

Final – 06-08-15

* **NAME OF ORGANISTIONS** :

Person Shaped Support (PSS) & Brownlow Group Practice

* **NAME OF PLACEMENT AREAS :**

Person Shaped Support & Ropewalks General Practice

* **ADDRESS:**

Person Shaped Support, 18 Seel Street, Liverpool, L1 4BE

Ropewalks General Practice, 26 Argyle Street, Liverpool, L1 5DL

* **CONTACT INFORMATION :**

PSS - Pam Foy: [Pam.foy@pss.org.uk](mailto:Pam.foy@pss.org.uk) 0151 702 5555

Brownlow Group Practice: Elaine Fizell: [Elaine.Fizell@livgp.nhs.uk](mailto:Elaine.Fizell@livgp.nhs.uk) 0151 285 4578

* **LINK LECTURER: Cathy Fletcher / Julie Devereux**
* **PRACTICE EDUCATION FACILITATOR: TBC**

**PLACEMENT DEVELOPMENT MANAGER: Gemma Lewis**

**NWPDN PLACEMENT DATABASE ID NUMBER: 414**

**PLSS No. (If applicable): 6847**



NWPDN Toolkit

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| **INTRODUCTION TO PLACEMENT DEVELOPMENT TOOLKIT**  This Placement Development Toolkit and related Placement Information Pack have been developed by the North West Placement Development Network (NWPDN). The Toolkit will be utilised as a holistic tool to assess the learning opportunities and experiences that can be achieved within your service for a range of health and social care learners. Information obtained utilising this assessment tool will ensure the NWPDN are assessing and developing quality placements for Health Education North West (HENW) supported learners across the North West.  A copy of this completed Toolkit will be given/sent to you for your records. You may wish to share the Toolkit with your Practice Education Facilitator and/or the Higher Education Institution but please note, this will not circulated by the NWPDN. |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Date of referral into the NWPDN:** | | | 25.9.15 | | | | | **Date of 1ST Visit/Contact:** | | | 25.9.15 | | | | | **Date of 2nd Visit/Contact:** | | | 28.10.15 | | | | | **Additional visits if applicable:** | | | Meetings with both organisations individually to complete toolkits | | | | | **Current capacity:** | | 0 | | **Capacity agreed:** | 1 | | | **Date placement opened:** | |  | | **Date placement reviewed:** |  | | | **Unable to proceed at this time due to:** | | **Reason:** | | | | | | **Review Date:** | |  | | | | | | COMMUNICATION RECORD | | | | | | | | Date | Record of Meeting / Action Points | | | | | PDM/PDL initials | | 25.9.15 | Introductory meeting between Brownlow Group Practice and Person shaped support to discuss future scope of opening a shared placement for students where time is split 50:50 between the two organisations. | | | | | GL | | 13/10/15 | Toolkit developed for joint venture between two organisations – toolkit mapped from individual organisations toolkits | | | | | GL | | 28/10/15 | Follow up meeting between NWPDN, PSS and Brownlow Group Practice to finalise joint toolkit, and map student placement for pilot. | | | | | GL | |  |  | | | | |  | |  |  | | | | |  | |  |  | | | | |  | |  |  | | | | |  | |

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**PLACEMENT DEVELOPMENT TOOL**

**TO**

**ASSESS THE INTER PROFESSIONAL LEARNING OPPORTUNITIES WITHIN A HEALTH CARE ENVIRONMENT**

**Patient / Service User Journey**

Consider the journey a patient/ service user would follow within your practice placement area. The patient/ service user journey will be from when the patient/ service user starts to access your service until completion. The history and future care/support needs of the patient /service user will need to be taken into account.

Use the patient/service user journey through the health care system as a way of looking at the different services involved. Consider how health care delivery will change in the future and what key initiatives / changes are occurring at present on a national and local level and how these will impact on the individual services and the future health care delivery.

