills	A Little	
Oxygen Training	A Little	Found this session a little boring
Oxygen Training	A Little	
Wound Care	A Little	Didn't really enjoy this thought it wasn't relevant to the role of HCA regardless of what ward your on

## Enjoyment: Session Breakdown

	Number of Responses	Did I Enjoy the session?		
		A Lot	Some	A Little
<b>Total</b>	<b>160</b>	<b>138 86%</b>	<b>18 11%</b>	<b>4 3%</b>
<b>Session</b>				
<b>Roles &amp; Responsibilities</b>	<b>11</b>	10 91%	1 9%	- -
<b>Basic Communication Skills</b>	<b>12</b>	11 92%	- -	1 8%
<b>Care and Compassion</b>	<b>12</b>	12 100%	- -	- -
<b>Privacy &amp; Dignity</b>	<b>12</b>	9 75%	3 25%	- -
<b>Catheterisation</b>	<b>10</b>	10 100%	- -	- -
<b>Tracheostomy Care</b>	<b>9</b>	9 100%	- -	- -
<b>Physiological Measurements</b>	<b>13</b>	11 85%	2 15%	- -
<b>Oxygen Training</b>	<b>11</b>	5 45%	4 36%	2 18%
<b>Suction</b>	<b>10</b>	10 100%	- -	- -
<b>Plaster Care and Neurovascular Observations</b>	<b>7</b>	7 100%	- -	- -
<b>Bereavement</b>	<b>9</b>	8 89%	1 11%	- -
<b>Feeding and Nutrition</b>	<b>9</b>	7 78%	2 22%	- -
<b>Wound Care</b>	<b>11</b>	9 82%	1 9%	1 9%
<b>Care of Babies/Neonates and New-borns</b>	<b>7</b>	6 86%	1 14%	- -
<b>Gastrostomy and NGT feeds</b>	<b>5</b>	4 80%	1 20%	- -
<b>Play and Distraction</b>	<b>6</b>	4 67%	2 33%	- -
<b>Top to toe</b>	<b>6</b>	6 100%	- -	- -

## **Enjoyment: Specific highlights and/or suggested improvements**

### **Session: Roles & Responsibilities (03/09/12)**

- This session was explained very well and found it very interesting
- I am new to the role and I have learnt a lot today
- Yes the session was interesting
- Course was interesting and well presented
- Session has been made fun and more memorable
- Really enjoyed the course
- I enjoyed this course very much
- Very interesting X2

### **Session: Basic Communication Skills (17/09/12)**

- This session highlighted a lot of different situations in the work place. Things to improve my working day
- This session has highlighted a lot of different emotions
- Group work was fun, Getting to know the group more was good
- Learning on how to listen using body language
- Very enjoyable session
- I thoroughly enjoyed the session
- The session was very interesting
- Yes it was interesting
- Excellent session
- The session was very interesting

### **Session: Care and Compassion (26/09/12)**

- More understanding of the needs and accessibility of different religions
- Very interesting
- This session was great it gave me a better understanding of Holistic and Spiritual Care
- So relaxed and enjoyable. Opened my eyes as to how things have changed towards religion
- I enjoyed this session a lot
- Would have liked more time to discuss religion
- This session was really good with a chance to discuss
- It usually interesting
- Really enjoyed the session found it really useful
- I really enjoyed this session very much it was very interesting
- Really enjoyed the discussion session

### **Session: Privacy & Dignity (26/09/12)**

- Kept going off track of course as some members of group kept discussing different matters
- I enjoyed the session as it reiterated the Trust policies to employees about confidentiality
- Reiterate to Trust Employer/Employee the importance of confidentiality round staff sickness records and suspension of staff
- This session was very informative
- It was interesting to listen about what staff don't realise e.g. talking whilst bathing a patient not realising they can hear you
- Very interesting
- I felt that I could of enjoyed it much more but it was ruined by other members of the group who where taking the topic of conversation away from the actual topic
- Too many negative vibes from the rest of the group made the session a bit prolonged. Session really interesting and knowledgeable but too many distractions
- The session was really good
- I enjoyed this session a lot
- I enjoy the session a lot

### **Session: Catheterisation (08/10/12)**

- Clear and well presented with P.P. Very informative easy interesting to listen
- The session went really well very informative and well presented by Sarah
- This was an excellent session
- Enjoyed it a lot
- Nothing can be improved it was really interesting seeing the different type of catheters and maintaining them this was a really interesting and simple enough for us to understand without Dr nursery talk
- Enjoyed the session immensely was totally engrossed in all what Sara said she was easy to listen to and took time to explain everything
- Excellent very interesting
- Sarah made the session easy for us. It was aimed at our level so is more enjoyable when you are understanding what's going on
- Yes I learnt so much from this

### **Session: Tracheostomy Care (08/10/12)**

- I have attended a tracheostomy 2 day course last year. It was good as a refresher training it was interesting and to the point
- Enjoyed but really was scary to think the patient is completely in your hands

