

# Academic Policy and Procedures



**Higher Education**

**The Patient, Carer and Service User Group**



## Document Control

Document Approved by: HEAB	Date of Approval: 11 Nov 2023
Review by: Health Professions and Nursing	Review Date: Dec 24
Date of Implementation:	CPD to support Implementation:
Version: 5.0	Author: M Woodger

## REVISION HISTORY

Ver	Date	Author	Description
1.0	12 Nov 19	J Hall	Conception
2.0	17 Nov 20	M Woodger	Updated to reflect department name
3.0	Nov 21	M Woodger	Updates to roles
4.0	March 22	M Woodger	Contact details and updates to appendices to reflected process changes
4.1	Nov 22	C McGowan	Updated Contact details and Job roles
5.0	Nov 23	K Jones	Full review

## APPROVAL

Ver	Committee	Date Approved	Comments
1.0	HEAB	12 Nov 19	Approved
2.0	HEAB	17 Nov 20	Approved
3.0	Health Professions and Nursing Committee	11 Nov 21	Approved
4.0	HEAB	March 22	Approved - Chairs Action
4.1	HEAB	11 Nov 22	Approved
5.0	HEAB	11 Nov 23	Approved

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## **Introduction**

Patients and carers have always been involved within the clinical education programmes; this document outlines how South Devon College enhances patient engagement across all Health Professions and Nursing programmes. This document outlines how we recruit and support a volunteer 'Patient, Carer and Service User Group' who form an active community within the Health and Care Profession Curriculum. The purpose of this group is to enhance student learning. The group will offer an active, rather than passive level of curriculum involvement and help to design bespoke pre-planned learning activities as well as acting as members of the recruitment and selection panels for all Health Professions and Nursing programmes. This work is in line with modern views of teaching that, patients' perspectives offer valuable new insights for humanity, which is central to all clinical practice.

Patients are viewed as vital in supporting clinical health and care student learning. Every day patients allow our students to learn about clinical and supportive care during their consultation(s) with healthcare professionals. Enabling patients to influence curriculum design and lead teaching has remained a challenge, despite directives to both Medical and Nursing Schools to engage patients within faculty teams (GMC, 2010).

## **Developing the Community**

The Patient, Carer and Service User Group will develop to provide in the future, blogs, vlogs and other physical and interactive resources which will be available on the dedicated pages of the UCSD website.

The welcome meeting: The first step of involvement includes an invitation to a welcome meeting where the Health Professions and Nursing team will take on a supporting and welcoming role. There will be a process for informal assessment for suitability and patient support need(s). The welcome meeting will include not only an introduction Health and Care Professions curriculum but also the opportunity for mentors and new members to briefly share their experiences (See Appendix 1 – Invitation Letter).

In the future it is envisaged that there will be an advocate student link representative from each of the curriculum years to form a student group who proactively support and engage with the Patient, Carer and Service User Group.

## **Statement of Values**

### **Health and Care Professions Patient Centred Curriculum**

As Health and Care Professions campus is located within the wide demographic area of the Devon Sustainability Transformation Plan, a rich diversity of clinical and medical experiences across the multi-generational population are found here. The potential to link this breadth of patient(s) within the Health Professions and Nursing curriculum offers diverse student learning opportunities. Building on our history, the following sections will outline an open and transparent Community of Practice in which the authenticity of the patient experience is valued. The 'Patient, Carer and Service User Group' will aim to enrich the quality of learning for training Health Professions and Nursing students.

### **Mission Statement**

The Patient, Carer and Service User Group will ultimately form a bridge between theory and practice, working in partnership with students, academics and clinical facilitators. It draws on the group's experiences of the current health and social care systems, informing teaching to improve the quality of patient care.

### **Collaborative Working**

We will ground our values using the principles of the NMC (2012) and GDC (2012) joint statement on professional values:

- Be kind and considerate to those for whom they provide care, and to their carers and families
- Listen to, and work in partnership with those for whom they provide care
- Work constructively with colleagues to provide patient-centred care, recognising that multi-disciplinary teamwork, encouraging constructive challenge from all team members, safety-focused leadership and a culture based on openness and learning when things go wrong are fundamental to achieve high quality care.
- Follow their employing or contracting bodies' procedures when they have concerns about the safety or dignity of people receiving care
- Be open and honest with people receiving care if something goes wrong.

