

June and July 2021

The Primary Care Zone (primaryem21.imamedic.uk) ran for 7 weeks from 7 June to 23 July 2021. It was funded by the [Nottinghamshire Alliance Training Hub \(NATH\)](#).

The Zone featured primary healthcare workers from across Nottinghamshire and the East Midlands.

Originally intended to run for 4 weeks, the Zone was extended to give teachers and their students more time to engage. This was due to the coronavirus pandemic, which was impacting teaching and learning in schools by causing almost 1 in 4 school students in the UK to be absent.¹

Key activity figures

Schools	4
Estimated number of Students*	539
Students active**	82%
Healthcare workers	44
Questions asked	16
Questions approved	16
Answers given	68
Comments	10
Live chats	26
Lines of live chat	3,775
Average lines per live chat	199
Votes cast	132

*Number of students logged in plus estimated number of students who took part in teacher-led Chats, as reported by teachers.

**Percentage of logged in students who were active in the Zone.

Healthcare workers

44 healthcare workers created a profile in the Zone as part of 6 teams. You can see who took part at primaryem21.imamedic.uk/teams

The winning healthcare team with the most votes from students was **Team NATH**, an NHS training hub for healthcare workers in Nottingham and Nottinghamshire.

Students

From across the UK, 209 students logged in, with 82% actively engaging through joining a student-led live chat, asking a question, or casting a vote. An estimated 330 students took part through teacher-led Chats. The number of students in teacher-led Chats was reported by the Career lead organisers at each school.

96% of active students were from widening participation schools.

Live chats

26 live chats took place during the activity: 19 were school classes booked by teachers and 7 were additional chats, open to all students in the Zone.

On average, 5 healthcare workers attended each live chat.

¹ Reference: [school attendance figures published on gov.uk site](#)

School activity

Students from 4 schools across the UK participated in the Zone. In addition to live chats booked by teachers, there were 7 Thursday evening chats for the students and their families.

The live Chats at Redhill Academy, Carlton Academy and South Nottingham Academy were all organised by Career leads and therefore involved whole student year groups. The West Bridgford School live Chat was used as an extracurricular activity for interested students.

Teachers from 18 schools originally signed up to take part. However, many teachers were unable to book Chats due to COVID-19 related issues and a severe lack of time for enrichment activities.²³ All responsive teachers who were unable to take part this year mentioned that they would like to take part next year if possible.⁴⁵

School	Active users	Chats attended	Chat lines (total)	Questions approved
Redhill Academy, Nottingham (WP)	165	10	1,088	9
The West Bridgford School, Nottingham	8	1	94	7
Carlton Academy, Nottingham (WP) *	6	5	126	0
South Nottinghamshire Academy, Nottingham (WP) *	5	3	117	0

* In these chats teachers typed questions on behalf of their students, with the chat displayed on a screen.

We want to increase the participation of under-represented groups. Find out what we mean by under-served (U) and widening participation (WP) schools, and how you can support us in working with more of these: about.imascientist.org.uk/under-served-and-wp

² Reference: "Staffing is a major problem at the moment. With people having to isolate it means we are having to be used for cover in our frees. The marking load is also huge due to all mocks/assessments having to be moved from earlier in the year when we were teaching remotely. Specifically for my Y12 class, they haven't done great in the mocks so we have had to resits as well which has taken away from lesson time." - **Teacher**.

³ Reference: "Unfortunately, our school can no longer take part this month... It is simply self-assessments taking up a lot of time, in addition to our students sitting progress exams next week." - **Katie Wilkinson, Teacher, Emmanuel School Nottingham**.