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| **Points to consider as a placement provider:-** | |
| 1. **Use a holistic approach when analysing the patient / service user journey** | * What services are involved * What professionals are involved (multi professional) or work within those services. * How do the members of the multi professional team work as one * How effective is this for quality of patient care and experience. * What key drivers are behind this inter professional approach to working and learning together. * Consider services both in and outside of the NHS (Independent and Voluntary sector) |
| 1. **What governance initiatives are in place within your service** | * Evidence Based Practice * Clinical Governance (Measuring the quality) * What local policy and procedures need to be followed * Patient/service user experience |
| 1. **National and local initiatives / changes that impact on the future of the services that you have identified in the patient / service user journey.** | * DOH Guidance and recommendations * CQC and other regulators * Guidance and recommendations from professional body. (New Standards and recent publications) * NHS Reforms * NICE Guidelines |
| **This tool is to be utilised in partnership with the organisation to ensure all relevant information is explored and captured** | |

**Practice Placement Profile**

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| **Placement Description** | PSS work with all groups, ages and backgrounds in local communities, hoping to recognise when people are in need, and find new and practical ways to help them get the most from life, this could be at home, in there families, in there health and wellbeing or within there wider support networks. PSS influence health, social care and community services both locally and nationally, through innovative approaches that make a real difference to people lives.  Brownlow Group Practice providing General Medical, Student Health and Homelessness services across our four sites in and around Liverpool City Centre. The Four sites include Brownlow Group Practice, Student Health Centre, Ropewalks General Practice and Student Health Advice Centre (SHAC). Brownlow Health has a large Practice nursing team that consists of 17 practice nurses, 1 Nurse clinician and 2 health care support workers. All but one of the practice nurses are independent nurse prescribers who have experience in clinical assessment, they are therefore able to assess, manage and treat a wide range of medical conditions. Brownlow Health is a very friendly, loyal and dedicated team that has a strong commitment to training, and is a very forward thinking practice in terms of staff development and training. |
| **Patient /Service User Group** | Patient / Service users open to all ages and backgrounds. This gives clinicians and students an excellent opportunity to gain a breadth of experience and knowledge in all services including, but are not necessarily limited to, the homeless, alcohol and drugs support, mental health and learning disability as well as management of long term conditions. |
| **Care Provision Offered** | **PSS**  *Find a safe and happy home* - Shared Lives (where I live with my carer), Supported Living (support in own home), Short Breaks (where I can enjoy a break), Transitions (as I move into adult services), Ruby (Life without Domestic Violence).  *Get Out and about and meet people* – TRIO (who are also living with dementia), Community Support (who have disabilities too).  *Look after my health*- PND and LivPIP (as a new or expectant parent), Spinning world (now I’ve moved to the UK), Mi Champions (and the health of those around me), Health Trainers (supported by someone like me), wellbeing centres (and help me change the way I think), Palliative Care (As I make every moment matter)  *Make My family stronger*– Women’s turnaround (and to turn my life around), Family impact: prisoners families (with my parent / carer in prison – focus on entire family), Family Impact: drug and alcohol (with my parents substance misuse problem), Young Carers (as I care for a parent), Aspire (at home to help me do better), Independent Supporters (as I plan my future).  **BROWNLOW GROUP PRACTICE**  General medical services including but not limited to Disease prevention, health promotion, management of acute and chronic illnesses, routine immunisations and travel health, family planning, sexual health and cervical smears, Alcohol nurse, cancer support services, counselling, diabetes care, end of life care, exercise for health, GP champs project, Health trainer, Hepatitis nurse, homelessness services, learning disability services, minor surgery, over 40 health checks, parent and children clinics, weight management clinics, antenatal and postnatal care, well baby clinics, Physiotherapy, intermediate care services, psychology, Hepatitis C nurse, In-house Liver scanner and out of hours services |
| **Working Patterns (to include agile working if applicable)** | PSS - Mainly Monday – Friday 09.00-17.00, with occasional weekends and out of hours.  Brownlow Group Practice, Ropewalks General Practice and Student Health Centre; Monday – Friday 08.00 – 20.00, Saturday 09.00-12.30. Student Health Advice Centre (SHAC); Monday – Friday 15.00-19.00 |
| **Accessibility** | Both organisations have disabled friendly access, and have disabled toilets available. Limited parking available due to city centre locations. Both organisations are easily accessed by public transport. |
| **Clinical and non clinical skills and activities** | Chronic disease management, Health checks and dietary advice, making referrals, Health promotion, sexual health screening, Management of minor injuries, Women’s Health & Contraception, Weight management, note taking, Leadership and Management skills, completing initial assessments, risk assessments, and continually reviewing risk. Development of critical and analytical though process. Encompassing holistic care into care plans that consider peoples choices and wishes. Managing anxieties within service users, as well as physical and psychological issues. Involvement with MDT meetings with social services, police, LA. Skills around Infection control, involvement in drug and alcohol misuse support groups. Skills and confidence in having difficult and challenging conversations. Safeguarding vulnerable adults and children. Looking at mental capacity act, working with service users who are non-communicative. Working with health trainers to support people with obesity, smoking cessation classes. |
| **Partnerships: Who the organisation works with to support service delivery** | Hostels, Intermediate care homes, Safeguarding teams, School of tropical medicine, Physiotherapists, Psychologist, Consultant Endocrinologist, CCG’s, Community Matrons, Midwifery, Health Visitors, District Nurses, Community Pharmacist, Social Workers, The Beat, RULH, Talk Liverpool, HEI’s, Local Authorities, Homeless outreach teams, GP’s, OT’s, CAM’s, LCH, Public Health, Counsellors, Probation services, Women’s turnaround, schools and collages, and Acute trusts. |

