

June 2023

The Healthcare Zone (healthcarem23.imamedic.uk) ran from 6 March to 21 July and was funded by the Nottinghamshire Alliance Training Hub, the Lincolnshire Training Hub, the Leicester, Leicestershire and Rutland (LLR) Training Hub, the Herefordshire & Worcestershire Training Hub and the Health Education Derbyshire Training Hub.

Key activity figures

Students logged in	270
Students active ¹	89%
Schools booked Chats	16
Schools active	12
Healthcare professional teams	5
Healthcare professionals given access	61
Healthcare professionals active ²	36
Chats booked	35
Chats took place	18
Lines of Chat	4,706
Average lines per Chat	261
Follow up questions asked	37
Questions approved	32
Answers given to follow up questions	228
Healthcare professional comments	8
Student comments	1
Votes	142

Who took part?

270 students from 12 schools across the East Midlands, Herefordshire and Worcestershire connected with 36 healthcare professionals in 5 teams. 63% of active students were from priority schools: 49% from underserved schools and 38% from widening participation schools.

A total of 142 votes were cast by students. The winning healthcare team with the most student votes was the **Nottinghamshire Training Hub**, an organisation helping to train, support and develop the many different roles that you might find in Primary Care. As Zone winner, they receive £500 to spend on further public engagement projects.

Activity

35 Chats were booked. 18 took place. Out of the remaining 18 Chats booked, 12 were cancelled and in 6 cases, the school did not attend and did not give notice. All schools were chased and invited to rebook. Four schools did not rebook.

It is also common for students to share login details or computers during Chats. Therefore, the number of students engaged is expected to be higher.

Students asked 37 follow up questions of which 32 were approved and sent to healthcare professionals. Duplicate questions (that healthcare professionals had already answered) were not sent again, with the student being directed to the previous answer and invited to comment and ask additional questions.

¹ Active students joined a Chat, asked a follow up question, posted a comment, or cast a vote.

² Active healthcare professionals joined a Chat, answered a follow up question, or posted a comment.

School activity

School	Active users	Chats attended	Chat lines (total)	Chat lines (per user)	Follow up questions approved	Votes
The West Bridgford School, Nottinghamshire	58	3	583	10	2	28
John Blow Primary School, Nottinghamshire (U)	30	1	485	16	1	16
The Becket School, Nottinghamshire	29	3	111	4	0	27
The Bolsover School, Derbyshire (WP/U)	29	1	379	13	0	28
UTC Derby Pride Park, Derbyshire (WP)	27	2	132	5	20	3
Skegness Grammar School, Lincolnshire (U)	19	2	276	15	0	19
Billingham Church of England Primary School, Lincolnshire (WP/U)	16	1	230	14	0	6
Loughborough College, Leicestershire (WP)	9	1	48	5	0	2
West Nottinghamshire College, Nottinghamshire (WP/U)	8	1	16	2	7	3
Kesteven and Sleaford High School Selective Academy, Lincolnshire (U)	8	2	114	14	0	4
All Saints Catholic Voluntary Academy, Nottinghamshire (U)	4	1	23	6	0	4
Tupton Hall School, Derbyshire (WP/U)	3	1	15	5	0	2

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

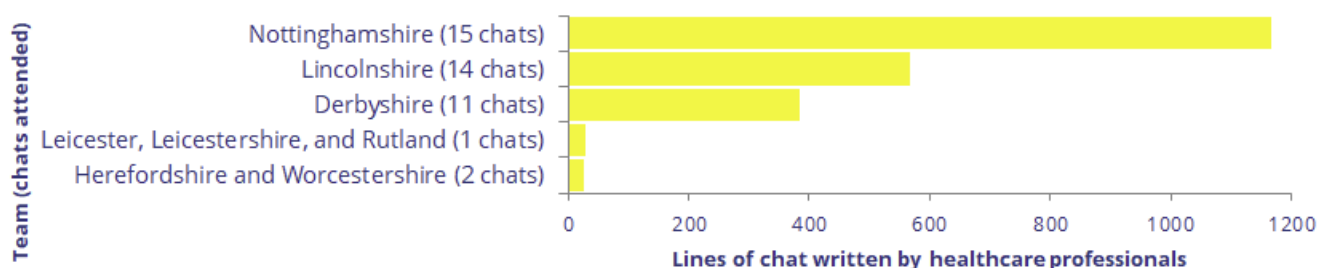
Healthcare professional activity

Healthcare professionals worked in teams:

Team	Active healthcare professionals
Nottinghamshire	8
Lincolnshire	8
Derbyshire	10
Leicester, Leicestershire, and Rutland	7
Herefordshire and Worcestershire	2

During the Zone the healthcare professionals interacted with students by writing 2,290 lines of Chat, and providing 298 answers to 32 follow up questions. On average, 5 healthcare professionals took part in each Chat.

Chat activity from healthcare professionals



The average healthcare professional who joined Chats, attended 3 Chats and wrote 62 lines.

Responses to follow up questions from healthcare professionals



The average healthcare professional who posted responses to follow up questions, posted 7 answers and fewer than 1 comment.

