

Staff Experience of the Apprenticeship Programme

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Executive Summary

Paper E

On behalf of the Director of Workforce and Organisational Development we have pleasure in sharing a staff experience story with the Trust Board. The story is shared with the Board via a Video and highlights the benefits of apprenticeships when recruiting into hard to reach positions, specifically focussed around the specialist 'Sleep Technician' role. The story summarises the benefits of learning to career progression and building an individual's confidence.

Since June 2015 we have appointed 118 apprentices in a range of clinical and non-clinical position, of which, 50 apprentices are now in full time employment and the remainder are currently still on the programme. Working with the LLR Attraction and Recruitment Group we are planning to run an Apprenticeship Showcase event during 2016/17 to share learning and the tangible contributions that apprentices bring to UHL.

The Trust Board is asked to note the significant growth required in apprentices over 2017/18 to 335 'new starts' to meet government targets.

Staff Experience

Demi Callis has been employed by the Trust since 2010. Demi would never have thought about a career working in the Allied Healthcare Sector. She originally attended college, completing an A level in psychology, which included a module in sleep. Demi realised that attending University was not an option for her and decided that gaining work experience was more attractive, and opted for a work-based learning programme as an alternative

During a UHL recruitment day, Demi realised she liked the idea of a more practical programme and was accepted on a Customer Service Apprenticeship in an administrative role. During her Apprenticeship, and with the support of a mentor and assessor, Demi worked in the Sleep Clinic which provides support and sleep-related services to patients at Leicester General Hospital.

Once her 12-month programme was complete, she continued to work in the sleep clinic on a bank contract. She impressed her manager so much that they offered her a full-time job after her apprenticeship ended and she has been progressing up the career and educational ladder ever since.

On completion of the apprenticeship programme Demi was offered the job of a technical officer (Band 2), carrying out a range of administration duties: data collection, administrative report generation, maintaining compliance standards, documentation and process oversight.

During 2013 Demi progressed to becoming a Technical Officer - Sleep Trainee (Band 3) developing competency in and performing basic sleep testing procedures and associated interventions. During this time Demi has completed an accredited educational programme with an emphasis in sleep technology and a wide range of in house training to develop her competencies. Demi has recently progressed to becoming Assistant Practitioner (Band 4), as she has built up a vast amount of practical experience that she will take forward into her new role. She will now be

conducting outpatient clinics, performing comprehensive sleep testing and analysis, and associated interventions under the general supervision of a sleep technologist.

Demi continues to work toward her long-term goal of becoming a sleep technologist who works under the general supervision of the Medical Director to provide comprehensive evaluation and treatment of sleep disorders including; sleep testing, diagnostic and therapeutic interventions, comprehensive patient care and direct patient education.

Commenting on her Apprenticeship, Demi says: *“It’s such a great programme, a real door-opener. It has set me up for following my career goal and I would never have got there otherwise. The apprenticeship gave me a better understanding of my theory work, while letting me build up my professional practice. It also gave me confidence to stretch myself”.*

My managers and training team have been great, they encourage all the staff to undertake proper training,” she adds. “As well as supporting me in my progress, it means they benefit from having a properly qualified employee and I feel able do a much better job, even though I still have lots to learn!”

Melissa Nolen, Consultant Technologist, Sleep Disorders, Demi’s line manager is also very positive about her career journey *“Demi is a valuable member of the Sleep Disorders Team. Her professionalism and “can do” attitude helps the department run efficiently. Demi continued to work above and beyond her defined roll as a Band 3 constantly learning and applying knowledge gained effectively. I counted on Demi to undertake all given tasks in a timely and proficient manner. As a Band 3 Demi worked well with all team members and was good at providing new starters with the skills they need to work proficiently and effectively. I can approach Demi to help me in areas that I struggle with such as IT and she is always happy to assist”.*

“I feel that the process started to allow Demi to progress in the department as a Band 4 Associate Practitioner Sleep has enabled to her to confidently and competently score Sleep Studies I have looked forward to having Demi work alongside the Band 5s in the CPAP follow up clinics as she grows and matures in the role of a Band 4”.

It is a pleasure to work with Demi and she brings a light in her smile to the Sleep Lab

Input Sought

The Trust Board is asked to:

- Receive and consider Demi Callis's career story.
- Attend the future Apprenticeship Showcase Event
- Support the ongoing development and increase in apprenticeship provision across the Trust as agreed at the Trust Board Thinking Day on 9th June 2016, which will require a business case for additional resource via Revenue Investment Committee.

For Reference

1. The following [objectives](#) were considered when preparing this report:

Safe, high quality, patient centred healthcare	Not applicable
Effective, integrated emergency care	Not applicable
Consistently meeting national access standards	Not applicable
Integrated care in partnership with others	Not applicable
Enhanced delivery in research, innovation & ed'	Not applicable
A caring, professional, engaged workforce	Yes

Clinically sustainable services with excellent facilities	Not applicable
Financially sustainable NHS organisation	Not applicable
Enabled by excellent IM&T	Not applicable

2. This matter relates to the following [governance](#) initiatives:

Organisational Risk Register	Not applicable
Board Assurance Framework	Not applicable

3. Related [Patient and Public Involvement](#) actions taken, or to be taken:

Patient Story consists of feedback from a patient directly about their experience of care. In response to this feedback the trust identifies how best practice will be disseminated across the organisation.

4. Results of any [Equality Impact Assessment](#), relating to this matter:

No equality issues identified as part of this patient story

5. Scheduled date for the [next paper](#) on this topic: October 2016

6. Executive Summaries should not exceed [1 page](#). The paper does comply

7. Papers should not exceed [7 pages](#). The paper does comply