

# PEER SUPPORT CLINICAL APPRENTICE

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# RATIONALE

- INPATIENT DEMANDING AREA
- QUALIFICATION WHEN DONE 12 MONTHS
- PATIENTS ASKING FOR PEER SUPPORT WORKERS
- OTHER AREAS WERE EMPLOYING PS BUT MORE COMMUNITY BASED

# WARD ROLE

- COMPLETE PATIENT EXPERIENCE  
FEEDBACK TOOLS TO ENSURE  
ACCURATE DATA
- SUPERNUMARY TO REMOVE  
PRESSURE
- INSTILL HOPE INTO CURRENT CLIENT  
GROUP

- NOT TRAINED ON CLINICAL SYSTEMS TO BEGIN WITH
- CHAIR PATIENT MEETINGS
- FULL INVOLVEMENT IN ACTIVITIES ON AND OFF WARD WITH A/C
- SUPERVISE IN SERVICE USER RUN CAFE

# HOW IS IT WORKING SO FAR?

- Patient quotes:-
- “Absolutely brilliant”
- “Need more people employed who know what we are going through”
- “It gives me motivation to do the same when I get out of hospital”
- “I believe I can get better like they have”



# STAFF RESPONSE

- Apprehensive before started
- Unclear on the role
- However: - fully accepted by managers ensuring staff know what the role is and is not – ie clear guidelines and expectations
- Encouragement to clarify role when not sure

# EARLY DAYS BUT.....

- SETTLING IN REALLY WELL
- ENJOYING IT
- BUT LET'S HEAR IT FROM THEM

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