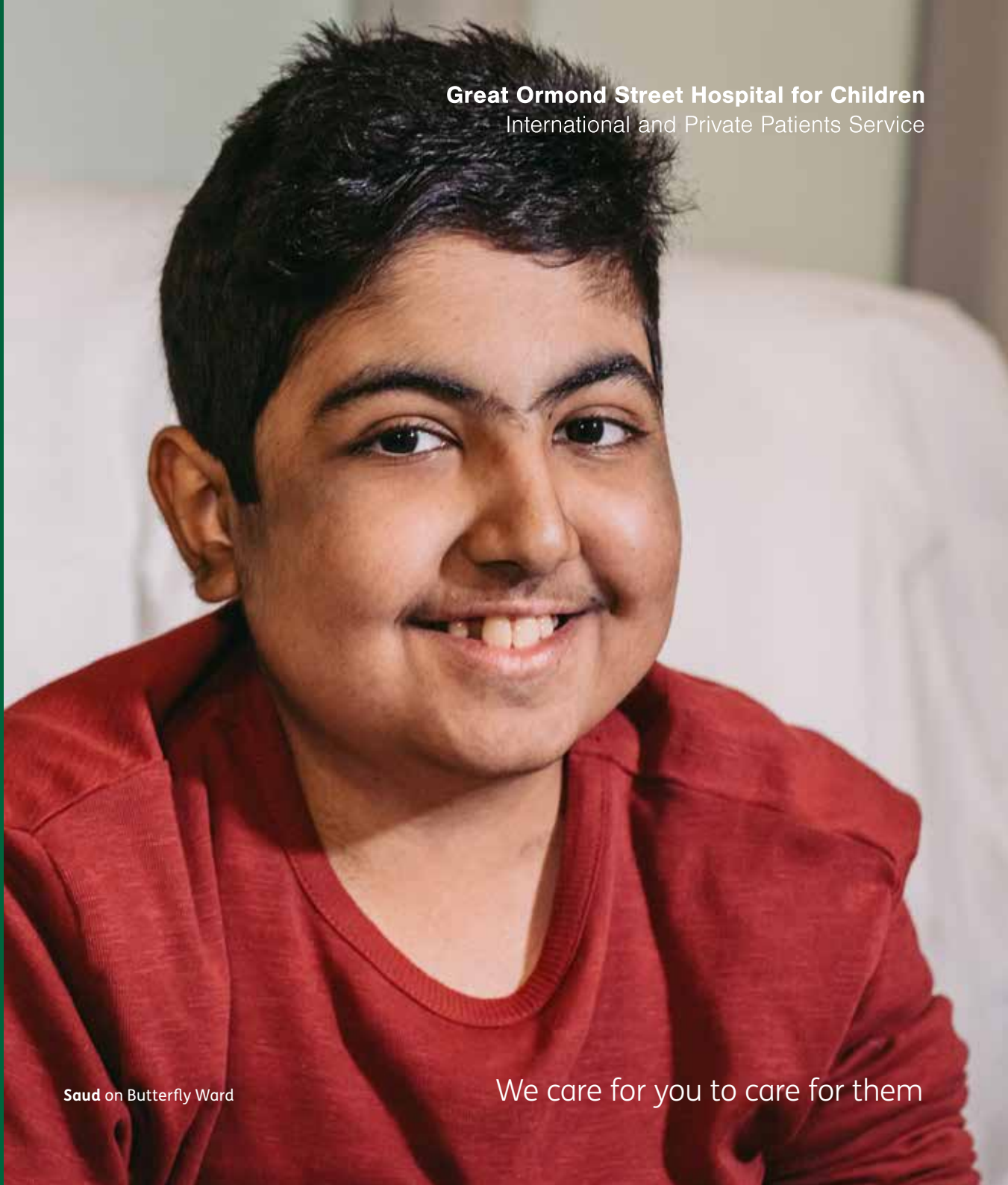


# Paediatric Nursing

**Great Ormond Street Hospital for Children**  
International and Private Patients Service



Saud on Butterfly Ward

We care for you to care for them

**Rana** having a tea party  
with her favourite toys in  
Hedgehog Ward playroom





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# Foreword by Trevor Clarke

## Director of International Services

Welcome to the International and Private Patients (IPP) Service at Great Ormond Street Hospital for Children. I am delighted that you are considering joining us.