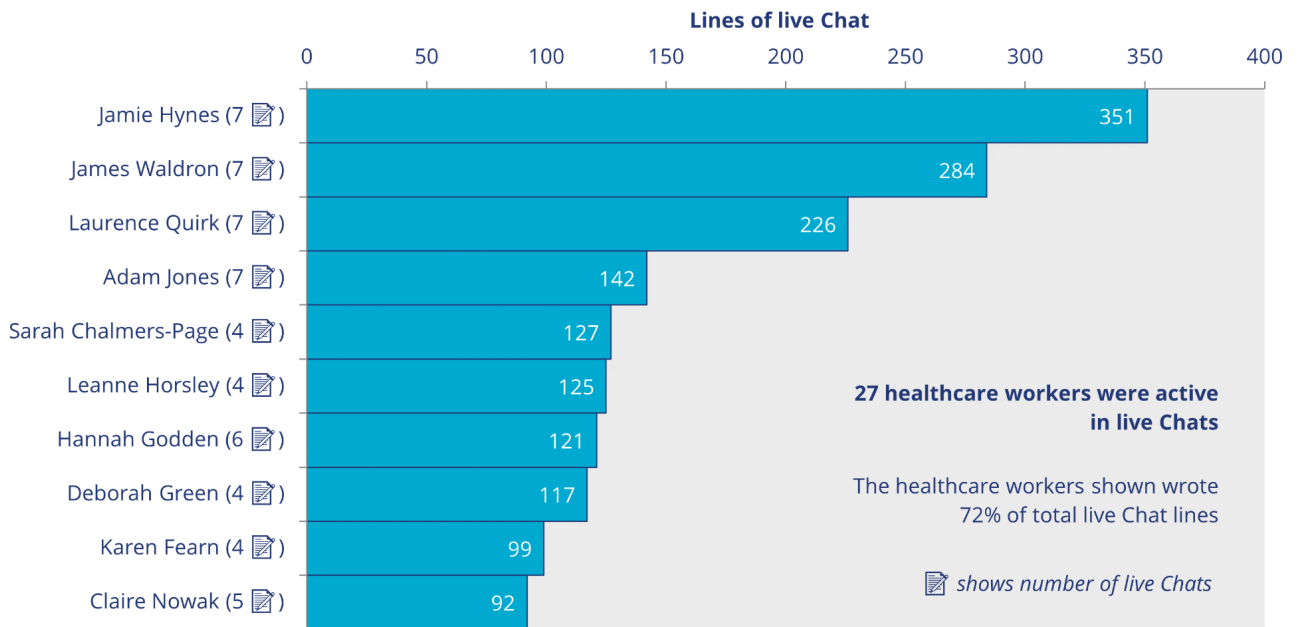
⁴ Reference: "We would definitely be interested in taking part next year so please let me know the dates when you have them." - **Vicky Flude, Head of Science, Colonel Frank Seely Academy**.

⁵ Reference: "I am the placement coordinator for the health and social care department and would love an opportunity for you to have a chat with our students during the 21/22 academic year. Most of our students are now completed so I feel we wouldn't be able to utilise your services to their full extent this year." - **Janine Bramley, Placement Coordinator, West Nottinghamshire College**

Healthcare worker activity

During the Zone, the healthcare workers interacted with students by writing 1,684 lines of live chat, and providing 62 answers to 16 posted questions.

10 most active healthcare workers in live Chats



10 most active healthcare workers in posting answers



Examples of good engagement

The healthcare workers gave guidance according to the students' individual needs and helped them understand the variety of learning opportunities available.

Many students in the Zone wanted to know about different roles in healthcare that don't require a degree, and the qualifications required for these roles.

Student: What roles can people look to do without needing a degree?

Adrian (healthcare worker): Reception, medical secretaries, Healthcare assistant, Phlebotomist, even handy person

Hannah (healthcare worker): In mental health? There are support workers, healthcare assistants, pharmacy technicians, pharmacy assistants to name a few!

Sonali (healthcare worker): health care assistants(they do all sorts of things- take blood, do heart tracing, give injections), phlebotomists(those who take blood), receptionist, social prescriber(also called link worker),

Student: @Sonali What qualifications are needed to get into those roles?

Sonali: You don't need a degree to get in these roles and having GCSE and A levels is good. You can also consider becoming an apprentice and then there is a lot of learning on the job. Have a look at this website that has been created care4notts.org which shows a lot of careers. and shadow a link worker in GP surgery you may really enjoy it

The healthcare workers helped the students think about how their soft skills and interests might suit one of a variety of roles in healthcare. Adam, an Operations & Liaison Manager from Team NATH, and Adrian, a Practice General Manager from Team Nottinghamshire Healthcareworkers, chatted with the students about their job roles.

Student: What is meant by a Liaison Manager?