- Very interesting learnt a lot
- Very interesting but slightly rushed
- Yes presented well supported with P P
- I have done study day before and it was just as enjoyable
- Visual aids are very helpful when learning
- Great session
- Demonstrations

### **Session: Physiological Measurements (18/10/12)**

- Great
- Very enjoyable
- Yes very much
- Excellent session really enjoyed the whole of it
- Very interesting
- Yes very enjoyable. Very interesting good information
- The session was really interesting. It was fully explained
- The session was extremely useful. The way it was presented kept your interest at peak level
- Yes it is interesting finding out about backgrounds of things i.e. heart lungs brain etc.
- Great session
- The whole session was interesting and I have learnt a lot. Enjoyable to listen and watch P P

### **Session: Oxygen Training (29/10/12)**

- Found this session a little boring
- I found this session a little boring even the presentation was bland
- Quite enjoyable
- Short but very interesting
- Easy to listen to kept to the basic techniques
- Yes
- Good session
- The session was interesting learned some new information

### **Session: Suction (29/10/12)**

- Great session
- I enjoyed the practical side Kim was very easy going and approachable
- Very much
- Yes X2
- Very informative

- Considering it was put together at short notice it was very good
- Yes I enjoyed the session was really interesting and helpful

### **Session: Plaster Care and Neurovascular Observations (29/10/12)**

- Loved the session as we got to actually do some hands on work. Hilary was very easy to listen to
- Great session
- I really enjoyed this session it was interesting helpful and easily understood
- Session very enjoyable
- Very enjoyable and informative
- Very interested in session
- Very much

### **Session: Bereavement (16/11/12)**

- Excellent session one of the best
- Excellent session
- Great session
- All the session was very interesting and learnt a lot
- I really enjoyed this session
- I feel the session has helped a lot. I feel more educated
- Feel confident in my working practices to wards
- I enjoyed the session as I did not know much about nutrition and was interesting

### **Session: Feeding and Nutrition (20/11/12)**

- The session was very informative
- A very interesting and informative session
- Good session
- Yes this session was interesting
- Felt like it wasn't in depth enough needed more detail of (growth chart etc.)
- Again enjoyed the session

### **Session: Wound Care (20/11/12)**

- Really interesting
- A very enjoyable session
- Yes
- Very informative

- Didn't really enjoy this thought it wasn't relevant to the role of HCA regardless of what ward your on
- Excellent again
- Yes very interesting and enjoyable
- I really enjoyed the session as it was very informative

#### **Session: Care of Babies/Neonates and New-borns (03/12/12)**

- Enjoyed this session very much
- Good session
- I enjoy learning about small children neonatal information is very important
- It was interesting and good to learn

#### **Session: Gastrostomy and NGT feeds (03/12/12)**

- Very interesting and informative
- I really enjoyed this session

#### **Session: Play and Distraction (11/12/12)**

- I enjoyed the session very much really interesting
- Enjoyed the session really useful information was given
- Great session

#### **Session: Top to toe (11/12/12)**

- Excellent session role play was brill
- Great session
- Yes the session was good and fun
- Very good role plays that got you thinking. Good information and presented well
- Session was very well detailed

## New knowledge and ideas:

### Did I learn anything, and did I get some new ideas or did it build on my current knowledge?

<b>Number of Responses</b>	<b>160 100%</b>
<b>Did I learn anything, and did I get some new ideas or did it build on my current knowledge?</b>	
<b>A Lot</b>	133 83%
<b>Some</b>	21 13%
<b>A Little</b>	6 4%

### Sessions & Responses specifying “A little”

<b>Title of Session:</b>	<b>Did I learn anything, and did I get some new ideas or did i...</b>	<b>Specific highlights and or suggested improvements:</b>
Tracheostomy Care	A Little	It was a great refresher
Oxygen Training	A Little	I learnt a little
Oxygen Training	A Little	
Wound Care	A Little	The session was very comprehensive alot of what we talked about is not within my role so I feel a bit unsure
Care of Babies/Neonates and Newborn	A Little	knew quite a lot about caring for babies anyway as I used to work in Liverpool Womens
Care of Babies/Neonates and Newborn	A Little	