The Trust has ambitious plans for our division. The growth we are delivering is being achieved through our three dedicated inpatient wards, outpatients department and investment in speciality beds. We are also working on behalf of the Trust to build closer relationships with overseas partners.

IPP benefits the hospital in many ways: helping attract patients with rare and complex conditions to maintain and grow our expertise; reinforcing our reputation internationally; and it provides an important financial contribution to the hospital enabling the Trust to treat more NHS patients each year.

In 2016-17 we treated over 5,000 patients from more than 90 countries and every year we continue to grow.

We look forward to you being a part of our exciting future providing safe, high quality patient care in a child friendly environment.

**Fatmata** saying hello to **Addulaziz** on Bumblebee Ward



# About Great Ormond Street Hospital for Children (GOSH)

GOSH is an international centre of excellence in the provision of specialist children's healthcare.

GOSH currently delivers the widest range of specialist care of any children's hospital in the UK with over 60 specialities, which uniquely enables it to diagnose and pioneer treatments for children with highly complex, rare or multiple conditions. Due to the specialist nature and the breadth of its services, GOSH treats children from all over the UK and from overseas.

GOSH has 20 specialised national services, and is the largest paediatric centre in the UK for children's heart problems, bone marrow transplants, brain surgery, nephrology and renal transplantation, intensive care, craniofacial reconstruction and gene therapy. In partnership with the University College London Hospital we form the largest centre in Europe for children with cancer and epilepsy surgery. GOSH is also the leading centre in Europe for the management of conjoined twins.

The hospital was founded in 1852 as the UK's first specialist medical institution for children, and we've continued to work at the leading edge of paediatric care and research ever since. Working in partnership with the UCL Great Ormond Street Institute of Child Health (ICH), we are the UK's leading paediatric research institution, and the largest concentration of paediatric research expertise outside of North America.

Together with the UCL, we form Europe's largest academic centre for education in children's health and disease and we have the largest nurse education programme in Europe. At GOSH, we're committed to delivering some of the highest quality paediatric nurse education programmes in the world. These extensive education programmes benefit both our nurses and the children they care for.



Naz checking in on Jaber  
on Butterfly Ward

# Welcome to the International and Private Patients Service

Thank you for taking the time to consider GOSH as a potential place of work. We hope the information within this brochure offers you an informed overview of the International and Private Patients division (IPP) at GOSH and helps you decide whether we're the right fit for you.



**Claudia,**  
Interim  
Head of  
Nursing

The financial cost of highly specialist NHS treatment and care at GOSH is partially enabled by the financial contribution from private work undertaken in IPP. It is a vital service that is needed to allow the NHS side to continue treating complex cases with specialist treatment. This 'one team' approach is part of the strength of GOSH.

We play a valuable role in attracting international and private patients predominantly, but not exclusively, from the Middle East. These patients need access to often life-saving treatment that is simply not available in their own countries. The majority of IPP patients are funded by their own governments/embassies and the minority are funded through insurance companies, charities or are self-paying.

Within IPP, the patient case mix is varied, providing a breadth of experience in a variety of clinical specialties and cultures, all under one roof. Exposure to such an array of treatment and care interventions, coupled with our education, training and support, will provide you with an impressive repertoire of expertise and clinical skills.

IPP provides a unique opportunity to both consolidate your training and further your experience and skills in specific specialist areas.





Sherrie playing with Abdulrahman in Butterfly Ward's playroom


Nurses at GOSH benefit from the hospital's extensive education programmes and a dedicated support network, to ensure you develop the skills you need to succeed.

All of our nurses, whether they are a student, newly qualified or experienced nurse, follow a comprehensive and tailored education programme throughout their career at GOSH.

Nursing practice at GOSH is advancing rapidly with many of our nurses also supporting clinical research activity and leading nursing care research programmes. Join us and be part of the future of paediatric nursing.

