

21st January – 8th February 2019

In this Zone there were four healthcare workers taking part as individuals, and three healthcare teams taking part as a group.

The individuals were:

- **Tarik Shembesh**, a London-based Dentist and Oral Surgeon working with multiple clinics, specialising in managing anxious and phobic patients. Tarik was the winner of the Primary Care Zone.
- **Kerry Haworth**, a Health Care Assistant (HCA) soon to qualify as a nurse, working in both hospital and community spaces around Lancashire.
- **Amelia Randle**, a GP who works as the Clinical Lead for the Learning Disability Somerset Clinical Commissioning Group.
- **Brendon Jiang** from the CLICK Federation. CLICK intended to take part as a team, with people from varying roles across the group of GP practices. Unfortunately the team were unable to, so pharmacist Brendon took part as an individual.

The teams:

The Riverside Surgery Team, including people from clinical and administration roles within the practice. Team members who took part in live chats were:

Jodie - Practice Manager	Anna - Medical Secretary	Kayde - Receptionist
Gaspar – General Practitioner	Sarah - Clinical Coder	Vikki - Health Care Assistant
Rebecca - Practice Nurse	Jade - Receptionist	Mia - Receptionist
Charlotte - Administrator	Kerrie - Apprentice Administrator	

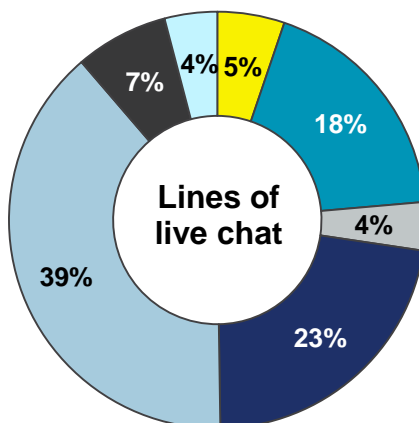
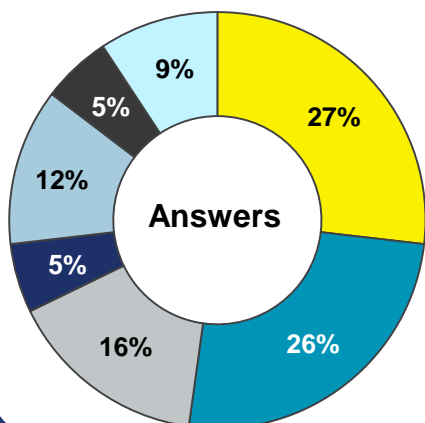
The Hampton Surgery Team, made up of a team with diverse roles from within the practice. Team members who joined live chats included:

Sue N - Deputy Director of Nursing	Jen - Newly qualified nurse	Rob - Paramedic
Kirsty - Practice Nurse and Specialist Advisor for CQC		

The East Sussex Children's Integrated Therapy Service (CITS), made up of Physiotherapists, Speech and Language therapists and an assistant. The team members who took part in live chats were:

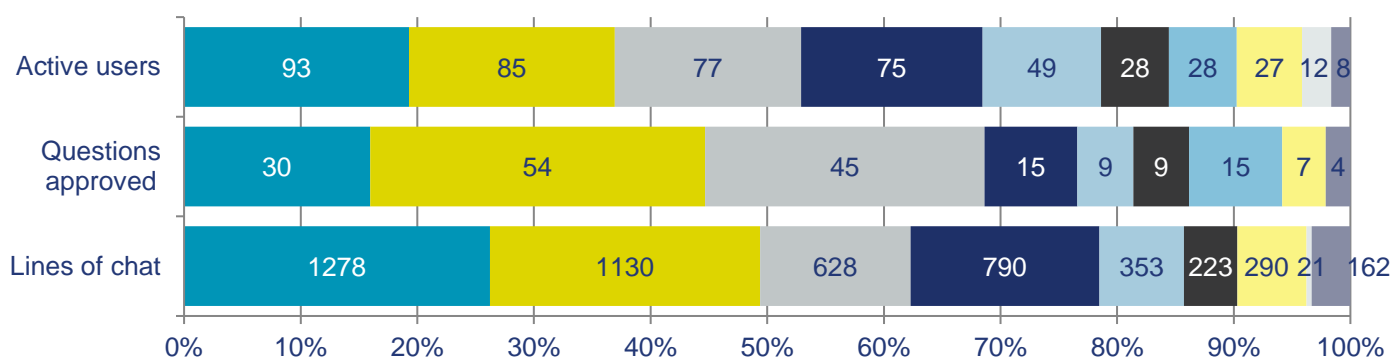
Rosie - Physiotherapy student	Jamie - Occupational Therapist	Jess - Paediatric Physiotherapist
Amy - Physiotherapist	Beth - Paediatric Physiotherapist	Christie - Speech and Language Therapist
Victoria - Assistant for Physios, OTs and Speech and Language Therapists		

Healthcare worker activity



HEALTHCARE WORKER/TEAM	PROFILE VIEWS
Tarik Shembesh	770
Hampton Surgery	469
Kerry Haworth	449
Riverside Surgery	447
East Sussex CITS	428
CLICK Federation	366
Amelia Randle	265