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| **Opportunities applicable to all health and social care learners** | **Descriptor** |
| Communication | Communication with Service Users/ patients and other stakeholders. Counselling, telephone triage, learning to ask the right questions and tailoring them to each patient/ service user, managing difficult and complex situations, Conflict resolution, knowledge and understanding of local IT systems. Skills and knowledge in appropriate language and body language behaviour in consultations, how to gather appropriate clinical history from service users/ patients. Skills in writing letters / referrals and electronic communication. Making patients / service users feel at ease and building relationships, MDT meetings. Having difficult, sensitive and challenging conversations, Communication around mental capacity, and developing complex communication skills. Working with vulnerable service users and being mindful of peoples past experiences and thoughts. |
| Professional relationships  (i.e. Multi Disciplinary Team) | Social Workers, Local Authorities, GP’s, OT’s, CAM’s, LCH, CCG’s, public health, psychologists, counsellors, probation services, women’s turnaround, HEI’s, Acute trusts. Safeguarding teams, School of tropical medicine, Physiotherapist, Psychologist, Consultant Endocrinologist, CCGs, Community Matrons, Midwifes, Health Visitors, other practices, District nurses, community pharmacist, social workers, Acute trusts |
| Knowledge and skills that can be achieved | Professionalism, values and ethics, Diversity, Rights, Justice and Economic wellbeing, knowledge and understanding of the Human Rights Act, training on legal frameworks, Critical reflection and analysis, Intervention skills, Professional leadership skills, ability to manage risk and complexity, skills around professional judgement, and improved confidence in carrying out holistic assessments. Understanding of Long term conditions management, taking physiological measurements, medicines management, public health and travel vaccinations. Knowledge of policies and procedures, target driven nature of primary care. Managing patient expectations and beliefs. Understanding of the complexity of working in primary care and the target driven nature |
| Raising concerns and safeguarding | All staff and students know how to raise safeguarding concerns, all staff complete mandatory training, of which safeguarding adults and children part of this. Both organisations work closely with safeguarding teams and social workers. All students are given contact list at start of placement included on this is the safeguarding team. Part of induction for all staff and students is preparing them on how to get out of dangerous situations and whistleblowing policy. Regular meetings to discuss significant events and near misses. Regular MDT meetings. |
| Establish and maintain a safe practice environment | All staff and students aware how to escalate concerns of any type. Policies and procedures part of induction process, lone working, dignity at work, safeguarding , conflict resolution training.  CQC inspections, Legal frameworks in place. Health and safety statement and policies in place, all mandatory training up to date and reviewed regularly. Infection control policies, Correct disposal of sharps/ clinical waste, Aseptic technique, Hand washing, management of patients with highly contagious illnesses, Moving and Handling policies, Maintenance of equipment. |
| Assure quality of practice | National and local guidelines and policies in place, regular audits, training meetings, clinical meetings, CQC / LA inspections. Review of SEA’s and near misses. Feedback from service users / patients used to change and improve services. Feedback received from students at end of placements. |
| **Public Health:-**   * understanding public health * wider determinants of health * health improvement * health protection * healthcare public health * health wellbeing and independence * lifecourse | Embedded thought process in both organisations. Over 40’s health checks, sexual health services, homeless outreach services, Learning disability and Mental Health assessments, weight management clinic – LOSS, Health Trainers. PSS has many projects all focussing on public healthcare and wellbeing. |
| Leadership skills and knowledge within your placement area and provide examples | Observing how mentors / supervisors manage their time and appointments, Prioritising workload – time management, How Triage works, Autonomous working, Co-ordinating patients / service user caseloads, MDT meetings /case conferences, Working to care plans and following guidelines, Strategic working, Partnership working and option to Shadow other services. How to do holistic assessments, Autonomous working, Understanding of legal frameworks, Project management skills. |
| **Additional Information** | [www.pss.org.uk](http://www.pss.org.uk) , [www.**brownlowhealth**.co.uk](http://www.brownlowhealth.co.uk)  Students highly encouraged to map a service user / patient journey whilst on placement. It would be suggested that they choose a patient that accesses services at PSS, and are also registered with Brownlow Group Practice. This will make the placement more meaningful, and also help the student achieve there outcomes and build there portfolio of evidence. |
| **Learner information i.e. what type of learner would be able to access this placement area?** | All areas of nursing would be suitable to access this placement, including the integrated programmes. |