#### **Our wards and specialities:**

- Bumblebee Ward: medicine/surgery – mixed speciality including neuroscience, gastroenterology, orthopaedics, plastics and craniofacial
- Butterfly Ward: Predominantly malignant and non-malignant haematology/oncology, immunology, gene therapy and BMT
- Hedgehog Ward: medicine/surgery mixed specialty
- Caterpillar: outpatients/ambulatory



Clare checking  
Ali's blood  
sugar level on  
Bumblebee Ward

## Bumblebee Ward

Bumblebee Ward is located on Level 5 of the Octav Botnar Wing in Great Ormond Street Hospital. The ward has 18 single patient and parent rooms and a 3 bedded short stay area. The ward cares for children and young people, aged up to 16 years, from over 20 differing specialties.

## Danielle Galvin, Senior Staff Nurse, Bumblebee Ward

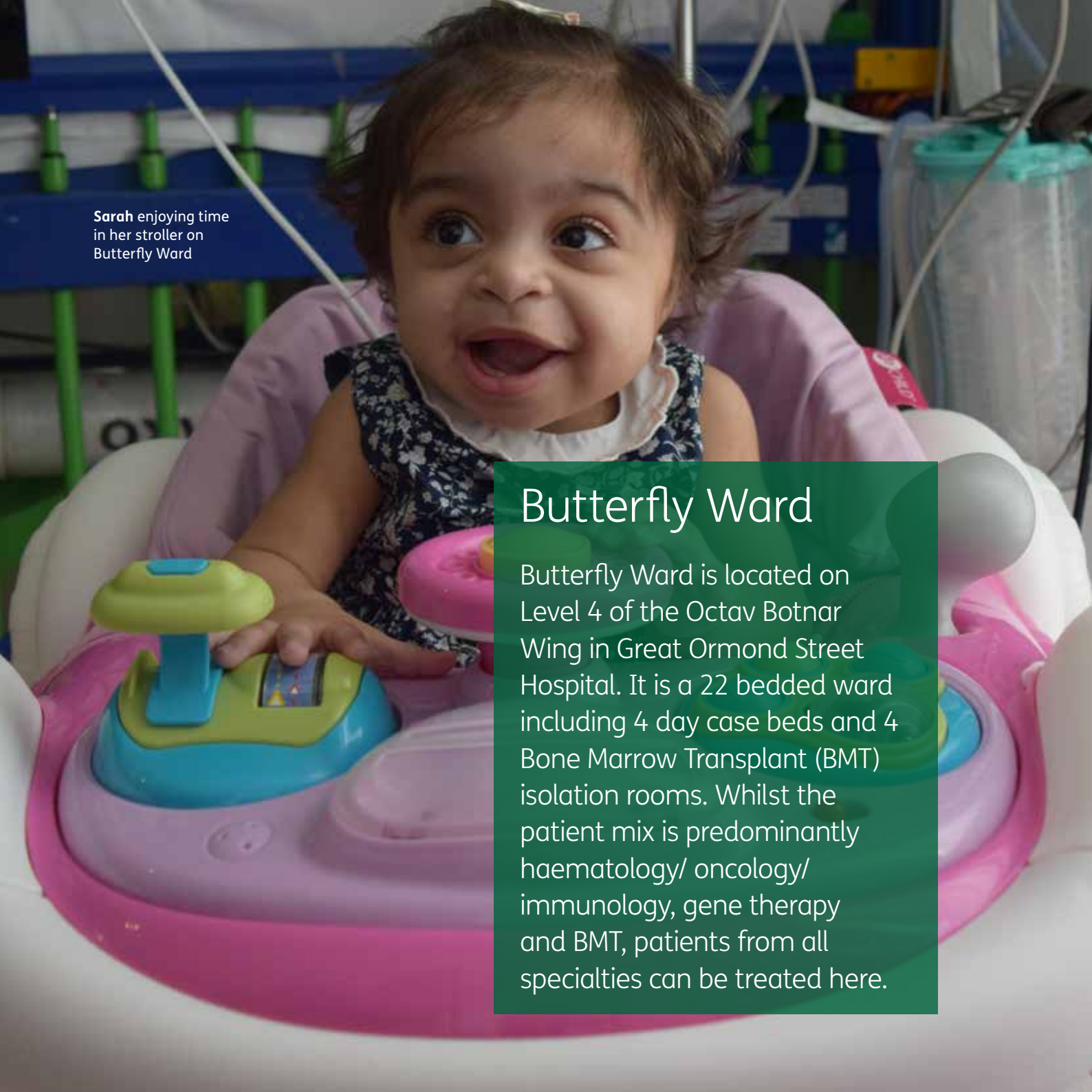
I trained at GOSH as a student and was lucky enough to secure a place on the rotation programme when I qualified. I love working within IPP because of the experience I gain looking after children with such a huge variety of medical conditions. This has improved my skill and knowledge base.

