

Healthcare Worker Briefing Notes

**I'm a
Medic**
Get me **OUT** of here

The Event

I'm a Medic, Get me out of here! is a three week long careers and engagement event that takes place online. It's a competition for healthcare workers, where classes of school students vote to decide who wins in each zone.

The event gets young people talking online to real healthcare workers to learn about careers in the NHS. Students have fun, but also get beyond stereotypes. The event is split into zones, and in each zone there are a number of healthcare teams or individuals and around 20 classes of students aged 12-18.

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Rationale: Participating helps students see people working in the NHS as people a bit like them, to see the variety of roles within the NHS, and to feel as though their opinion is valued. Giving students some real power (i.e. deciding where the money goes) makes the event more real for them.

What's involved?: You interact online with young people, answering their questions about careers, education, and just about everything else. You also read students' opinions on the NHS and get them thinking about the different roles in healthcare available. All you need to take part is a computer with an internet connection.



Students **ASK** you questions which you answer in your own time; the sooner the better.



You **CHAT** with students online, answering their questions and hearing their opinions.



Students **VOTE** for who they want to win a prize of £500 to spend on a public engagement project. The winner is announced on the last Friday.

The winning team or individual in each zone gets £500 to be spent on a public engagement project to engage young people with careers in the NHS. Please think seriously about what you want to do with it as the students will ask you about it. Some suggestions include:

- Fund a visit to a school to talk about your work
- Fund a school to visit your workplace
- Make a video about your workplace or working day
- Fund work experience placements
- Buy equipment for school students to try your role hands-on
- Host a community open day to show the roles of all staff at your workplace

The Site: Your Profile

The event takes place completely online. To begin, go to imamedic.uk and enter the username and password that we have emailed to you (or your team lead, if you're taking part as a team).

For individual participants, your username will usually be 'firstnamesurname' (e.g. joebloggs). For teams, all members will use the same login (e.g. teamderby).

Team Tip:

Your team lead's email will receive live chat bookings and notifications of ASK questions sent to the whole team. We recommend this person sets up an autoforward to everyone else's email to speed things up.

My profile

Once logged in you can go to your profile page, where you can tell students about yourself and your work. You'll need to fill in your profile at least two weeks before the event, as this is when classes will start going to the site to do lessons on the healthcare workers in their zone. **When filling out your profile remember to save regularly and after filling in each section.**

Your profile includes the following sections, depending on if you're taking part as an individual or as a team:

Individual profile	Team profile
A. About Me	A. Our Team
This lets students find out more about you and your interests.	Students can find out where your team work and how you all work together.
B. My Work	B. About the Team Members and What we do
This lets students read about what you do in more detail.	This is a chance for your team to tell students about yourselves and your roles within the team.
C. My Typical Day	C. Our Typical Days
Students can find out what a day working in your role is like.	This lets students read about what you each do on a daily basis.
D. Spending the Prize Money	
Students vote for the healthcare worker they want to win, so they want to hear how you would use the prize money towards further engagement of young people with the NHS.	
E. CV	
This shows students how you've got to where you are now.	
F. The interview	
These questions are here to show your personal side to students.	

Team Tip:

How to fill in a profile as a team

Everyone in the team should write a few sentences for each section, which should then be collated before uploading to the profile on the site. We suggest all working in a shared Google Doc, Word file or by having the team lead collect everyone's information.

To help students get to know you, we'd recommend putting your name and job title before your answer to each section. So, for the 'Our Typical Day' section, it might read:

Emily (Nurse): I usually arrive at work half an hour before the surgery opens. SO much happens behind the scenes in your local doctor's surgery. It is my job to check the vaccine fridges every morning. This is usually done with a pen behind my ear and a cup of tea in hand.

Michaela (GP): On a Monday I might be at the surgery to do minor operations for patients with worrying lumps and bumps. On a Friday I could be doing a general clinic, seeing people with all sorts of health problems.

Antony (Receptionist): I am the first person patients see when they come into the practice, so I need to be welcoming and understanding. I am always busy booking appointments and answering questions from patients as well as other general admin duties.

Adding images and other media

You can put a range of media types into your profile. For example, you might want to illustrate your workplace using photos or videos, or show your work in more depth using graphs or images.

To do this, upload as many images as you wish by clicking the 'ADD MEDIA' button and insert them where you want them to appear. Adding them all to a gallery lets people see a bigger version of the image when they click on it.

Add a profile photo

A big part of the event is for students to be able to identify with and relate to the healthcare workers as normal people, and having a photo of yourself really helps with this. Your profile image will always appear circular on the site.

Please upload a full colour photo of you or your team's friendly faces to the 'Profile Image' section.

If you are taking part as a team, you will need to email images of your team to emily@mangorol.la who will then make a GIF for your profile photo.

When you have finished, click the 'Update Profile' button at the bottom. You can come back and edit your profile at any time.

