

March 2018

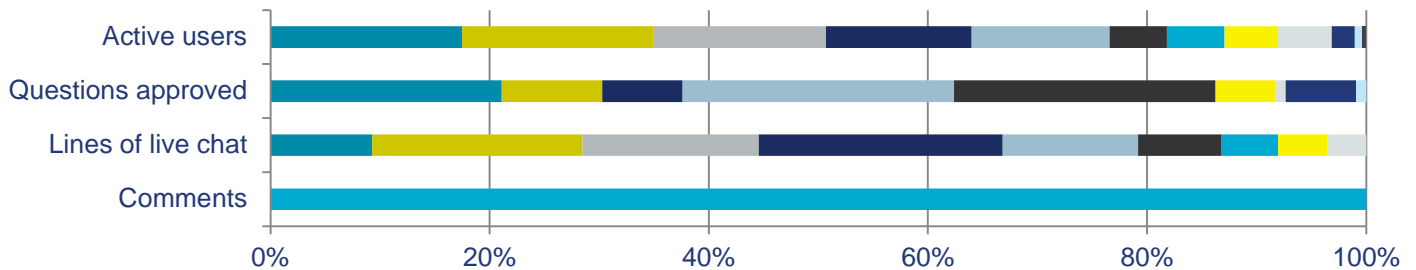
The General Practice Zone was funded by Health Education East Midlands in partnership with The University of Nottingham, University of Leicester and Derby and Derbyshire LMC. Taking part were eight primary healthcare professionals and 12 schools in the East Midlands.

Philly is a Foundation Year 2 doctor at Chesterfield Royal Hospital who hopes to become a GP, Nicola is a Deputy Practice Manager for a surgery in Chesterfield, and Jo and Lucy are both in their final year of GP training at a practice in Leicestershire. Jamie, Gail and Cat are GPs working in Wolverhampton, Derbyshire and Newark, Amanda is a practice nurse for a surgery in Derby and Adil is a fourth year medical student at Nottingham University.

March's General Practice Zone was the busiest of all the I'm a Medic events we have run so far, with nearly 370 students logging in and 16 live chats. This was the first time we had teams taking part, with Jo and Lucy taking part as a duo, and Cat sharing her login with colleagues at her practice to take part in chats she was unavailable for. This was to support professionals in making more chat sessions and to give students a wider range of professionals to meet. We also continued the Admissions Officer role, an expert on university admissions who could add comments with supporting information on students' questions about applying to medical school.

Due to the weather causing a number of schools to close for a few days some classes had to drop out of the event, resulting in the first week of the event being quieter than expected.

School data at a glance



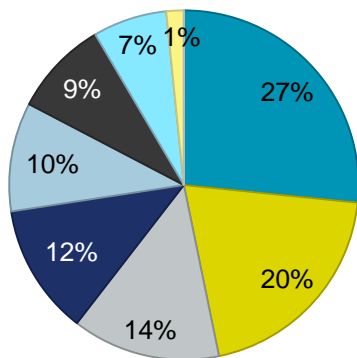
- West Nottinghamshire College
- Walton Girls' High School & Sixth Form
- Da Vinci Academy
- Meden School *
- The Priory City of Lincoln Academy *
- Saint John Houghton Catholic Voluntary Academy
- Skegness Academy
- John Leggott Sixth Form College
- Belper School and Sixth Form Centre
- Catmose College
- Spalding High School
- Landau Forte College *

* Schools that also took part in I'm a Medic in 2017

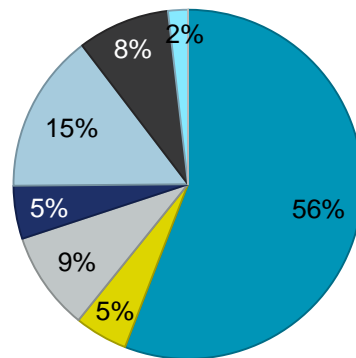


Healthcare professional activity

Answers



Lines of chat



HEALTHCARE PROFESSIONAL	PROFILE VIEWS
Jamie Hynes (WINNER)	493
Gail Allsopp	267
Philippa Horner	383
Adil Rashid	295
Jo & Lucy	292
Cat Harrison	301
Amanda Henchcliffe	259
Nicola Hickman	262

Key figures from the March 2018 Zone and comparison to the 2017–18 Zones averages

PAGE VIEWS	MARCH 2018 ZONE	2017–18 ZONES AVERAGE
Total zone	10,359	10,739
ASK page	527	546
CHAT page	879	945
VOTE page	516	488

	MARCH 2018 ZONE	2017–18 ZONES AVERAGE
Schools	12	12
Students logged in	369	293
% of students active in ASK, CHAT or VOTE	78%	78%
Questions asked	169	151
Questions approved	109	91
Answers given	248	205
Comments (including Admissions Officer)	30	30
Votes	194	149
Live chats	16	14
Lines of live chat	3,285	2,752
Average lines per live chat	205	202

Popular topics

Both Live Chats and the ASK section were on topic with students wanting to know all about different careers in healthcare. There were lots of conversations about being a doctor, with students asking the GPs in the zone about the challenges they face at work. They were interested in how many patients the GPs had to see each day, how they knew what treatments to suggest and whether they have ever not been able to diagnose someone.