Before I started in Bumblebee I was concerned about how I would cope because there are a lot of different specialities on IPP. I was also worried about being able to communicate effectively with the families due to the language barrier. However, when I joined the ward I received lots of support from the interpreters and even learnt a few key Arabic words and phrases! The team were really helpful as I slowly learnt about the different conditions we were treating on the ward and my confidence has continued to grow.

The nurses on Bumblebee Ward have a vast range of clinical experience which enhances the care given as well as the learning opportunities available. Everyone is so supportive and encouraging. My proudest moment working on IPP was when we won the annual Team of the Year award; I was extremely proud of the entire team.



Danielle



Sarah enjoying time  
in her stroller on  
Butterfly Ward

## Butterfly Ward

Butterfly Ward is located on Level 4 of the Octav Botnar Wing in Great Ormond Street Hospital. It is a 22 bedded ward including 4 day case beds and 4 Bone Marrow Transplant (BMT) isolation rooms. Whilst the patient mix is predominantly haematology/ oncology/ immunology, gene therapy and BMT, patients from all specialties can be treated here.

## Rachel Collins, Senior Staff Nurse, Butterfly Ward

I started working on Butterfly Ward in 2013. I love working in IPP and especially Butterfly Ward as I have really been able to develop my haematology and oncology skills.


Working on Butterfly Ward gives me the chance to meet different families and really get to know them. I like the personal aspect of the work.

The team on Butterfly Ward are great to work with. They are part of the reason I decided to join IPP! They are friendly and supportive and there is always a happy smiling face around! The nursing management team really support the nurses on the ward and the education team are always around to help us.

My key achievement on the ward was when I was nominated for Student Mentor of the Year. Of late many of our student nurses have returned to us as newly qualified nurses which is great. My proudest moment was when a mother told me she would never forget me. It really meant a lot as I always try to do my best for the children and families around me.



Rachel



Juliet taking Rakaan's  
blood pressure on  
Hedgehog Ward

## Hedgehog Ward

Hedgehog Ward is a mixed speciality ward, located on Level 3 of the Variety Club Building in Great Ormond Street Hospital. Children between 0-16 years are cared for on Hedgehog Ward, in 10 single en-suite patient rooms. Hedgehog Ward was opened in 2016.

## Sophie Summerville, Staff Nurse, Hedgehog Ward

I started working here in 2015 after I did a placement with IPP as a student. I really enjoyed my time here as a student so I applied as one of my first jobs after I left university.

I love the diversity of patients we see on IPP. We see a lot of families from the Middle East who speak Arabic, but I also see a lot of English families. We also get patients from Cyprus and Turkey, and the diversity of cultures I get to experience within the ward is amazing.

I feel really privileged knowing that our overseas patients come here to get specialist treatment which they can't get from their home country. I am really happy to be able to provide them with this care.

We see a lot of long term patients who stay for months, and I love that my job allows me to build a relationship with them, like a friend of the family.



Sophie



Reception staff at the International and Private Patients entrance

## Caterpillar Outpatients

Caterpillar Outpatients is located on Level 2 of the Octav Botnar Wing at Great Ormond Street Hospital.