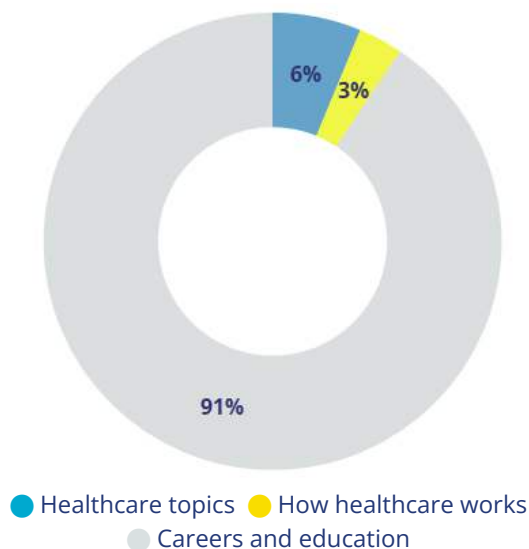
Chats

The word cloud below demonstrates what students and healthcare professionals talked about in Chats. The bigger the word, the more frequently it was used.



Follow up questions

The chart below shows an analysis of questions students sent to the healthcare professionals. Questions are coded into overarching categories. The examples are coloured by category.



- What ambulance vehicles do you drive?
- What is bone marrow?
- How can we solve appointment scheduling in the health sector?
- Do you think an apprenticeship or university route is better?
- What do you like about the nhs?
- What struggles do you go through as a single parent and does it get in the way of your job?
- Was it hard to decide what role you wanted to go into in healthcare?
- What path would you recommend to become a pathologist?

Examples of good engagement

The Chat transcripts are full of examples of excellent engagement. The healthcare workers were able to provide authentic and meaningful employee encounters helping meet Gatsby Benchmark five.

Student 1: When did you know you wanted to work in healthcare?

Karen (medic): For me it was when I started working with homeless people and they really appreciated the support so then I knew I wanted to do more of it

Student 1: How long did you do that work with homeless people?

Karen (medic): It was for about 2 years

James (medic): When I was 5 I got unwell with Leukaemia (blood cancer) and found what they all did very inspiring, so I think that's when it started

Student 1: Did you plan what subjects you took at school around healthcare?

James (medic): yeah a bit, but the only ones you really really need is chem and biology (do triple science if you can manage it)

Student 2: that's good thank you

Student 3: Do you find working in a gp practice just as hectic as working in a hospital?

James (medic): yes definitely! in a different way to the hospital. One of the challenging (btu also really interesting) aspects of GP is you never know what's coming through the door so it could be gynae, or resp, or cardio or a baby or mental health and you have to be able to adapt to each thing. In the hospital if you are doing a period clinic, there are only a certain number of things it could be - so more straightforward.

The guidance provided was personal to the individual students (Benchmarks 3 & 8) and open-minded about the options available.

Student 4: Would it be better to do an apprenticeship in nursing or study at University?

Sian (medic): That would be a personal choice and if you can get a place in a Trust that would support you to do your apprenticeship.

Angela (medic): You could also start off as a support worker or do some volunteering which is very much an introduction to nursing. If you are interested in health and wellbeing and subjects like Biology it is a good career to investigate. There is a lot of caring and compassion needed too.

Sian (medic): It is entirely up to you, I would recommend that you go to your local careers fairs, look on your local training hub websites for more information. Do you want to live at home or move away? Lots of things to consider. I went to uni and had the best time!

The authenticity of the Healthcare professionals is essential to provide accurate careers and labour market information. Not all of the information available to students in the media is unbiased and accurate.

Student 5: Is working in health care as bad as its portrayed in the media?

Karen (medic): It can be stressful sometimes but not always. We are short staffed in many areas, but that is the same in all jobs not just the NHS. Any job can be challenging but its about your team, your environment and what you make of it

Runa (medic): morale can be low - but it can be the same in all professions. I think if you have a passion for the job then that is the key thing. And you also have a voice to try and make changes

Angela (medic): No and this upsets me. Some areas need attention and we are working on that but all the roles are rewarding and I would not work anywhere else now. There is work to be done and it is being looked at every day for solutions

Rachel (medic): No, it has its ups and downs but it is a fantastic place to work. The media portray things very differently to how it actually is working in it.

Sian (medic): I have found the team makes a huge difference and have always worked with brilliant teams - we support each other in our work environments. Unfortunately the media

won't pay for stories about our team who get along, managing the challenges of working in the NHS together

Simran (medic): It's definitely stressful at times, but we all rely on the support of our colleagues to get through difficult times. I've often found it can feel like a second family! And it's very rewarding!

Winning healthcare team

The overall winner, with the most votes at the end of the Zone was **Nottinghamshire Training Hub**, an organisation helping to train, support and develop the many different roles that you might find in Primary Care. As Zone winner, they receive £500 to spend on further public engagement projects.

Feedback

"We've really enjoyed talking to you and there has been some great discussion in the classroom behind the scenes! Have a great rest of your days!"

Teacher

"That sounds brilliant - thank you very much for your help!"

Student

"Thank you for coming and answering our questions!"

Student

"Thank you for your time and advice, it has been really useful"

Teacher

"You're welcome - I always love these sessions!"

Sarah (healthcare worker)

"Thanks all, great to see everyone!"

James (healthcare worker)

"Thanks for your questions - hope it's been helpful. Keep up the hard work and persevere - you'll get there if you really want it"

Claire (healthcare worker)