Ethical principles will be paramount as patients and carers volunteer to become a member of the group. A two-way consent process will operate in which South Devon College will ensure that the values laid out above are assured through support for participants. This includes listening to the needs of individuals and working with them to offer suitable times, places and templates for engagement (see Appendix 2 - Consent Form). People will be treated fairly and equally. Patients and carers will personally agree terms for their involvement with the Health

and Care Professions curriculum at South Devon College and sign a consent form which provides a necessary outline for entry into a database (see Database).

### **Equality and Diversity**

The Patient, Carer and Service User Group will grow over time into a diverse group of patients who represent the many groups within the South Devon locality and with whom students will learn in preparation for their work as qualified health and care professionals. In response the group will become integrative partners within the Centre for Health and Care Professions, offered respect and valued using the above principles. Patients/carers will enhance further the dialogue between the South Devon College and communities within South Devon.

The Patient, Carer and Service User Group will record and hold data on members (see Appendix 4 - Database). This data will uphold the relevant legal requirement to describe an individual person, for example in terms of culture, religion and disability needs. This data will be available for Nursing and Midwifery Council (NMC) and Health and Care Professions Council (HCPC) quality returns if required.

Patients/carers will be offered support for a known disability such as access, reading materials, diet, religion and transport. Patients/carers that work within and represent South Devon College, like academic staff, require update training and appreciation of diversity issues. This should lead to sensitivity concerning how to behave and work alongside South Devon's diverse population. This will include awareness of the South Devon College's policies on diversity (<https://www.southdevon.ac.uk/about-us/equality-and-diversity>) (see Training).

### **Joining the Group**

It is widely recognised that patients/carers who share personal narratives feel vulnerable and emotionally fragile and this should be recognised (Spencer *et al.* 2011). The Patient, Carer and Service User Group will seek to identify the individual physical and/or emotional support needs which patients and carers may require. Access should be made available for follow up support and counselling where necessary. Patients/carers could be offered access to 'Mindfulness Training' and other support systems accessed by students (see Training).

Working at South Devon College will obligate the patient/carers and the Health and Care Professions curriculum at South Devon College to a code of conduct. This will clearly set out expectations for each party.

## **Roles**

### **Introduction**

We recognise that all those patients and carers who come to join this group do so willingly as volunteers. Most of this volunteering is to tell stories and share experiences of health and social care. There are a range of opportunities for this to happen and we anticipate these will grow and develop within the curriculum. There will be opportunities for sharing experiences of health and social care in the introductory weeks and within the core teaching in the early part of the curriculum. There will also be volunteering roles in the clinical components of the course as groups are aligned to specific areas of learning opportunities, such as in clinical practice modules as well as specialist elective modules which require vital patient interaction.

After training and with experience a wider range of opportunities will become available, and may include:

- Mentoring
- Committee activity
- Educational research
- Admissions and Recruitment
- Support roles within the group
- Participation in open days for new prospective students
- Participating in conferences and research showcases

### **Mentoring**

Mentors will support and recruit new members. This will take the form of group induction sessions in which new volunteers will be guided through the processes of joining the group and supporting various activities for the first time.

There will also be opportunities for mentoring work which will be outreach in nature and may involve giving presentations to groups. These opportunities will develop over time with experience of involvement.

## **Training**

All members will be required to undertake the following training:

- Induction training (new members)
- Safeguarding and Equality & Diversity (mandatory and offered every two years)

Confidentiality and Data protection preparation sessions will be required, if you participate in any of the following activities:

- Telling your stories
- Mentor training
- Listening Workshop training and preparation
- Student Recruitment Group (on-going)

## **Quality Control**

Any activity undertaken by patients/carers should lead to regular feedback and the annual appraisal mechanisms. This will assure dialogue between the Health Professions and Nursing Staff and the Patient, Carer and Service User Group.

## **Recruitment**

The Patient, Carer and Service User Group will require a wide range of members for future work. These members should represent the diversity of the population of South Devon and the range of health and social care needs. All members will help to grow the community. This will happen through informal and formal contacts. Outreach meetings will take place within communities to present and encourage engagement. Enrolment within the community will include the completion of data information sheets recording personal information managed confidentially. Outreach work will only be undertaken by trained members of the group.

## **Collaboration with Primary Care**

There are many General Practices working near to the Health and Care Professions campus at South Devon College including those whose outreach within the varied communities of South Devon can help to grow membership of the Patient, Carer and Service User Group. Many of our Primary care partners have lists of patients who have previously helped with teaching medical and Health Professions and Nursing students and these patients can be referred to the group via members of the Primary Care Teams. This work will help General Practices to grow sub-units of patients who can work with students during their primary care placements.