Caterpillar is an outpatients department treating children with a wide range of conditions. Children come here from all over the world for expert medical treatment and care. Regular clinics are led by consultants from a wide range of different clinical specialities including: haematology and oncology, gastroenterology, endocrinology, respiratory, neurology, surgery and dermatology.

In addition, nurse led clinics and lists are undertaken which support the shared care model for haematology/oncology outpatients based in London.

Caterpillar is open six days a week: from 8am to 8pm Monday to Thursday, 8am to 6pm on a Friday and 9am to 1pm on Saturday.



# Supporting you

IPP are here to help you develop your specialist knowledge and skills so that you can create a better future for seriously ill children. At GOSH we tailor our nurse education programmes to ensure that each nurse at every level gets the support and training they need.

IPP has its own Educational Team consisting of a Nurse Practice Educator and two Clinical Support Nurses. The team covers all clinical areas within IPP and has strong links with the wider education team across the Trust.

## **Newly registered nurses**

Newly registered nurses at GOSH benefit from a unique, 3-year education pathway, approved by Healthcare England and specifically designed to support their continued clinical development and enhance their workplace wellbeing.

During the first six months at GOSH, the IPP education team and senior staff will work alongside you, helping you to become proficient in skills such as accessing the electronic prescribing system and administering oral and IV medications.

## **Preceptorship programme**

All of our newly registered nurses go through a 2-year preceptorship programme that includes Trust and ward inductions, a supernumerary, ward experience, IV study days, Conflict

Resolution Training, BLS+ training and a local foundation course in their particular specialty. In their third year, our newly registered nurses are provided with an academic module to ensure continued development.

During the preceptorship programme, our nurses are supported by a dedicated team of newly registered nurse practice facilitators. The team are on hand to provide professional support, facilitate learning opportunities and help our nurses develop into confident and competent children's nurses.

## **General rotation programme**

As well as joining as a staff nurse, GOSH offers newly registered nurses the opportunity to take part in a general rotation programme which runs over two years and consists of three 8-month ward experiences. Participants are supported and managed by the newly registered nurse practice facilitator team, who ensure that rotation nurses reach their potential in all the ward areas they work in.

## **Starting at GOSH**

When you first arrive at IPP you will complete a local induction to the division. This will include meeting members of the management team, learning about the future and growth of IPP, and meeting other members of the multi-disciplinary team. We also cover Trust mandatory sessions.

In partnership with The School of Oriental and African Studies (SOAS), we also provide a study day focusing on Arabic culture. This is essential as you will be working with a large number of families from the Middle East.

We encourage all our nursing staff to complete the Mentoring & Enabling Learning in the Practice Setting (MELPS) module. This gives you the skills to teach, support and assess student nurses, HCA's and junior staff.

Additional training and competencies for nurses working within IPP includes chemotherapy, External Ventricular Drain (EVD), Glomerular Filtration Rate (GFR), Central Venous Access Device (CVAD) including repairs, tracheostomy care, venepuncture and cannulation.

Some staff undertake a link role which allows acquisition of further skills and knowledge in a number of areas e.g. infection control. Staff are encouraged to attend study days and courses, and share learning with their colleagues.

## **Experienced nurses**

GOSH is committed to supporting the ambition and career development of its nurses and in collaboration with London Southbank University, provides a range of opportunities for continuing education and career development as a postgraduate nurse.

Nurses at GOSH have access to a variety of programmes and academic pathways designed to enhance their knowledge, skills and expertise. All of our nurses are encouraged and supported by dedicated practice educators in every division.

Practice educators are on hand to facilitate advanced clinical and specialist training along with management and leadership learning.

Our band 6 and 7 development programmes focus on leadership development and change management skills, with a view to managing a ward or large team. Attendees on these programmes develop peer support and collaborative working skills.

There are also a range of senior nursing roles available at GOSH including opportunities to become a Practice Educator, Clinical Nurse Specialist (CNS) or Advanced Nurse Practitioner (ANP).