These are guidelines and are not meant to restrict practice or be used for grading purposes. **Patient / Service User Journey Case Study can be utilised for collecting evidence of all of the above and linked to learning outcomes and clinical skills.**

**HUB AND SPOKE MODEL**

**SPOKES OUTSIDE OF THE HUB**

**PATIENT JOURNEY CASE STUDY CAN BE UTILISED TO SUPPORT THE HUB AND SPOKE MODEL.**

**Contact details and length of spokes to be included in telephone directory.**

**Copy of patient journey hub and spoke to be left within Placement Portfolio**

**Please note, this is an example of the spoke opportunities as this can be adapted to the learners and the learning outcomes at the initial meeting with the Mentor/Educator.**

**Directory for placement spoke visits linked to the Patient Journey**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Directory information | | **Details of opportunities available within placement** | | | | |
| Service/centre/ professional | Contact name and number / PLSS number | Shadow experience (with other health care professional) | Spoke Short Visit | Length of time offered | Training Session | Length of time offered |
|  |  |  | Yes/No |  | Yes/No |  |
|  |  |  | Yes/No |  | Yes/No |  |
|  |  |  | Yes/No |  | Yes/No |  |
|  |  |  | Yes/No |  | Yes/No |  |
|  |  |  | Yes/No |  | Yes/No |  |
|  |  |  | Yes/No |  | Yes/No |  |
|  |  |  | Yes/No |  | Yes/No |  |

**Directory to be continued in conjunction with Patient Journey Tool with learners in practice and copy left within placement profile**

**NB Learners on placements with Allied Health Professionals may only be able to complete shadow experience or short visit**