## **Collaboration with Community Hubs**

These are specialist groups that cater to, or appeal to, various generational groups within the South Devon Community. This will also include various tenants' groups for example South Devon Rural Housing and South Hams District Housing Support, special schools including Dame Hannah Rogers, and specialist patient and carer groups and charities including Rethink and Hope Network.

## **Collaboration with Hospitals**

Torbay and South Devon Foundation Trust has a patient involvement group of volunteers. We are now working in partnership to explore access to these groups. They can identify patients for clinical examinations but also direct those who are interested to remain engaged in teaching and join the Patient, Carer and Service User Group.

## **Recognition and Remuneration**

By definition all participants are volunteers. There should be no barriers to participation and Health and Care Professions curriculum at South Devon College will offer a range of remuneration levels dependent on level of participation and need. We wish to show appreciation for time given by members of the group. The Patient, Carer and Service User Group will have access to space within the campus and have on offer an area to enjoy complementary refreshments. When we ask for more specific support from our members, we recognise this through remuneration. These are outlined below:

- **Level One:** Telling stories and sharing experiences of receiving treatment within the NHS.
- **Level Two:** Sharing experiences relating to a particular clinical condition. Here patients/carers will inform an element of delivery by the Health Professions and Nursing lecturer on a clinical condition. For this extended activity the member may chose a voucher for either the South Devon College restaurant or salon to the value of £20.
- **Level Three:** These will involve committee work, student recruitment, assessment and facilitation of learning for which training is required. For example, providing offer student feedback and interactive guidance at a presentation session; some may join timetabled sessions as part of a co-delivery team alongside Health Professions and Nursing Lecturers. It should be noted that this activity is not workforce replacement but provides additional experience outside of the Health Professions and Nursing team.  
At level 3, an invoice should be raised to claim remuneration, the levels of payment and sample invoice can be located in Appendix F.
- **Training:** Where patients/carers receive formal or mandatory training they will be offered this as part of their personal development. There will be no payment available but those who require help with transport can access this.

## **Database**

### **Access, Sharing Information and Communication**

All members will need to provide personal information and an outline of their clinical condition(s) and support needs including equality and diversity information. Data protection mechanisms will be in place and only the Health Professions and Nursing team will have access to the full content of this database. Permission will be sought prior to sharing any information.

The database will be designed so that medical conditions will be anonymised but cross referenced to each patient record. This will allow a search by condition without immediately identifying individual patients. Academics will access patients using a gate keeper known to the patients. The database can be used for wider group anonymised emails on events and for sharing of newsletters and other communications, relevant to Health Professions and Nursing

The database will offer Health Professions and Nursing academics a search-base for identifying appropriate patients that might like to help them with teaching; however, this must be accessed through the agreed pathway.

## **Community of Practice**

The community will require a presence on University Centre South Devon website. This will be an opportunity for the Health and Care Professions Curriculum to showcase best practice.

- **Newsletter:** This will be authored by group members and an electronic version will be available twice a year.
- **Social Group:** The Patient, Carer and Service user Group will offer two social events a year so that members can have an opportunity to catch up with one another and share experiences of membership of the group.
- **Open Days:** The Patient, Carer and Service User Group should become an integral element of the Centre for Health and Care Professions and have a presence on College Open days.

## References

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## Appendices

### Appendix 1 – Invitation Letter



Date

Dear Patient/Carer

We all have a story to tell about our experiences with today's NHS system. Whether it's a journey of many years or a brief experience, everyone's story matters. Listening to real stories and hearing real felt experiences is an important part of every health professional students learning pathway.

South Devon College's Health and Care Professions Curriculum is recruiting to our patient participation group that will be known as 'The Patient, Carers and service users Group'. We invite you to consider joining us and become a member of a lively and supportive group that has a positive impact on the way South Devon College's health professions students learn.

We have enclosed a leaflet that will tell you more about our group and what we do. If you have any questions please do not hesitate to contact us on the email/ telephone number below.

We look forward to meeting you.