## Elizabeth Kallend, Staff Nurse, Hedgehog Ward

Elizabeth was a student nurse at Great Ormond Street Hospital (GOSH) and recently qualified, moving to work permanently on Hedgehog Ward. Here she talks about the preceptorship program at GOSH and how it helped her.

“I can’t begin to list everything my preceptor, Nicola, has taught me. It is practically everything I know!

“She has supported me through the transition from student to staff nurse and has shown me how to cope in difficult situations. When I was finding it tricky to settle in in my first few months, she was such a support and somebody I could (and still can) go to with any issues.

“Without Nicola’s help, guidance and friendship, I don’t know what I would have done. She has taught me so much – to say she’s the nurse I aspire to be would be an understatement.”

Nicola Greenwood, Senior Staff Nurse on Hedgehog Ward, is Elizabeth’s preceptor.

“During my own preceptorship period, my preceptor had such a positive impact on my learning and development that I wanted to make sure all future nurses had a similar experience.



“Being a preceptor is rewarding and fulfilling. It’s great to know you’ve made a difference to someone’s career. I am so proud of Elizabeth and the progress she has made.”

Every newly registered nurse that comes to work at GOSH is paired with a preceptor – a registered nurse who will help a new nurse develop into a skilled practitioner.

For the first six months, the nurses work with their preceptor for two clinical shifts each month. During these shifts, the preceptor gives feedback, checks in on their wellbeing, supports their transition, celebrates their achievements and completes the preceptorship handbook.



Selina and staff  
looking after Ayed on  
Bumblebee Ward

## Our 'One Team' approach

One of our values within IPP is 'One Team' and that means we work collaboratively with the Trust to better care for patients and families as well as one another. We have over 200 staff in IPP, including doctors, nurses, HCAs, pathway assistants, administrators, hospitality assistants, interpreters and play specialists, to name but a few. We work together to assist each other within our roles and every member has their own important part to play.

## Rita Marks, Health Care Assistant, Butterfly Ward

I have worked as a Health Care Assistant on Butterfly Ward since 2006. When I first started I was worried that I would not be able to complete the tasks and duties expected of me, but the supernumerary period at the beginning enabled me to have protected time to learn the skills required to care for patients.

I decided to work on Butterfly Ward because it really interested me and I wanted to gain experience working with international patients and learn about their different backgrounds and cultures. I love working and communicating with patients and their families and my proudest moments are when children we have treated visit us again. When they return to the ward and remember me it really warms my heart.

I really love my role. Health Care Assistants support the nurses with the day-to-day care of patients as well as provide direct patient care at the bedside. We are always on hand to make sure the ward is running as smoothly and efficiently as possible and to help in any way that is required. The team are always there for each other regardless of role or seniority and they make working here a real joy. Everyone is friendly and every individual brings their own flair and expertise to the



ward. I have learnt a lot from working on this ward because of the different ways that people around me work and the new ideas they bring. I've also found that when I have had any concerns the ward managers have always been there to listen to me and support me.



## Interpreting team

The majority of our inpatients are from the Middle East. This means that the primary language spoken by most of our patients is Arabic. In order to help you and other IPP staff communicate with patients and their families we have a dedicated IPP interpreting service. Ward-based staff provide dedicated interpreting service for clinical and non-clinical teams, and support children and their families throughout the treatment.

### **Saya Habib, Arabic Interpreting Team Leader says:**

“The interpreters provide a therapeutic relationship between IPP staff and families, ensuring the language barrier never impedes communication. We provide support to both the families and clinical staff to prevent there being any language barrier.

It’s our aim as a team to deliver an excellent interpreting service to IPP and to be as helpful as possible. Our team is committed to doing our job to the best of our knowledge and experience.

My favourite part of my job is supporting our families and the hospital in a rewarding environment. It’s really nice working together as a team. The interpreting team provide support to each other when going through difficult conversations, such as when we must deliver bad or difficult news to a family.

Passing on good news is the most memorable reward for me. You cannot describe it – it’s just really great.”

# Improvement project: situational awareness with safety huddles

Within IPP, we endeavour to involve all our staff, irrespective of role or grade, in service improvements. We strive hard to listen and ensure that service improvements are collaborative and everyone, staff and patients alike, have a voice and a part to play.