**Profession - Check List**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Profession within Placement Area** | **Number of Mentors / Educators** | **WTE** | **Sign off Mentors** | **LEARNERS**  **discussed with placement area and agreed suitability for :-**  **(please tick whether hub or spoke or both)** | | | | |
|  |  |  |  | **Hub** | **Spoke** | **Hub/ Spoke** | **Comments** | |
| **Nursing and Midwifery** | | | | | | | | |
|  |  |  |  |  |  |  |  | |
| Adult |  |  |  |  |  |  |  | |
| Child |  |  |  |  |  |  |  | |
| Learning Disability |  |  |  |  |  |  |  | |
| Mental Health |  |  |  |  |  |  |  | |
| Midwifery |  |  |  |  |  |  |  | |
| **Integrated programmes** | | | | | | | | |
| Learning Disability with Child |  |  |  |  |  |  |  | |
| Learning Disability and Social Work |  |  |  |  |  |  |  | |
| **Allied Health Professionals** | | | | | | | | |
| Clinical Psychology |  |  |  |  |  |  |  | |
| Dental Therapy |  |  |  |  |  |  |  | |
| Dietetics |  |  |  |  |  |  |  | |
| Improved Access to Psychological Therapies |  |  |  |  |  |  |  | |
| Occupational Therapy |  |  |  |  |  |  |  | |
| Operating Department Practitioners |  |  |  |  |  |  |  | |
| Orthoptics |  |  |  |  |  |  |  | |
| Paramedics |  |  |  |  |  |  |  | |
| Pharmacy |  |  |  |  |  |  |  | |
| Physiotherapy |  |  |  |  |  |  |  | |
| Podiatry |  |  |  |  |  |  |  | |
| Prosthetics and Orthotics |  |  |  |  |  |  |  | |
| Radiography |  |  |  |  |  |  |  | |
| * therapeutic |  |  |  |  |  |  |  | |
| * diagnostic |  |  |  |  |  |  |  | |
| SaLT |  |  |  |  |  |  |  | |
| Social Work |  |  |  |  |  |  |  | |
| Sonography |  |  |  |  |  |  |  | |
| Undergraduate medicine |  |  |  |  |  |  |  | |
| **Health Care Science (HCS)** | | | | | | | | |
| Physiological Science - Cardiac Physiology |  |  |  |  |  |  |  | |
| Physiological Science - Respiratory and Sleep Physiology |  |  |  |  |  |  |  | |
| Physiological Science - Respiratory Physiology |  |  |  |  |  |  |  | |
| Neurosensory Sciences - Audiology |  |  |  |  |  |  |  | |
| Neurosensory Sciences - Neurophysiology |  |  |  |  |  |  |  | |
| Neurosensory Sciences – Ophthalmic & Vision Sciences |  |  |  |  |  |  |  | |
| Life Science - Blood Diagnostics |  |  |  |  |  |  |  | |
| Life Science - Infection Diagnostics |  |  |  |  |  |  |  | |
| Life Science - Tissue & Cellular Diagnostics |  |  |  |  |  |  |  | |
| Life Science - Genetics Technology |  |  |  |  |  |  |  | |
| **Community Specialist Practitioners** | | | | | | | | |
| Health Visiting |  |  |  |  |  |  |  | |
| School Nurses |  |  |  |  |  |  |  | |
| District Nurses |  |  |  |  |  |  |  | |
| Practice Nurses |  |  |  |  |  |  |  | |
| **Other Programmes** | | | | | | | | |
| Advanced Practitioners |  |  |  |  |  |  |  | |
| Trainee Assistant Practitioners |  |  |  |  |  |  |  | |
| Cadets |  |  |  |  |  |  |  | |
| Work Experience |  |  |  |  |  |  |  | |
| **Trainee Assistant Practitioners (TAPS) - Work Based Education Facilitator (WBEF) network** | | | | | | | | |
| [WBEFnetwork@UHSM.NHS.UK](mailto:WBEFnetwork@UHSM.NHS.UK) | | | | | | | **Discussed** | **Outcome** |
| **Cadets – Health and Social Care – Skills for Health Academy North West** | | | | | | | | |
| Judith Jones  Cadet Development Lead Cheshire and Merseyside  Skills for Health Academy North West  Direct Dial: 0151 482 5579  Mobile: 07899060961  [Judith.jones@skillsforhealth.org.uk](mailto:Judith.jones@skillsforhealth.org.uk) | | | | Catherine Ferguson  Cadet Development Lead Greater Manchester  Mobile: 07825 522721 Direct Line: 0161 266 2389  [Catherine.ferguson@skillsforhealth.org.uk](mailto:Catherine.ferguson@skillsforhealth.org.uk) | | | **Discussed** | **Outcome** |
| **PDM** | | | | | | | **DATE** | |
| Name Gemma Lewis | | | | | | | 28.10.15 | |
| Signature: | | | | | | |