Best wishes

Health and Care Professions  
University Centre South Devon

**Appendix 2 – Consent Form**  
(Amended or particular events)



**The Patient, Carer and Service User Group**

Consent to take part in teaching/talks for UCSD Health Professions and Nursing Students

	<b>Yes</b>	<b>No</b>
I have received information about this teaching session	<input type="checkbox"/>	<input type="checkbox"/>
I agree to tell you how many sessions I can attend	<input type="checkbox"/>	<input type="checkbox"/>
I know that students will be briefed before the session	<input type="checkbox"/>	<input type="checkbox"/>
I am happy to talk with the students about my health problems	<input type="checkbox"/>	<input type="checkbox"/>
I am aware that students will engage in asking me questions	<input type="checkbox"/>	<input type="checkbox"/>
I am aware that my input will be anonymous	<input type="checkbox"/>	<input type="checkbox"/>
I am aware that all information will be treated strictly confidentially	<input type="checkbox"/>	<input type="checkbox"/>
I understand that my consent and this written information will be stored in accordance with the Data Protection Act	<input type="checkbox"/>	<input type="checkbox"/>
I agree to participate	<input type="checkbox"/>	<input type="checkbox"/>
I am aware that I can withdraw from the programme at any time and I know whom to inform to do so	<input type="checkbox"/>	<input type="checkbox"/>
I know how to contact the tutor if I have any queries or concerns	<input type="checkbox"/>	<input type="checkbox"/>

Patient Signature.....

Patient name (please PRINT)..... Date:.....

Tutor Signature.....

Tutor name (please PRINT)..... Date:.....

### Appendix 3 – Agreement to participate

(to be modified for each event)