## New knowledge & Ideas: Session Breakdown

	Number of Responses	Did I learn anything, and did I get some new ideas or did it build on my current knowledge?		
		A Lot	Some	A Little
<b>Total</b>	<b>160</b>	<b>133 83%</b>	<b>21 13%</b>	<b>6 4%</b>
<b>Session</b>				
<b>Roles &amp; Responsibilities</b>	<b>11</b>	8 73%	3 27%	- -
<b>Basic Communication Skills</b>	<b>12</b>	11 92%	1 8%	- -
<b>Care and Compassion</b>	<b>12</b>	11 92%	1 8%	- -
<b>Privacy &amp; Dignity</b>	<b>12</b>	11 92%	1 8%	- -
<b>Catheterisation</b>	<b>10</b>	10 100%	- -	- -
<b>Tracheostomy Care</b>	<b>9</b>	7 78%	1 11%	1 11%
<b>Physiological Measurements</b>	<b>13</b>	12 92%	1 8%	- -
<b>Oxygen Training</b>	<b>11</b>	4 36%	5 45%	2 18%
<b>Suction</b>	<b>10</b>	9 90%	1 10%	- -
<b>Plaster Care and Neurovascular Observations</b>	<b>7</b>	7 100%	- -	- -
<b>Bereavement</b>	<b>9</b>	8 89%	1 11%	- -
<b>Feeding and Nutrition</b>	<b>9</b>	8 89%	1 11%	- -
<b>Wound Care</b>	<b>11</b>	10 91%	- -	1 9%
<b>Care of Babies/Neonates and New-borns</b>	<b>7</b>	4 57%	1 14%	2 29%
<b>Gastrostomy and NGT feeds</b>	<b>5</b>	5 100%	- -	- -
<b>Play and Distraction</b>	<b>6</b>	2 33%	4 67%	- -
<b>Top to toe</b>	<b>6</b>	6 100%	- -	- -

## **New knowledge and ideas: Specific highlights and/or suggested improvements**

### **Session: Roles & Responsibilities (03/09/12)**

- I've learnt a lot more knowledge that will help me in the workplace
- My role and responsibilities
- Accountability points have been helpful
- I learned new information that I didn't know which I can learn from
- The course broadened my thinking on today's topics
- Confidence has come from this session
- I learnt a lot as a new VHCA. A lot of this was very valuable to me
- I did learn a lot on this session today
- I learnt that I would be accountable for a task if I accepted it

### **Session: Basic Communication Skills (17/09/12)**

- I learnt how to read people in different cases and scenarios. Don't be judgemental
- How to be able to read people better
- Learned how people's feelings can be hard to read. People can hide feelings well
- It made me more aware about reading body language
- Yes learned a lot which I can put to use when communicating with families
- I learnt lots about how to communicate with people but also how to look at my own way and deal with things
- I will use other ideas that came out of the sessions
- I never realised posture and body language can make a difference
- I learnt a lot about myself the way I communicate
- I was really made aware of my body language and what I needed and work on

### **Session: Care and Compassion (26/09/12)**

- Religion
- I learnt a lot about facilities in the chapel for different religions
- I learnt a lot that I can use during my working shift
- I learned a lot of how we can be of more assistance to people who need help of all kinds
- I can use this knowledge to pass on information to parents/relatives
- I am very surprised at how much I learnt about the services Alder Hey provide
- It was helpful to learn that its available to anybody and they don't have to be religious
- Learnt people have same concerns on ward

- Until this session I didn't realise how much you need to understand the care and compassion of other peoples need and what they are going through
- Learnt that people have same concerns around approaching subject
- I learnt that I will be able to pass my knowledge on to other staff members for the benefits of the patient's parents and staff

### **Session: Privacy & Dignity (26/09/12)**

- Yes hand washing by bedside
- Confidentiality round staff sickness records + suspension of staff members
- My current knowledge is up to date but having a refresher is always needed
- Simple things make a lot of difference to ?
- Yes lots of ideas on how to respect the privacy and dignity of others
- This built on my current knowledge
- Yes I learnt what happens in other areas at Alder Hey what will be useful info for DIOPD
- I learnt a lot more than I know and built on my current knowledge
- I learned to give people privacy and to treat people as individuals
- Yes I did learn a lot to build my current knowledge

### **Session: Catheterisation (08/10/12)**

- Expanding on my current knowledge of UTI in my place of work. Questions answered in simple understandable terms
- I did learn some new things that will be helpful in my post
- I learnt a lot there was so much information given today
- I learnt a lot about urine dips we use a lot of them on the ward for diabetes patients
- I felt learnt a lot from this session with regards to whole catheter and hygiene care
- I order catheters all the time on my ward and I am very pleased to know what exactly they do
- Learnt lots of new information regarding anatomy of boys and girls and the way the body works
- It gave me an understanding of catheters and the reasons used as I have limited experience in this area
- That being catheterised can cause all types of bugs

### **Session: Tracheostomy Care (08/10/12)**

- It was good to learn new things and new ideas
- I got plenty of ideas and hope they will be useful in building my current knowledge
- Build on my knowledge haven't had much to do with Tracheostomies would like to learn more
- Learnt lots of new things

- I learnt a lot in caring for the patient with a trachy today. I can build on my current knowledge by completing my competencies for this procedure
- It was a great refresher
- I have seen several new techniques and although it is unlikely I would be doing them the knowledge is helpful if I had to assist
- Didn't know anything about trachy's till this course. Would definitely know a bit of what to do in a crisis
- Didn't really have any knowledge around trachy's but now I do