School data at a glance



School	No. Classes	Year/s	HEE Priority
Brayton Academy, Selby (U)	4	7	3
St Katherine's School, Bristol	3	8	1
St John Wall Catholic School, Birmingham (WP)	3	7, 9, 11	1
St Ambrose Barlow RC High School, Manchester	4	8	2
Robert May's School, Hook (U)	2	9	1
All Saints Catholic College, Huddersfield (WP)	1	10	1
Parkside Sports College, Crook	2	8	2
Parklands High School, Chorley	1	8	3
Lincoln College, Lincoln (U)	1	12, 13	3
Harris Invictus Academy Croydon (WP)	3	7	2

We want to increase the participation of under-represented groups going into STEM and healthcare careers. Find out what we mean by under-served (U) and WP schools (WP) at: imamedic.uk/about-the-project/

Schools on this table have been given a HEE Priority number, from 1 (high priority) to 5 (lower priority).

Key figures from the Zone and comparison to previous years' Zones averages

PAGE VIEWS	JAN/FEB 2019 ZONE	JAN/FEB 2019 AVERAGE	2017-19 ZONES AVERAGE
Total zone	17,748	16,164	10,739
ASK page	1,420	1,276	546
CHAT page	2,497	2,034	945
VOTE page	1,427	1,398	488

	JAN/FEB 2019 ZONE	JAN/FEB 2019 AVERAGE	2017-19 ZONES AVERAGE
Schools	10	10	12
Students logged in	573	526	293
% of students active in ASK, CHAT or VOTE	84%	84%	78%
Questions asked	407	369	151
Questions approved	188	169	91
Answers given	205	266	250
Comments	20	49	30
Votes	346	330	149
Live chats	20	20	14
Lines of live chat	6,370	7,023	2,752
Average lines per live chat	319	351	201

Popular topics

A lot of students were interested in the wages of healthcare workers, asking this both in CHAT and ASK frequently.

Students were very interested in the zone winner, Tarik's work as both a dentist and surgeon, wanting to know "what is the difference between an oral surgeon and a dentist?"

Students enjoyed inquiring as to the hardest or "worst" thing healthcare workers had done in their line of work.

Despite a lack of major trauma surgeons in the healthcare team, students asked a lot in both ASK and CHAT about surgeries, possibly due to confusion between GP surgeries and trauma surgeries.

Students were very interested in the day-to-day experience of the healthcare workers, asking things like "how many patients do you see daily?" and "what's it like in an emergency?"



Frequent words used in live chats in the zone. Size of the word represents its popularity