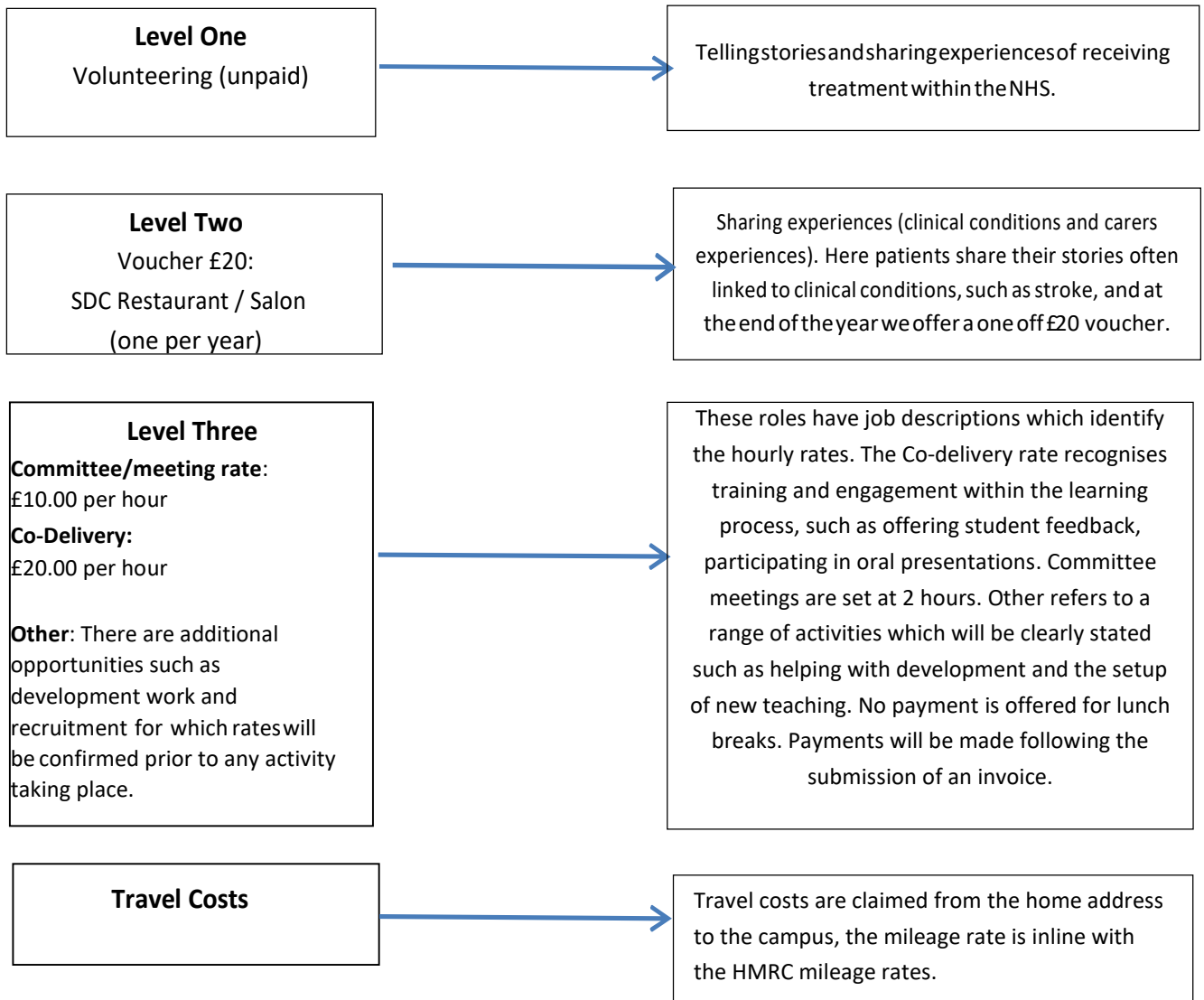


#### Agreement for Patient/Carer to participate in Health Professions and Nursing

Patient Contract to South Devon College	South Devon College Contract to the Patient
<p style="text-align: center;"><b>I (<i>the patient/service user/carer</i>) agree to:</b></p> <ul style="list-style-type: none"> <li>• Host an interview with health and social care students</li> <li>• Sign a consent form</li>   <li>• Be available on the date and time agreed with the tutor</li> <li>• Be in a stated venue or at home for the interview</li> <li>• Respond to the student questions, as I feel able</li>   <li>• Be aware that I do not have to divulge personal details</li> <li>• Inform the tutor if there are any concerns about the interview</li> <li>• Where possible let the administrator know if I can no longer keep this agreement</li>   <li>• Know how to withdraw from the programme</li> </ul> <p>Date .....</p> <p>Signature .....</p>	<p style="text-align: center;"><b>We (<i>the College</i>) agree to:</b></p> <ul style="list-style-type: none"> <li>• Support you in your teaching/presenting role</li> <li>• Identify suitable times and dates convenient to you for the interview</li> <li>• Enable you to be informed about the delivery and understand how the students are briefed</li> <li>• Confirm to you how your confidentiality will be maintained</li> <li>• Ensure students act professionally</li>   <li>• Brief students about not divulging your personal confidences</li> <li>• Where possible, provide access to the students, at the end of the course, to thank you and inform you about what they have learnt</li> <li>• Ensure you understand how to exit the course at any time</li> </ul> <p>Date .....</p> <p>Signature .....</p>

## Appendix 4 – Reward & Recognition

The level of reward will be given according to the type of participation and role description



Payment claims must be submitted by the 20<sup>th</sup> of each month and will be paid in the following payment run on the 25<sup>th</sup> of the month.

## Appendix 5 – Generic Form for Data Protection



### Generic Form for Data Protection

If you are happy to take part in the training sessions, please read and sign this form

For the purposes of the Data Protection Act 1998, South Devon College is a Data Controller. This means that South Devon College is responsible for how your personal information can be used. The Health Professions and Nursing Department, within South Devon College may hold information about your medical condition if you are involved in the teaching of health profession students. If you no longer wish to be involved with the training of health profession students, we will remove all your information from our computer files and any paperwork relating to you will be shredded. The information we collect may be used in one or more of three ways. We need your written permission for us to be able to use the information we collect. Below are three statements. Please tick the boxes to show you are happy for us to use your information. You can tick all or only one, or two of them the choice is yours. Once you have read and ticked these statements please sign and date the form.

I understand and am happy that the information you collect about me, and my condition may be used:

- To support the delivery and assessment of Health Professions and Nursing students.
- To support research projects, where my identity will be anonymous
- In published materials, where my identity will be anonymous
- On South Devon College's managed learning network and will only be available to health profession students and teaching staff

Every care will be taken to ensure that your personal information is held securely and according to the data protection policies of South Devon College and will only be accessed by authorised staff.

Signing this form gives us permission to use your information in the way described above. If you are not entirely happy for us to do so, do not sign this form but discuss your concerns with the Health Professions and Nursing Curriculum Head.