### **Session: Physiological Measurements (18/10/12)**

- I have built on my knowledge and have gained more confidence in my role
- Excellent information given
- Yes some ideas that has given me new knowledge
- Learn lots of different things. Learnt lots about the body I didn't know
- I did learn and also reminded me of things I had forgotten
- Now I know what I am looking for when doing my observations
- I learnt lots of information that I may have heard of but never really understood completely before
- I found it very informative. I wasn't sure before coming if I would understand the session as I am new to the ward but feel I could benefit from what I have learned
- Yes the new PEW charts that are being trialled
- I learnt a lot of new things of how to document and pass information on to other staff
- The system top to toe inc the heart

### **Session: Oxygen Training (29/10/12)**

- I learnt a little
- Yes learnt about home oxygen equipment and different types of oxygen
- Don't know much about oxygen but got a lot of useful info from lesson
- Learnt about micro flows sats monitor for overnight study. Can now identify differences for sats monitoring
- Yes built my current knowledge
- I learnt a little more but a lot of are children on the ward are on oxygen so I knew quite a bit
- Gave me a better understanding of the oxygen usages and equipment on the ward
- Yes the sessions was interesting. I learned lots with regards to settings and attachments

### **Session: Suction (29/10/12)**

- Learned lots of new things that will build on my knowledge

- Learnt lots signs symptoms and what to do in a emergency situation
- Considering was thrown in at short notice it was very informative and delivered at the right level for a HCA role
- Learnt a lot
- Yes
- Lots of new skills to use on ward
- Lots of new information given
- Recognition of child with resp distress with current knowledge I can respond on new ideas for treating and informing senior staff
- Yes I have gave oral suction using a yaunker but I have never used a suction catheter to give nasal suction really good and practical

### **Session: Plaster Care and Neurovascular Observations (06/11/12)**

- Learnt lots of sufficient things some a bit scary but really knowledgeable
- I had no knowledge of plaster care and found out lots of new information
- I learnt loads it built my knowledge as a surgical ward HCA we don't really have many orthopaedic patients
- I learnt lots especially on CSM obs
- Yes X2
- The session increased the understanding of regular and record observations

### **Session: Bereavement (16/11/12)**

- I learnt masses of new information
- I had no knowledge before the session. I have now a very basic understanding
- I have never had any bereavement training so everything was new information
- I knew nothing about this session. I learnt so much and that I have been trying to get on a bereavement course for a while
- Most of the information in the session I have learnt new knowledge and skills
- I learnt loads of information. Information that I never knew was in place. It's good to know where this information is and what's available
- The children and parents and carer

### **Session: Feeding and Nutrition (20/11/12)**

- Everything about the session I learnt new about apart from plating as I already know and how to do it
- As I don't work on the wards I haven't dealt with feeds so all of the information was very interesting
- The session enhanced my knowledge's of patient diet and nutrition
- I learnt quite a lot about how feeds are worked out on the ward. I didn't realise it was such a simple sum

- I learnt a bit not discussed in-depth
- I learned a bit about special feeds and how long feeds can be out for
- Yes learnt how to plot growth charts and calculate feeds
- I learnt a lot about the different types of feeds and meals that are offered

### **Session: Wound Care (20/11/12)**

- I learned lots about different varieties of dressings and caring for wounds
- Lots of new information on wounds and care and prevention
- Yes X2
- The session was very comprehensive a lot of what we talked about is not within my role so I feel a bit unsure
- Too many long words used
- Learnt loads had very limited knowledge on dressings so very pleased with what I have learnt
- Yes I learnt a few things I didn't know about when I can use Trust wide

### **Session: Care of Babies/Neonates and New-borns (03/12/12)**

- Knew quite a lot about caring for babies anyway as I used to work in Liverpool Women's
- Learned some new information
- I learned a lot of new information today
- I learned some new things and was good to learn some new information

### **Session: Gastrostomy and NGT feeds (03/12/12)**

- Learnt loads especially gastrostomy
- I learned lots on this that I didn't know
- Learnt a lot

### **Session: Play and Distraction (11/12/12)**

- It has given me ideas when walking with young children
- Yes the contact for the children were excellent
- I learnt about the child constraints that can be done between the play specialist and child

### **Session: Top to toe (11/12/12)**

- Makes you think twice about how you are around patient
- I learnt new ideas and knowledge for better practice for patient
- I didn't know not to use Vaseline on a patient using oxygen
- New knowledge is always appreciated

## Applying the learning:

### Will I use the information and ideas? Try and give us examples?

<b>Number of Responses</b>	<b>160</b> <b>100%</b>
<b>No reply</b>	1 1%
<b>Will I use the information and ideas? Try and give us examples?</b>	
<b>A Lot</b>	126 79%
<b>Some</b>	26 16%
<b>A Little</b>	7 4%