The range of professionals in the panel gave students an opportunity to find out about the different careers in primary healthcare. They wanted to know what qualifications different roles needed and how long training takes. They asked about the day to day aspects of their jobs, for example asking Nicola whether it is stressful to run a surgery, and how many hours she has to work. All the professionals stressed the importance of different roles in the NHS and were encouraging with advice on different courses and pathways.

Many students were interested in the qualifications each professional needed, and asked about the importance of studying certain subjects such as science at A Level. Some students used the opportunity to ask about specific jobs they were particularly interested in, such as social work, and asked the professionals for advice on getting work experience in a specific area.



Top Keywords of questions approved in the Zone

Area represents frequency of use



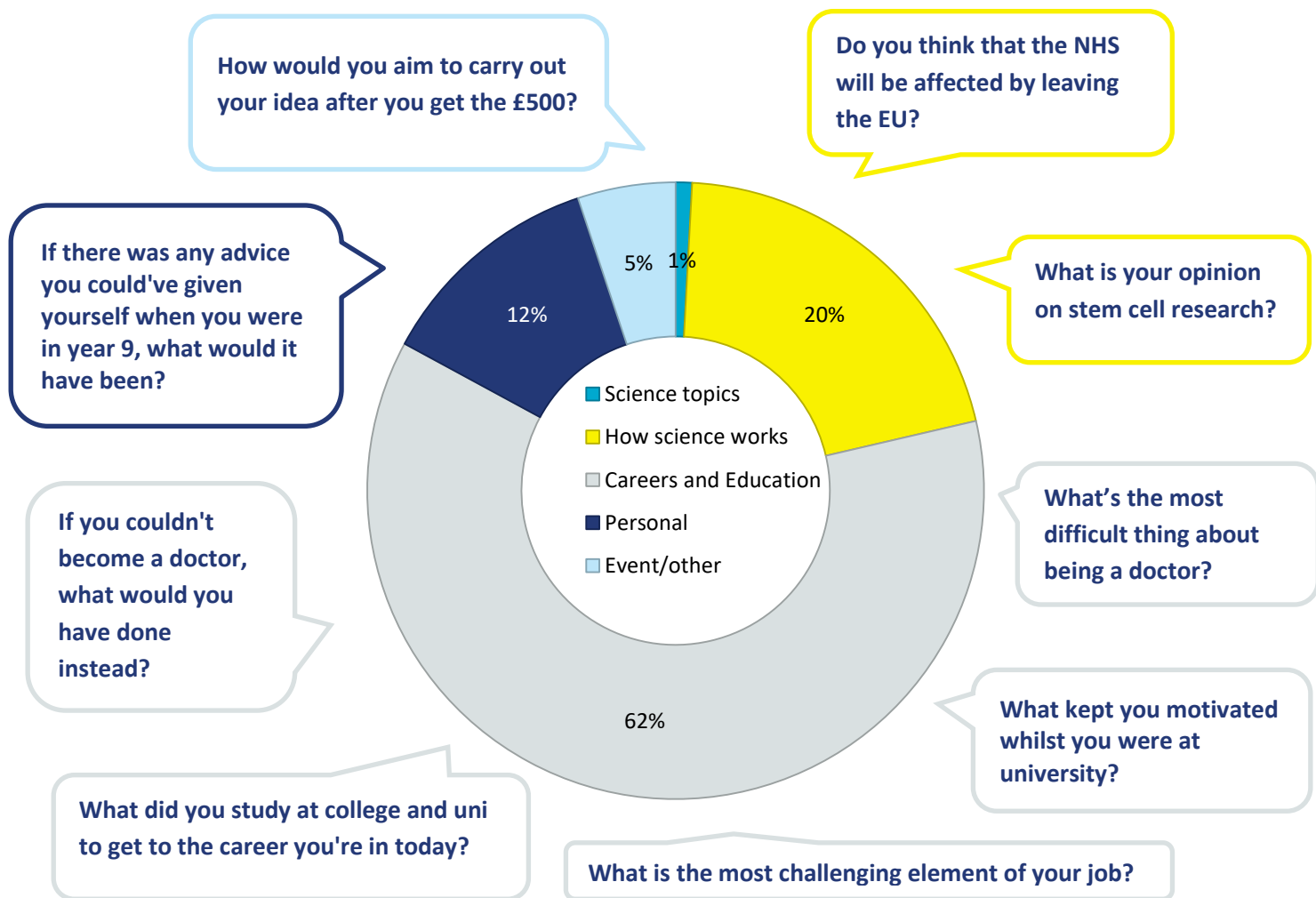
■ Healthcare ■ Being a healthcare professional