Your signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_\_



## Appendix 6 – Code of Conduct

### Code of conduct commitment charter



#### The Health and Care Professions Commitment to You

- Support
- A point of contact to provide you with further information and answer any questions you may have
- Opportunities for training to help you take part in certain roles and activities
- Appropriate assistance with travel costs
- Information concerning roles and activities within a reasonable time frame
- Confirmation of your involvement by email including the details of your role/activity
- Maintenance of all information about you with strict confidentiality in accordance with South Devon College's Data Protection policy
- To treat you with respect and acknowledge your individual needs
- To provide you with updates about the group at least once a year

#### Your Commitment to Us

- Always behave respectfully and inclusively
- Be professional
- Be responsible for paperwork that needs to be read/returned relating to your role/involvement
- Notify us of any change in the information that you have provided to us (e.g., change in clinical condition, change of address etc.).

## Appendix 7 – Overview of Role Requirements

The roles for committee work, co-delivery roles and student recruitment will be required to meet the standards as outlined below.

Exemplar Generic standards for Co-Delivery

<p><b>Co-Delivery Responsibilities</b></p> <p><i>on dates agreed in advance and at remuneration agreed in appendix 4</i></p> <p><i>This role is based on experience of the NHS as a patient and/or carer</i></p>
<ul style="list-style-type: none"> <li>• Able to work in a team with section members/clinical teachers and with students</li> <li>• Lead a small group of students in learning following training</li> <li>• Facilitate the meaning of the learning outcomes</li> <li>• Monitor and support students</li> <li>• Facilitate student discussions and student feedback - be able to empathise and establish a climate to encourage active engagement within boundaries</li> <li>• Have a positive attitude towards the professionalism of teaching</li> <li>• Ensure that the sessions run smoothly and to time</li> <li>• Basic knowledge of students and their courses</li> <li>• Assist with record keeping if required</li> </ul>
<p><b>Criteria</b></p>
<ul style="list-style-type: none"> <li>• Enthusiastic and committed to student learning</li> <li>• Able to build a rapport with others</li> <li>• Prepared to undertake some training/support/workshop e.g. shadow a tutor</li> <li>• Reliability - to attend as agreed or let the lead tutor know if you cannot attend</li> <li>• Positive professional behaviour as required by a teacher/facilitator</li> <li>• Willingness to build on your experience of healthcare education as a patient/service users/carer: Willing to extend knowledge</li> <li>• Positive attitude and empathy towards students</li> <li>• To be impartial and promote equality</li> <li>• Respect diversity</li> <li>• Commitment to develop skills on how to plan and construct teaching</li> </ul>



# Workshop in Preparing for Clinical Practice

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**For patients living with long-term conditions and people currently in a caring role or who have had recent experience of caring**

### **What do you want me to do?**

This face-to-face small group teaching is for newly arrived health professional students. You are asked to help support the students before they take part in placement in hospitals and with General Practitioners and the wider community.

### **How do I do this?**

We will invite you to come into the Centre for Health and Care Professions and sit with a small group of students (around 8-10). You will talk about what matters to you, which professionals have cared for you and how the team work together.

### **How will I know what questions to ask?**

You will be invited to a preparation meeting and these will be explained.

### **When do you want me to do it?**

These workshops will take place on a set dates throughout the course of the year.

### **Where will this take place?**

This will be in one of our College teaching facilities. This may be here at the Paignton, Plymouth or Cornwall campus'.

### **Who am I responsible to?**

Higher Education Coordinator for Health Professions and Nursing who supports the Patient, Carers and Service User Group.



## Patient Knows Best – Selection Interviews

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For patients with and people currently in a caring role or who have had recent experience of caring who feel comfortable communicating and offering opinions on the candidate selection panels.

### **What do you want me to do?**

You will form part of the interview panel as a patient, service user or carer. You will utilise your healthcare experience and judgement in the recruitment and selection interviews of potential students in conjunction with the academic and clinical teams responsible for clinical based placement.

### **How do I do this?**

If you decide you would like to take part, the Health Professions and Nursing team will provide full training in asking the predefined interview questions and grading the applicants respond accordingly.

### **How will I know what questions to ask?**

The questions are predetermined by the panel and will be sent to you in advance alongside the model answers so that you can be familiar with the format before the interview day commences

### **When do you want me to do it?**

You will be asked to provide an opinion with regards to the applicant's attitude and personal qualities following the interview panel. Ultimately, as a patient, service user or carer you have first-hand experience of how a potential health professional should act and conduct themselves.

### **Where will this take place?**

The interviews will take place in on the of South Devon College's facilities which will be agreed in advance. This includes the University Centre.

### **Who am I responsible to?**

Higher Education Coordinator for Health Professions and Nursing who supports the Patient, Carers and Service User Group.