### Sessions & Responses specifying “A little”

<b>Title of Session:</b>	<b>Will I use the information and ideas? Try and give us examples?</b>	<b>Specific highlights and or suggested improvements:</b>
Tracheostomy Complications	A Little	It is something I will look forward to training fully for
Physiological Measurements	A Little	Will not use info much as I work in eye clinic but still glad I came
Oxygen Training	A Little	
Wound Care	A Little	
Care of Babies/Neonates and Newborn	A Little	Yes I learnt about storage of milk
Care of Babies/Neonates and Newborn	A Little	
Top to Toe	A Little	Working on outpatients we do not make beds or wash patients

## Applying the learning: Session Breakdown

	Number of Responses	Missing	Will I use the information and ideas? Try and give us examples?		
		No reply	A Lot	Some	A Little
<b>Total</b>	<b>160</b>	<b>1 1%</b>	<b>126 79%</b>	<b>26 16%</b>	<b>7 4%</b>
<b>Session</b>					
<b>Roles &amp; Responsibilities</b>	<b>11</b>	- -	9 82%	2 18%	- -
<b>Basic Communication Skills</b>	<b>12</b>	- -	10 83%	2 17%	- -
<b>Care and Compassion</b>	<b>12</b>	- -	9 75%	3 25%	- -
<b>Privacy &amp; Dignity</b>	<b>12</b>	- -	11 92%	1 8%	- -
<b>Catheterisation</b>	<b>10</b>	1 10%	8 80%	1 10%	- -
<b>Tracheostomy Care</b>	<b>9</b>	- -	8 89%	- -	1 11%
<b>Physiological Measurements</b>	<b>13</b>	- -	10 77%	2 15%	1 8%
<b>Oxygen Training</b>	<b>11</b>	- -	5 45%	5 45%	1 9%
<b>Suction</b>	<b>10</b>	- -	9 90%	1 10%	- -
<b>Plaster Care and Neurovascular Observations</b>	<b>7</b>	- -	7 100%	- -	- -
<b>Bereavement</b>	<b>9</b>	- -	8 89%	1 11%	- -
<b>Feeding and Nutrition</b>	<b>9</b>	- -	5 56%	4 44%	- -
<b>Wound Care</b>	<b>11</b>	- -	10 91%	- -	1 9%
<b>Care of Babies/Neonates and New-borns</b>	<b>7</b>	- -	5 71%	- -	2 29%
<b>Gastrostomy and NGT feeds</b>	<b>5</b>	- -	5 100%	- -	- -
<b>Play and Distraction</b>	<b>6</b>	- -	3 50%	3 50%	- -
<b>Top to toe</b>	<b>6</b>	- -	4 67%	1 17%	1 17%

## **Applying the learning: Specific highlights and/or suggested improvements**

### **Session: Roles & Responsibilities (03/09/12)**

- Yes
- I feel more confident after this session
- When being asked to perform tasks I will think before agreeing
- Today's topic is something that can constantly be improved and used
- Yes and when asked to take out a new task I will think about it and see if it is in my duties
- I certainly will use the information in my new role
- I will use all the information I learn today. Not to do something not trained to do

### **Session: Basic Communication Skills (17/09/12)**

- I will learn to be more confident on the ward and understand people more
- More confident about my practice
- Body language is now very important to me and how I use it
- It will make me assess situations more before taking any actions
- I will try to listen with more enthusiasm. I will also stop folding my arms across my stomach
- I will be more aware of my body language and others
- I will try to use as much as I possibly can in the work place and at home
- I would use what I have learnt today especially in a situation where somebody confided in me
- I will think more about how I am acting when listening to people
- Everyday these new skills can be used

### **Session: Care and Compassion (26/09/12)**

- Yes I will be more confident in my approach towards different religions
- I think it would be an excellent idea to put more information around the wards ( Parents booklets )etc. about facilities
- I will be able to approach other religions on a better scale and try to understand different religious beliefs
- Definitely as much as I can
- Everything I learnt I will definitely be applying to my role
- It will be a lot easier to ask families are they ok and there is a service available to them without them suffering
- Yes will ask ward for documentation or leaflets by bed spaces
- I will use this knowledge from this session if I need to listen to somebody in need of some comfort

- Yes will ask ward for laminated document on bed space re Spiritual Support contacts
- The info will be passed on to all staff members on D1 and I think we need leaflets about the core that can be provided

### **Session: Privacy & Dignity (26/09/12)**

- Yes hand washing by the bedside is a big issue and will be putting it into practice
- Yes I will give feed back
- I will use the information from this course especially when I become a HCA at the DEWI JONES
- This is something I can apply to my practice constantly
- Yes what will be irrelevant I will use on D1OPD
- I will practice this information especially when doing observations on patients
- I will try to provide a room as a privacy room for when needed
- Definitely use facts from this session