Top Keywords of questions approved in the Zone

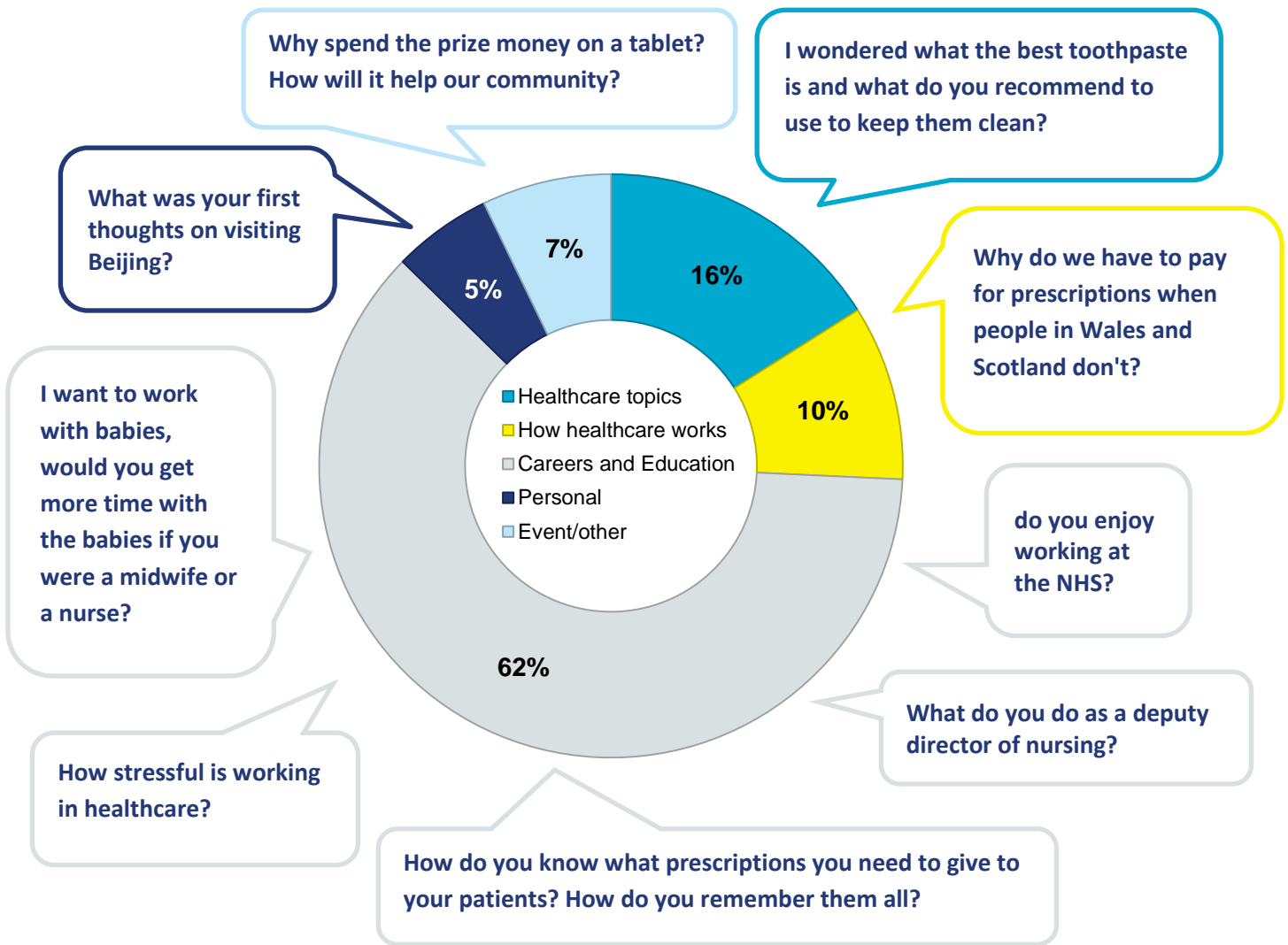
Area represents frequency of use



■ Healthcare topics ■ Being a healthcare worker

Question themes and example questions in the Zone

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



Examples of good engagement

In the evening chat, where students from all schools in the zone could join the live chat from home, one student showed an interest in psychology. Tarik then explained how dentistry is linked to psychology:

“How long is the training to be a dentist?” – Student

“Usually 5 year undergraduate degree. Followed by a year of foundation training to enable you to work in primary care NHS. Are you interested in being a dentist, or working in healthcare?” – Tarik

“Yes, I'd like to work in psychology but it sounds great being a dentist” – Student

“it is and a big part of what we do is related to psychology.” – Tarik

“How is it related to psychology?” – Student

“most patients are scared and anxious so being aware of patients thoughts and emotions is important. Also to get patients to change their attitudes / habits it's more effective with a psychological approach.” – Tarik

“Is that why you talk to people, to keep them calm?” – Student

“part of it yes, and distract them!” – Tarik

Students were very interested in the healthcare workers' jobs in the NHS, asking questions such as **What's the youngest age will have to be to work with the NHS?** and **What is the best part of being in the NHS?** Often, in the answers they gave to these questions, the healthcare workers were able to demonstrate the variety of roles and entry points to the NHS, potentially breaking stereotypes the students might hold:



Question: How hard is it to get a job for the NHS and what do you need to do?



Amelia Randle answered on 22 Jan 2019:

It's not at all hard. The NHS is open to anybody who would like to work in it. You can get a job at the start and train whilst you're working or you can do a whole host of different courses before you start work so you can start with a particular skill. Anyone can work for the NHS.



Riverside Surgery answered on 22 Jan 2019:

It is not hard to get a job working for the NHS. There are a variety of jobs both clinical and non-clinical. As a GP Practice we have hired many apprentices in the past for positions in our Reception, Dispensary and Administration teams. For a clinical role this would involve studying to a university level, but there are so many roles and organisation within the NHS we would highly recommend researching the schemes within your area if unsure which career within the NHS to pursue.



Hampton Surgery answered on 22 Jan 2019:

(Sue N) – the brilliant thing about the NHS is that there are opportunities for some many people. you can go in as a school leaver, a graduate or later in life. Education and training is available and you can work your way up in a career, I know of a chief executive who started work as a hospital cleaner and worked her way up. I know of nurses who started as healthcare support workers (carers) and have since gained their nurse qualification and are registered nurses. There are many job opportunities





Primary Care Zone winner: **Tarik Shembesh**

Tarik's plans for the prize money: "Donate the money to the dental society who give talks at local schools and have programs to encourage careers in Dentistry from different backgrounds and make it accessible to all."

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

Student winner: **Eliza**

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 the healthcare team, but here are a few of the comments made about the Primary Care Zone...

"This has changed my view on jobs in the NHS completely. Thank you for giving me the opportunity to talk to you 😊" – **Student**

"[I have learnt] that not all jobs in the NHS include nursery or medicine." – **Student**

"[I have learnt] there are more than doctors and nurses in the NHS, you need to do science subjects to be a nurse." – **Student**

"Christie (staff member) felt this morning's session went really well. She felt it was really positive as one student said they changed their mind and would consider working for the NHS." – **East Sussex CITS**

"I would have loved this as a kid.

It's nice to step out of the box and get kids to interact in a way that they find interesting (my kids love being on the computer).

I think they love asking the questions and getting answers from people actually doing the job. It's much more than they might expect." – **Riverside Surgery Team**

"[I have learnt] that secretary jobs aren't just about paperwork." – **Student**

"I have learned that just because someone works in healthcare, that doesn't mean they aren't very interesting or down to earth!" – **Student**