**Name of Placement: Brownlow Health / PSS**

**PDM/PDL: Gemma Lewis**

**Placement ID Number:**

**PLSS Number (if applicable):**

**Placement Development Checklist**

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| --- | --- | --- | --- |
| 1. **Quality Learning Environment** | **Date completed** | **Information given:**  **Sent by email**  **or**  **Discussed** | **PDM/PDL**  **Initials** |
| **Date of latest CQC/OFSTED/NHS England Inspection:..…/……/……**  **Outcome of latest CQC/OFSTED/NHS England inspection** |  | Discussed at meeting | GL |
| **Placement Information Pack Given** | 28.10.15 | Discussed at meeting | GL |
| **NWPDN Tool kit completed and Placement Portfolio commenced** | 28.10.15 | Discussed at meeting | GL |
| **Date Essential Reading List given** | 28.10.15 | Discussed at meeting | GL |
| **Insurance and indemnity guidelines discussed.**  **(Cover needed in relation to learners and clinical negligence).**  **Insurance & guidelines sheet issued.**  **(*NON NHS)*** | 28.10.15 | Discussed at meeting | GL |
|  | **Number** | **Start date(s)** | **PDM/PDL Initials** |
| **Number of Staff Applying for CPD Mentorship (MSLAP)** | **0** |  | **GL** |
|  | **Number** | **Date Referred** | **PDM/PDL Initials** |
| **Number of Staff referred for Mentor Update** | **0** |  | **GL** |
| **Number of Staff referred for SLiP Training/suitably prepared/mentor mapping** | **0** |  | **GL** |
| 1. **Key Personnel** | **Date completed** | **Information given:**  **Sent by email**  **or**  **Discussed** | **PDM/PDL**  **Initials** |
| **PEF Informed of development** |  |  |  |
| **Link Lecturer informed of development** | **28.10.15** | Discussed at meeting | GL |
| 1. **Multi professional Educational Audit** | **Date completed** | **Information given:**  **Sent by email**  **or**  **Discussed** | **PDM/PDL**  **Initials** |
| **Agreed date of Multi professional Educational Audit meeting**  **……/………/…………….** | **21.12.15** | Discussed at meeting | GL |
| **Multi professional Educational Audit signed off for Formative Placement until MSLAP course commenced (if appropriate) ……/………/…………….** | **n/a** | Discussed at meeting | GL |
| **Multi professional Educational Audit signed off**  **……/………/…………….** |  |  |  |
| 1. **Other** | **Date completed** | **Information given:**  **Sent by email**  **or**  **Discussed** | **PDM/PDL**  **Initials** |
| **Practice Assessment Record & Evaluation (P@RE) discussed** | **21.12.15** | Discussed at meeting | GL |
| ***Cumbria & Lancashire only*** |  |  |  |
| **Healthcare partnership Agreement**  **(UoC non NHS)** |  |  |  |

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| **Any additional information:** |

**I have received all of the above information (to be signed at final audit meeting)**

**Placement manager name:**

**Placement manager signature:............................................Date…….../........./........**

**PDM/PDL signature: …………………………………………………………Date:..……/…....…/…..…**

**NWPDN use only –**

**Formal Placement Development Handover Date……/………/….…**

**Formal Placement Development Handover**

|  |  |
| --- | --- |
| **Placement Details** | **Placement Contact Details** |
| Name: Brownlow Health / PSS  Person Shaped Support, 18 Seel Street, Liverpool, L1 4BE  Ropewalks General Practice, 26 Argyle Street, Liverpool, L1 5DL  NON NHS | PSS - Pam Foy: [Pam.foy@pss.org.uk](mailto:Pam.foy@pss.org.uk) 0151 702 5555  Brownlow Group Practice: Elaine Fizell: [Elaine.Fizell@livgp.nhs.uk](mailto:Elaine.Fizell@livgp.nhs.uk) 0151 285 4578 |
| **PDM details** | **PEF details** |
| Name: Gemma Lewis  Telephone number: 0151 285 4597  Email:: gemma.lewis@uhsm.nhs.uk | Name: Sharon Roberts  Email:Sharon.roberts@liverpoolch.nhs.uk |
| **Link Lecturer details** | **University** |
| Name: Cathy Fletcher [c.fletcher@liv.ac.uk](mailto:c.fletcher@liv.ac.uk)  Julie Devereux [devereuj@edgehill.ac.uk](mailto:devereuj@edgehill.ac.uk) | Liverpool University  EHU |
| **Professions to be allocated** | All nursing students in particular adult nursing students |
| **Mentorship** | MSLAP details:0  SLiP/suitably prepared details: 6  Mentor update details:0 |
| **Date Audit Completed:** | 13.1.16 |
| **Date of Handover** | 13.1.16 |
| **Name and designation of person sent to** | Caroline Neary, Team Admin |