### **Session: Catheterisation (08/10/12)**

- Written information given out very helpful. Will be useful in writing assignments for certificate. References can be looked up. Outcomes will be positive
- Everything we learn can be used in my continued learning
- The ward I work on has a lot of catheterised patients so the knowledge I have taken away today can most definitely be applied
- Dip urine on ward - to - Diabetes patients and UTI's knowing the different things to look for
- It was interesting to learn how to get a clean catch urine sample without opening catheter bag
- Learnt how a catheter is used and put in and the difference between the procedure of boys and girls
- Yes I learnt the correct way to take a sample out of a catheter bag
- As stated above I have not had any experience with catheters so am unsure what I would be able to do for a patient who is catheterised. However I would be more willing to try after this
- When patients come back from theatre I can now read their urine output

### **Session: Tracheostomy Care (08/10/12)**

- I am sure I can put the things I've learned to good use on the wards
- It is something I will look forward to training fully for
- Yes it has inspired me to do my tracheostomy competencies
- Competencies use the information from today to complete
- Always

- Was given information on a suction course. I fully intend to approach supervisor to go on this
- We don't have many of tracheostomy on my ward but feel more confident if the situation changed
- Yes I will use info and ideas

### **Session: Physiological Measurements (18/10/12)**

- Will push the importance of B P monitoring new PEW charts
- I will be more aware of the importance of the PEW chart
- All the information learnt will be applied as the ward I work on each patient on average has only 3 sets of obs
- It will use the information and ideas
- I will be using a lot of what I learnt especially the observations
- Will not use info much as I work in eye clinic but still glad I came
- Yes I will use this information on the ward
- I am not at the moment doing obs as I'm not trained but I can still use the skills learnt today when on shift to alert nurses if I FEEL SOMETHING WAS OFF
- Yes when the new charts are circulated around hospital
- This information will be used in my general ward area
- In practice in my department and any other areas in the Trust where I work
- Will feed back information on new record charts

### **Session: Oxygen Training (29/10/12)**

- Yes anything I have learnt will be applied. Extra knowledge and confidence can only benefit the patient their families and the team
- Yes on how to use portable oxygen
- Yes I will use the knowledge and put into practice in my place of work
- Yes
- I will use the information I have learnt when transferring children to and from theatres
- All information will be used regularly in my roll
- I will be more aware of oxygen safety
- I will be able to use this information to pass on to other staff unsure or I will be able to confidentially answer questions when asked

### **Session: Suction (29/10/12)**

- I will use the information on the ward if I had to suction a trolley patient
- Yes I will be more confident doing suction
- The information and practical study will be useful when completing tracheostomy care competencies

- I may not have to use for some time but will know feel confident if I have too
- Yes
- This skill will be used during winter with seasonal illness i.e. bronchs
- The knowledge will be useful but we don't do a lot of suction on our ward
- Competencies for my TAP can use this day for this
- Yes I will be more confident upon the ward if this is required

### **Session: Bereavement (16/11/12)**

- I will definitely know more what to do if we have a bereavement on the ward
- If ever needed
- If a child dies on my ward I feel like a can support nursing staff better if the worst happened
- All on my department and the rest of the Trust when needed
- I will be able to give this information to staff on the ward if they are unsure or if I am unsure its available 24/7

### **Session: Feeding and Nutrition (20/11/12)**

- Yes if and when need to on DROPP and then in the rest of the Trust when doing bank
- I will remember the information given and apply it if working on the wards doing bank. Not really relevant for outpatients
- The information will be used regularly to provide feeds for patient and observe growth and weight and record on charts
- I will use this information when dealing with special diets for children on the ward
- Yes it will be more useful for me to be able to plot weight and chart and understand whats normal weight gain
- Yes growth charts and how to calculate feeds for babies

### **Session: Plaster Care and Neurovascular Observations (06/11/12)**

- I will use the information as much as I can
- I would understand how a orth ward worked more clearly after this session i.e. neuro obs and plaster obs
- I will be able to use this information and feel more confident on the ward
- This build on my knowledge will be used
- will use this knowledge in my regular duties as orthopaedic patient or now being admitted to MAU
- will be spending day on E2 and plaster room

### **Session: Wound Care (20/11/12)**

- I will use it on the ward and be aware of what dressing are available
- Mainly prevention

- When we order different dressing I'll try them out
- I wouldn't be left alone to decide what dressing to use
- Yes will be more confident when with dressings
- Yes my daily duties will benefit from this session

### **Session: Care of Babies/Neonates and New-borns (03/12/12)**

- Yes I learnt about storage of milk
- When washing a newborn I'll do bit by bit instead of fully undressing so the child stays warm
- If I ever come to work with young children then the information will come in handy
- It will be good to inform our parents of any new changes or policies

### **Session: Gastrostomy and NGT feeds (03/12/12)**

- Yes how to care for gastrostomies and different kinds of tubes
- I will be more confident and will be able to explain things to parents and what they need to look out for
- Will most definitely be applied and am looking forward to competencies

### **Session: Top to toe (11/12/12)**

- Yes where if and when needed
- Working on outpatients we do not make beds or wash patients
- Some technique do not apply to my job but will always be remembered