Personal contact information

For safeguarding reasons, all interaction between healthcare workers and students needs to be moderated and take place on the site. Please don't include any links to your personal Twitter, email address or similar on your profile — we'll be checking over your profile, too, and if we spot anything we'll let you know. In the very unlikely event that a student does contact you outside of the site, don't respond and let us know.

Please don't give out any personal information in ASK or the live chats either (even if a student really wants to know your Instagram handle!)

You'll be notified by email of all new questions put to you in ASK. You can answer in your own time, but the sooner the better. To answer questions, you'll need to:

- i. Log in
- ii. Go to your profile page, where you will see a 'My Unanswered Questions' box on the right hand side. Up to 100 recent unanswered questions will appear in this box as clickable links.
- iii. Click the link to the question and type in your answer. You will also be able to view other healthcare workers' answers to the question.

Team Tip:

When answering ASK questions, start your answer with your name and role, e.g. 'Emily (Nurse): I wanted to be a nurse since I was 9...'

If another team member wants to answer the same question, they'll be able to add a comment on the question link.

It is up to you what answers to give and how much detail to go into. Don't be afraid to write a really long answer, but at the same time you can keep it short. Our advice is simple – be honest, straightforward and to the point in your answers.

Feel free to comment on questions asked to other healthcare workers, too.

Moderation of questions – our policy

All questions are moderated before they are sent to you. The moderators work very hard to strike a balance between making your lives easier as participants, and giving the young people the chance to ask real questions.

Duplicates: We know you will get sent some very similar questions (believe us, the moderators wade through and weed out a lot more of them!).

Moderators will take out duplicate questions, but allow through questions which may be similar, but make additional or slightly different points.

Offensive questions: Moderators will remove rude or offensive questions (there are generally very few) and anything which breaks the house rules. They will allow challenging questions. They will allow irreverent, but friendly, questions.



Live chats are text-based, like WhatsApp group chats or Facebook Chat, where students ask you questions and express their opinions. Live chats are fun and give immediate contact between healthcare workers and students, allowing students to relate to you. Many teachers tell us that quieter students are more active in these text-based chats than face to face, providing an interesting change to class dynamics.

i. Find the up to date list of booked live chats at imamedic.uk/live-chat. Filter by your zone and leave a comment on each chat to let us know whether or not you will be there. **This way we know there are enough healthcare workers available for each chat.** You will also be emailed about new bookings.

ii. To access a live chat session, log in and click the Chat icon at the top of the page

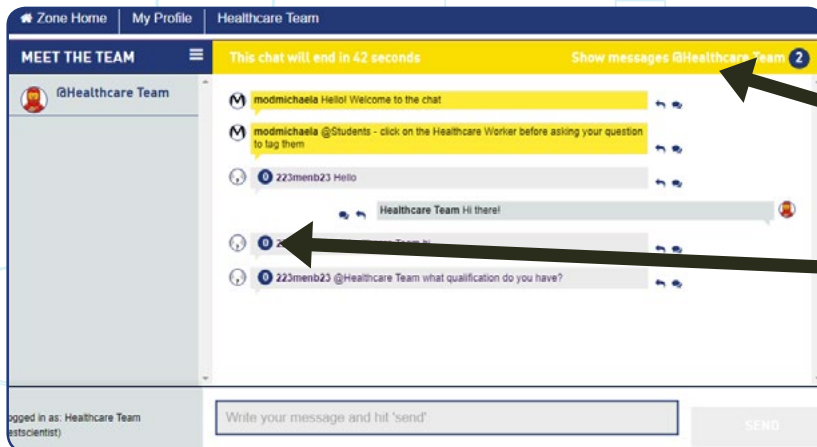
iii. We'll open the chat on this page about five minutes before the start of the session to allow you to get ready before the students arrive. Simply type into the entry box beneath the chat box, and press return. There is no character limit, but the box will turn red if you write a lot. It's a good idea to keep things short if you can, as the chat moves quickly!

How the live chat works:

- Test the chat out by coming to the drop-in chat session and get your head round how it works. Date and time are on the Key Dates page and we'll also email you a reminder.
- Your chat lines are right-aligned and students will be on the left. Moderator lines will be in yellow and anyone with a mortarboard symbol next to their name is a teacher.

Team Tip:

Comment on the booking with the team member and role who can make the chat, e.g. 'Antony (Receptionist) can make this chat!'



- Click on a student's question to reply to it.
- If a chat is very busy, use the 'show messages @me' button in the top right. This will filter the chat so you will only see messages students have tagged you in.
- **The number in the circle next to a student's name in the chat shows the number of times they have been answered. To make sure every student gets an answer, look out for 0s and 1s.**

Some handy hints:

- Chats can be very hectic, but also exhilarating. Enjoy them and don't worry too much about your spelling!
- There is a moderator in each chat to help things along and to answer any questions you might have.
- Be patient. Some young people's turn of phrase and use of language may be different from yours. It may take you a little while to understand what they are trying to ask.
- Don't take offence. Sometimes you will receive questions which seem quite blunt, but usually students don't mean to be offensive. The benefit of an online event is that they feel empowered to ask.
- Keep an eye out for students who stand out in the chats and/or by their questions in ASK. Use the form on your profile to nominate students who have engaged well, and one student from your zone will be selected to receive a £20 WHSmith voucher.