Keywords from live chats in the zone, size of the word represents its popularity



Question themes and example questions in the Zone



Find out about how we've coded the questions at about.imascientist.org.uk/2017/student-question-coding

Examples of good engagement

The students had lots of questions about the challenges of working in healthcare. The professionals were all open and honest about their experiences, giving students a real insight into being a GP, **such as in this ASK question.**

"What is the most difficult thing about being a doctor?" – Student

"Top question. Could it be summed up with the word sacrifice? Sometimes with a patient I feel that even though I could do something- a treatment, a referral, a letter, there's a chance that it might harm them, through side effects, or too many medicines, or emotional strain. We have to answer the question what part of their good health would be sacrificed with this choice, even if on balance it's probably in their best interests." – Jamie, GP

"When someone dies that I have looked after for a long time, that's hard. It could be a child, a grandma, a brother, it doesn't matter how old they are. If you've known someone and looked after them, treated them when they were unwell, as a GP you become part of their lives. It also means you are part of their deaths. This part never gets easier. It's as hard today as it was 20 years ago." – Gail, GP

“Recognising and admitting how much I don’t know! We can never know everything, but as a GP, often we feel like we are expected to have all the answers! It is hard to admit when we need to look something up, or need help, but it is a crucial part of the job. We are always learning!” – Cat, GP

“My answer may seem predictable but I think I have to say that when a treatment fails and a patient ends up deteriorating or dying, despite your best efforts, that has to be the most challenging thing I’ve ever faced.” – Philly, trainee GP

“For me, it would have to be accepting that you can’t save everyone. Despite this you can definitely help every patient (no matter how small your actions may be), so don’t let this put you off!” – Adil, medical student

As well as being a GP, students were interested in the different healthcare careers available and the qualifications needed. In a chat that Cat (a GP) wasn’t able to make, colleagues at her practice stepped in to give the students an insight into different jobs in primary healthcare.

“Do you need to study at university to work in the NHS?” – Student

“The NHS not necessarily, but medicine yes. Many vital jobs in the NHS are done without Uni degrees.” – Jamie, GP

“Not to work in dispensary, unless you want to be a pharmacist, but that is for retail pharmacy and not in gp surgery” – Karen, dispenser

“I don’t have a University degree and don’t need one for my NHS job as Receptionist/Secretary” – Leanne, secretary

“As Practice Manager I’ve employed plenty of clerical staff who don’t have a university background” – Ollie, practice manager

“What qualifications are needed for each of your professions?” – Student

“For Practice Manager there is no formal qualification needed. Lots of my colleagues in surrounding areas simply have appropriate experience... Myself - I have a degree in Biology, Masters in Computer Science and an MBA (Masters in Business Admin)” – Ollie, practice manager

“For medical secretary I have previous admin experience and have RSA (now called OCR I think) up to level 3, I also learnt to touch type which makes typing a lot faster as I don’t have to look at the letters on the keyboard” – Leanne, secretary

Students were also interested in ethical issues surrounding treating people you know.

“What are the rules of treating family and friends?” – Student

“You’re not allowed to treat family and friends unless in an emergency. We all need doctors of our own!” – Gail, GP

“We don’t treat family or friends unless it was an emergency- our emotions could lead to us making bad decisions.” – Jamie, GP

“is there any justification as to why you aren’t allowed to treat family or friends?” – Student

“You don’t think clearly when you treat family and friends. You are too attached and emotional. Better to support them and ask another expert.” – Gail, GP

“So the main issue could be that the attachment to family or friends could lead to pressure in making the right decision and if you accidentally make the wrong one, it can affect you?” – Student

“You’ve got it!” – Jamie, GP

Healthcare Professional winner: **Jamie Hynes**

Jamie's plans for the prize money: "I will use the money to fund further videos promoting a career in General Practice; I use fiverr.com for this in the past, paying graphic designers on there to produce what I am imagining and it helps those wanting to get examples of what they can create to help their careers."

Read Jamie's [thank you message](#).



Student winner: **265genm47**

For great engagement during the event, this student will receive a gift voucher and a certificate.

Feedback

We're still collecting feedback from teachers, students and scientists but here are a few of the comments made during the event...

"I have learnt that there are challenges to the jobs and amazing sides to the jobs...I can't wait to use the advice I've been given 😊 Thanks imamedic you have really helped and inspired me 😊" – **Student**

"I have learnt that there are more jobs in the nhs than I thought" - **Student**



Thanks to our partners

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