Adam (Liaison Manager): Good question - because the Training Hub is new and also meant to serve the whole of Nottingham, a lot of the job is checking in with everyone that we're doing the right thing and helping them out. Liaising with them.

Student: Interesting, are there any GCSE's or other qualifications required for this?

Adam: Nothing in particular, if you enjoy meeting with and talking to people you get more

out of it. It helps to be able to explain things clearly, but that's a 'soft-skill' that you either have or learn over time rather than a qualification.

Student 1: What does managing a GP practice involve

Adrian (Practice Business Manager): Looking after everyone, GP's nurses, admin & patients, I make sure we have contracts for gas electric etc and simple things like tea and coffee, and do the accounts, all the HR the list goes on

Student 2: @Adrian What qualifications to you need to do your job

Adrian: I have a certificate in management and a degree in health & social care, plus I've done open university modules in accounting. Started out as a registered Mental Health nurse

My colleagues who do a similar role have a wide variety of training background and being good with people and organising is key to the role

There were some cracking healthcare related jokes, helping the students to identify with the healthcare workers.

Student: whos the coolest guy in the hospital? the ultrasound guy

Adam (healthcare worker): good one

Jamie (healthcare worker): Who makes the coke and lemonade?

Student: idk who does

Jamie : The Fizzy-o.... :) (Sorry @Leanne)

Student: thats a good onee

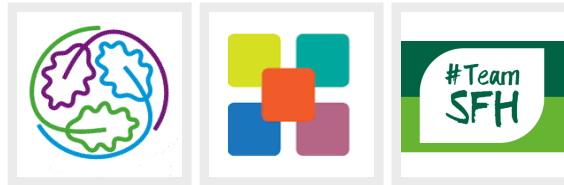
Leanne (healthcare worker): @Jamie (GP) I'm stealing ALL of these jokes for the future

Zone winners

Students voted each week for their favourite healthcare worker; the team with the most team member votes was named Team of the Week.

The Teams of the Week were:

- **Nottinghamshire Alliance Training Hub (NATH)**, an NHS training hub for healthcare workers in Nottingham and Nottinghamshire.
- **Nottinghamshire Healthcare Workers**, a team of healthcare workers from General Practices across Nottinghamshire.
- **Sherwood Forest**, a team representing the Sherwood Forest NHS Foundation Trust that runs three hospitals in Nottinghamshire.



The overall winner, with the most votes at the end of the Zone was:

- **Nottinghamshire Alliance Training Hub (NATH)**

As the winning team of the zone, they receive £500 to spend on further public engagement projects. The leader of the team was **Adam Jones**.



"Ahead of *I'm a Medic* we could never have guessed what a success this experience would be in connecting us to schools.

It was a definite two-way learning experience, where the enthusiasm classes brought to the Chats really rubbed off on us!

In a year when there has been so much disruption, it was great to come together and have meaningful conversations with pupils."

You can read Adam's full statement at primaryem21.imamedic.uk/2021/08/03/a-thank-you-from-your-winning-team

Feedback

Just wanted to say that I really enjoyed taking part in I'm a Medic, Get me out of here. Thanks so much for all your hard work! Pharmacy is often an unnoticed/unknown profession so it was great to have a platform to promote my job role to a captive audience! I found the way the chats were set up and moderated was really easy to use and worked really well! I've nothing bad to say about the system from a healthcare professional perspective – it was absolutely excellent!!!

Pip Cheesman (Healthcare worker)

We wanted to get the science students... to think of other careers that they hadn't thought of... and get them talking to people actually working in these careers. We struggle to get NHS into school, understandably, so I'm a Medic is a great way to get the students talking to NHS staff.

Teacher (Redhill Academy)

Thank you for this experience! Really valuable.

Student (Redhill Academy)

I've always been interested in medical education and talking to young people who are interested in the medical sector. The students had lots of good questions that really got me thinking

Chisom Anaduaka-Akpan (Healthcare worker)

Thank you for the opportunity this week for our students to chat with local healthcare workers. Most of our students have got a lot from this and we've had good feedback.

Teacher (Carlton Academy)

Thanks everyone and thanks for the work in the NHS you do.

Student (South Notts Academy)

Thanks all for such a great project. It's been great to be involved.

Karen (Healthcare worker)