### **Session: Play and Distraction (11/12/12)**

- Working at the Dewi Jones Unit if I need to use what I have learned today it is more experience
- Use most of the things I can

## Effect on results:

### Do I think the ideas and information will improve my effectiveness and my practice?

<b>Number of Responses</b>	<b>160 100%</b>
<b>No reply</b>	<b>2 1%</b>
<b>Do i think the ideas and information will improve my effectiveness and my paractice?</b>	
<b>A Lot</b>	<b>133 83%</b>
<b>Some</b>	<b>19 12%</b>
<b>A Little</b>	<b>6 4%</b>

### Sessions & Responses specifying “A little”

<b>Title of Session:</b>	<b>Do i think the ideas and information will improve my effe...</b>	<b>Specific highlights and or suggested improvements:</b>
Physiological Measure...	A Little	
Oxygen Training	A Little	
Feeding and Nutrition	A Little	In outpatients we very rarely deal with food for patients. We do occassionally height and weight patients so plotting on the charts will be useful
Wound Care	A Little	Some parts very interesting others were a little to complicated for my level
Care of Babies/Neonates and Newborn	A Little	
Top to Toe	A Little	I will use what we've learnt especially in respect to patient care and dignity

## Effect on results: Session Breakdown

	Number of Responses	Missing	Do i think the ideas and information will improve my effectiveness...		
		No reply	A Lot	Some	A Little
<b>Total</b>	<b>160</b>	<b>2 1%</b>	<b>133 83%</b>	<b>19 12%</b>	<b>6 4%</b>
<b>Session</b>					
<b>Roles &amp; Responsibilities</b>	<b>11</b>	- -	9 82%	2 18%	- -
<b>Basic Communication Skills</b>	<b>12</b>	- -	11 92%	1 8%	- -
<b>Care and Compassion</b>	<b>12</b>	- -	11 92%	1 8%	- -
<b>Privacy &amp; Dignity</b>	<b>12</b>	- -	11 92%	1 8%	- -
<b>Catheterisation</b>	<b>10</b>	- -	10 100%	- -	- -
<b>Tracheostomy Care</b>	<b>9</b>	- -	8 89%	1 11%	- -
<b>Physiological Measurements</b>	<b>13</b>	- -	10 77%	2 15%	1 8%
<b>Oxygen Training</b>	<b>11</b>	- -	7 64%	3 27%	1 9%
<b>Suction</b>	<b>10</b>	- -	10 100%	- -	- -
<b>Plaster Care and Neurovascular Observations</b>	<b>7</b>	1 14%	6 86%	- -	- -
<b>Bereavement</b>	<b>9</b>	- -	8 89%	1 11%	- -
<b>Feeding and Nutrition</b>	<b>9</b>	- -	5 56%	3 33%	1 11%
<b>Wound Care</b>	<b>11</b>	- -	10 91%	- -	1 9%
<b>Care of Babies/Neonates and New-borns</b>	<b>7</b>	1 14%	5 71%	- -	1 14%
<b>Gastrostomy and NGT feeds</b>	<b>5</b>	- -	5 100%	- -	- -
<b>Play and Distraction</b>	<b>6</b>	- -	3 50%	3 50%	- -
<b>Top to toe</b>	<b>6</b>	- -	4 67%	1 17%	1 17%

## **Effect on results:**

### **Specific highlights and/or suggested improvements**

#### **Session: Roles & Responsibilities (03/09/12)**

- This information can only help me to do my job better and improve my skills
- Yes I do
- Yes safety to patients and myself by recognising my role and ?
- It will improve me in my role
- I will only take out my roles. I am contracted too
- I think it will improve my effectiveness and practice
- Yes I do think ideas will improve
- Yes I will feel more confident to say no and not feel guilty about it

#### **Session: Basic Communication Skills (17/09/12)**

- I think it will make my job better
- I enjoyed the session. Ideas are great and well explained
- I will be more aware of people's emotions and how they show them
- Yes great information
- I think the ideas will improve my role as a HCA in this hospital and I feel more confident in doing this after this session
- This session was very interesting and effective
- I can learn from what I have learned today
- Definitely
- I am confident that the changes I will make can only but improve practice

#### **Session: Care and Compassion (26/09/12)**

- Yes it will definitely improve my effectiveness on the ward
- I will have more confidence in approaching parents with different religions
- This will help me do my job better and give me a better understanding that will improve my job
- Very much so
- Yes I will
- The fact that I now have this knowledge will definitely effect and improve my practice
- It will benefit me within my job role as I will have more confidence in asking these families are they ok
- The results will improve my effectiveness as I get more practice
- Yes and then hopefully the rest of DIOPD