Four key things you need to know

1. This may take up to 1 hour per weekday.

There will be a maximum of two 30 minute live chats booked each day from 9am – 4:30pm, and participants usually spend some time in the evening answering questions. It doesn't matter if on some days you are less available. Taking part as a team means you can share the time commitment: **if you're currently signed up to take part as an individual, but would like to invite your colleagues to join you, please email Michaela on michaela@mangorol.la**

The time involved depends, to an extent, on how busy your zone is, but also how long you spend on your answers. Classes vary on how much time the teacher spends on it and how much the kids get into it and we can't predict that beforehand. We try to even it out!

2. This is an activity for all kinds of student

There will be a wide variation in the students taking part, with a big variation in age and ability. Some will be 'gifted and talented' students, some will be lower ability classes, or have special educational needs. The point of *I'm a Medic* is to engage all students with careers in the NHS, not only those who might go on to study medicine at university.

Above all, though many teenagers won't grow up to work in the NHS, they will all grow up to be people. As adults they'll have to make decisions about their health – as voters, as patients, as consumers – and we are trying to help them develop the skills and confidence to do that. For some 'Do you like your job?' may be the most pressing question they can think of. Part of the point is that this event broadens their understanding of the NHS, and humanises the people that work there.

3. Don't be afraid to say 'I don't know'

You will be asked many questions which are not in your area. Answer what you feel you can, but don't feel you have to Google all evening. Part of the point of the event is that students get a more realistic idea of what it's like to work in the NHS. You can work in healthcare without being a genius who knows everything about every part of the human body, for example! That can be a liberating realisation for students.

4. Get your boss onsite

We'd strongly advise you to tell your boss you are taking part in the event, and get their support, if you can. ASK questions on the website can be answered during the evening, but live chats have to be during the school day, so during working hours.

If you need ammunition to persuade your boss of the benefits, we suggest the following points:

- It can re-energise you about your own views on your work, and get you thinking differently. Teenagers can ask great questions.
- It can broaden your relationships and understanding of other healthcare workers. They will be answering questions that you may never have thought to ask about their role, and opinions on important subjects.
- Students find out about careers within the NHS. The event helps students see the wide range of healthcare roles open to them, and reaches those who don't usually have the opportunity to ask about those roles.
- Taking part develops your communication skills. This is the most mentioned benefit from taking part in our *I'm a Scientist...event*.

Many participants find themselves discussing some of the more intriguing questions with colleagues and sharing the experience really does add to the overall benefits. Get in touch to bring your colleagues on board and represent your workplace.

Advice on engagement

1. Be yourself

Our best advice is to be yourself in your answers. You don't need to pretend to like Justin Bieber for young people to relate to you, being genuine is what's important.

2. Be friendly

When we asked scientists from *I'm a Scientist...* what they would do differently if they did it again, one answer that summed up many was, 'I would be less formal and more personal from the start.'

3. Simplify your language

Even if you think you are using simple language, you may work in an environment where there is a lot of jargon, and technical words are often used when simpler ones are available. It's easy not to realise when your language may be going over the heads of most 13 year olds. Don't '*identify*', '*find*'. Don't '*utilize*', '*use*'. Don't '*investigate*', '*look at*'.

4. Talk to us!

Please communicate with other healthcare workers and the moderation team, as well as the students. Let us know in the online staffroom if you're having any problems, open weekdays from 9am – 5pm each day of the event.

We'll use Twitter as a way to interact with healthcare workers taking part in *I'm a Medic*. It's a great way to communicate how the event's going, learn more about the healthcare workers and ultimately keep in touch with you after the event. So get on board and follow us @imamedic_uk (twitter.com/imamedic_uk)

Useful links on the site

1. See all the live chats **bookings** in your zone at imamedic.uk/live-chat. You can filter the chats by zone and date.

Top Tip:

Once you've signed up to chats, remember to add each one to your personal calendar, e.g. Outlook, Google Calendar, leatherbound diary...

2. Visit the **staffroom** at imamedic.uk/staffroom during the event to say hi, or if you've got a question for the moderators.



The background features a light blue line-art illustration of a healthcare team. On the left, a nurse in scrubs holds a clipboard. In the center, a large, faint outline of a person's head and shoulders is visible. To the right, a doctor in a white coat stands with hands on hips. Below the text box, another doctor is shown from the chest up, and a pair of surgical scissors is positioned above a person's head. The overall theme is medical and professional.

Contact

If you need any help please email Michaela at michaela@mangorol.la or call us on 01225 326892.

For further information please visit imamedic.uk/healthcare-team