A significant project undertaken by IPP was to improve outcomes for the acutely unwell child. We aimed to decrease adverse events in patients resulting from unexpected deterioration. This was achieved by introducing 'safety huddles,' a situational awareness tool into the IPP inpatient ward as well as improving accuracy related to Early Warning Scores (EWS). A safety huddle is a meeting, which presently convenes twice daily, by the patient board, for around 5-8 minutes. The multidisciplinary team, together flag and escalate specific patient risk factors and identify the sickest patient on the ward. This results in timely actions which mitigate risk, such as repeating observations, escalation to the clinical site practitioners or a review by one of the medics.



## The safety huddle:

- Improves communication between healthcare professionals
- Improves collaborative working in the recognition and management of the deteriorating patient
- Empowers individuals to speak up about patient care, enabling patients and families to become partners in care
- Improves safety culture (knowledge, awareness and teamwork)

Within IPP the safety huddle has directly influenced how the inpatient clinical team work together and, importantly, maintains an accurate picture of the clinical status of each patient, particularly if the patient's status changes through the day.

# Living and working in London

London is one of the world's most open, multi-cultural and cosmopolitan cities and there are many benefits from working and living in London for you to enjoy.

The hospital, opened in 1852, is situated in the heart of leafy Bloomsbury within walking distance of both the British Museum and London King's Cross. The hospital is close to shopping streets, parks, cafes and famous London attractions.

Whether you currently live in London, will be commuting from outside London or excited to make the move to the capital, GOSH is here to support your move to the hospital to start your new career with us.

## **Accommodation**

Moving to London can seem a daunting prospect but there are a number of ways we can help you find somewhere to live once you have been made an offer of employment.

GOSH holds a variety of residential accommodation which is available to Band 5 and 6 nurses and let on six month Assured Short-hold tenancy but nurses can remain in staff accommodation for a maximum of 18 months. We also have a staff hotel for people to use as a temporary base on a regular or ad-hoc basis.

Our Accommodation Bureau is a free service to all staff and associates of GOSH and is here to help you with your transition to London.

The service can help you find long or short-term accommodation in the private sector, recommend local hotel or B&B accommodation and nominate you for Key Working housing when needed.

## **Transport**

There are excellent Underground, Overground and bus links to the hospital. Staff who commute to work can take advantage of our interest-free season ticket loans to help spread the cost of travel. You could also choose to cycle and take advantage of the special Cycle to Work Scheme which offers savings on your bike and safety equipment.

## **Supporting staff with dependents**

If you have childcare responsibilities, we subsidise a holiday play-scheme and offer an on-site nursery. We also offer childcare vouchers and employ a Childcare Services Manager to help you find the right childcare solutions for your needs.





We try to be as supportive as possible to staff who have particular needs at different stages in their careers and recognise the needs of staff who have elderly, disabled or other dependents and offer them understanding, flexibility and support. We also offer excellent arrangements for staff wanting to take maternity, paternity or adoption leave.

### **Additional benefits**

We want to make sure that we look after our staff and have a range of services you can use. This includes a free on-site staff physiotherapist, subsidised massage service

and free staff counselling service. GOSH also offers plenty of opportunities to socialise at events run by the hospital's Sports and Social Committee, including football and netball teams, a parents and staff choir and other exercise classes.

Our staff also enjoys a range of discounts from local and national businesses including local gyms, restaurants and shops as NHS staff.

We also provide our staff with the NHS pension scheme which is still regarded as one of the best in the country.

# Contact us

If you would like more information or to arrange an informal visit, please do not hesitate to contact us.

**Tel:** +44 (0)20 7813 8505

**Email:** [IPP.Recruitment@gosh.nhs.uk](mailto:IPP.Recruitment@gosh.nhs.uk)

If you are looking for advertised posts please visit [gosh.com.kw/vacancies/latest-vacancies](http://gosh.com.kw/vacancies/latest-vacancies).



IAN

**Betsy** enjoying the playroom in Caterpillar Outpatients



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International and Private Patients Service

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