### **Session: Privacy & Dignity (26/09/12)**

- Yes small changes make a big difference
- All knowledge improves effectiveness and practice
- Yes I will think twice about simple things like urine catheter bags being on view
- I will improve my effectiveness and practice doing the role of HCA
- Yes and some things that are not in practice can now be used on DIOPD
- Definitely will improve my practice
- Yes it will make me more aware
- Yes they will improve my effectiveness and practice

### **Session: Catheterisation (08/10/12)**

- Yes will help me to inform MDT of patient is in need of MSS or further investigation i.e. Sending urine to lab
- The session was really helpful to me personally as I work in a clinic with nephrology patients who ? Have UTI's
- The information today has improved knowledge and confidence
- Just knowing what to look for when dip the urine
- This information will definitely improve my practice e.g. bag not draining could simply be bag position really effective
- I know that the knowledge she has given me will be excellent in my new role as a healthcare
- Yes as above I will be able to take samples out of catheters the correct way
- Hopefully if I am given experience with catheterised patients then I would be more comfortable with them and so can give better care
- Yes I didn't know anything about catheters but learnt so much to take back to the ward

### **Session: Tracheostomy Care (08/10/12)**

- Yes I will not be as frightened around tracheostomies
- I certainly do
- Yes
- Yes I will be more confident in dealing with tracheostomy
- The ideas and information will certainly improve my skills and practice
- Yes hopefully I can up skill on the ward and become competent in ? changes
- This will definitely use this information during working hours
- Yes they will definitely improve

### **Session: Physiological Measurements (18/10/12)**

- Information will improve my effectiveness
- Yes X2
- I am sure it will improve my effectiveness immensely. I am looking forward to using this knowledge in my future practice
- Yes I know now how the body works. Great information
- Definitely this will improve my practice. I will now be able to obs and fully understand the reasons behind why obs are out of limits
- Not doing obs at the moment but feel any information learned is a good thing and will help to improve practice once trained
- Yes I think any information will improve my effectiveness. I like learning about the background of things
- All I have learnt will improve my practice
- Yes I will be more aware from the obs chart etc.
- Yes will make sure I check thoroughly and pass on details

### **Session: Oxygen Training (29/10/12)**

- Yes X2
- Yes learning about flows of oxygen and about not leaving oxygen on when patient does not need it
- I think they will improve my practice a lot
- Yes confidence to use and gain effectiveness
- Any new information will help me do my job better
- It will benefit me on the ward as I will be more confident looking after patients on the ward

### **Session: Suction (29/10/12)**

- More great information given
- Definitely I learnt signs to look for when child is having difficulty breathing
- I really do think they will improve my practice
- Yes I do check suction machines every morning. Information improves my practice effectiveness
- Yes I will be able to feel more confident in my place of work and also improve my effectiveness in my role
- Knowing what to look for and knowing when to suction and when not to

### **Session: Bereavement (16/11/12)**

- Yes because if we did ever have a bereavement I would know what to do and what goes on

- I have not yet experienced a death but feel I have learned some useful tools
- The new info and awareness will improve practice
- Improve my practice massively
- Yes all
- This will definitely improve my practice as I now understand now for myself what goes in

### **Session: Feeding and Nutrition (20/11/12)**

- Yes as my knowledge is much broader so will recognise things quicker and better
- In outpatients we very rarely deal with food for patients. We do occasionally height and weight patients so plotting on the charts will be useful
- This information will be used regularly to improve my practice
- I would have better idea if a patient wasn't feeding or doing as well as they should so can use this on a daily basis
- I know a bit more than I knew before the session started
- It will improve my practice as I will be more aware of flagging up patients and referrals being made as I understand more of what to look out for
- I will be able to use growth charts
- Not at present but maybe in the future

### **Session: Plaster Care and Neurovascular Observations (06/11/12)**

- An awful lot
- I will definitely think that all the information I received will help me work in the workplace more effective
- Will definitely improve my practice as I will know what to look out for on the ward
- The things I have learnt today will improve practice especially the CSM and the consequences
- Yes will make sure all obs are done and inform staff of any changes
- Yes this will improve my practice
- Yes

### **Session: Wound Care (20/11/12)**

- It will improve my practice as there are so many available and knowing what to use
- Yes X3
- Yes informative about areas dressings and other products that are cheaper
- Some parts very interesting others were a little to complicated for my level
- Yes definitely I am going to complete competencies
- also I will be getting the new codes to order the cheaper stock to save pounds

### **Session: Care of Babies/Neonates and New-borns (03/12/12)**

- Differently
- It will improve my practice as it will be more beneficial for me to know what's the correct procedure

### **Session: Gastrostomy and NGT feeds (03/12/12)**

- Yes how to care for gastrostomy
- It will improve my practice as I will know what to look out for when feeding

### **Session: Top to toe (11/12/12)**

- Yes where if and when needed
- I will use what we've learnt especially in respect to patient care and dignity

### **Session: Play and Distraction (11/12/12)**

- This information will benefit me if I get to walk on the wards at Alder Hey
- Yes I would talk more to the child to find out why they don't like something
- Yes