

## Eva scoops Science Teacher of the Year

Eva Hodgson, a graduate of the School, recently achieved the Science Teacher of the Year award.

**T**he Science Teacher of the Year award is awarded to teachers who have an outstanding ability and enthusiasm for the subject and communicate and motivate students of all abilities and aptitudes. The award was set up in 1993 to heighten interest in science within schools.

Since qualifying as a teacher, Eva has worked at Whitley Lodge First School before moving to Priory School where she has been for the last six years and currently teaches reception class.

On receiving the award, Eva says: "I feel very proud. It's great that teachers' hard work can be recognised in such a way. I think there should be more awards like this for teachers as it is a real boost to your confidence."

When asked how she makes science interesting for children and how she feels this helps children understand science, she says: "At Priory School we use lots of very effective strategies to engage children in science. Puppets are very popular amongst our teachers and we use these set problems for the children to solve. I am a great believer in interesting starting points, a mysterious parcel left in the class room, a letter delivered by the receptionist, a surprise bag, a strange object. I find that these can really capture the children's attention and leave them wanting to find out more. Emotions are a big part of making science interesting – children might forget what you say but they will never forget the way you made them feel. It's all about getting and retaining the children's attention."

"I also find talk activities very effective – giving children time to talk in science is crucial. It gives them time to think, to share ideas and to challenge each others ideas. They can debate, problem solve and develop these important skills in a social capacity."

"Being enthusiastic about science yourself also goes a long way. Enthusiasm is catching and can help to create positive attitudes about learning science."

Eva clearly has a passion for teaching and she says what she enjoys most about teaching is: "the enthusiasm for learning of children, their braveness, the way children speak their mind and their capacity to learn. The most rewarding thing about teaching for me is watching and supporting children to develop their independent skills as learners. Each little step to this goal is amazing and fascinating and so unbelievably rewarding."

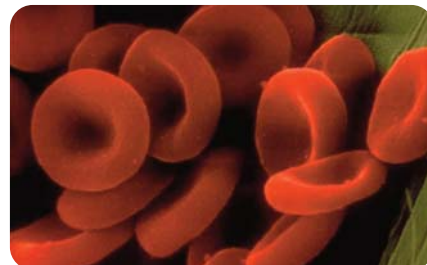


### News flash

Following recent interviews, HCES is delighted to inform you that we have appointed from a high quality field, four new professors who will be joining the school in late summer, more details to follow.

## Students and staff support blood donation

Staff and students turned out to support the national blood service who visited Coach Lane recently. There was a high level of interest which lead to an oversubscription for the donations which took place in the Clinical Skills Centre.



**I**n total, 36 people attended and donated 25 units of blood.

The donated blood was taken to the blood donor centre in Newcastle to be tested and processed. Most blood is then separated into its different components of red cells, platelets and plasma. It is vital that the blood donor service receive a regular supply of blood as red cells last 35 days and platelets only five. Blood is usually used within three or four days of collection.

Facts about blood donation:

- To determine if you would be eligible to donate, you need to be aged between 17 and 60, be in general good health and weigh over 7st 12lbs or 50kgs. You must not have had any tattoos or piercings in the last 12 months or visited a malaria affected country in the last six months.
- When you donate blood, they take just under a pint which takes about 10 minutes; most people don't feel a thing and get a great sense of satisfaction from helping save a life.
- 30% of the blood donated is used in accidents and emergencies closely followed by 20% used for general surgery. It is also used in maternity and non surgical care, such as cancer treatments.
- On average 10,000 donations of blood are needed nationally every day to meet demand and only 6% of the eligible population donate. Donors can donate up to three times a year.

The blood donor service is hoping to return to Coach Lane at the end of September to hold a larger session; more details on this will be circulated in due course by the marketing team.

# SHOWCASE

HEALTH COMMUNITY EDUCATION

NEWSLETTER • MAY 2009

SCHOOL OF HEALTH, COMMUNITY AND EDUCATION STUDIES

### News flash

The School received outstanding results in the Research Assessment Exercise (RAE) 2008. We are delighted to announce that within Nursing and Midwifery, 50% of our submitted research was assessed as being world leading or internationally excellent. Strong RAE results were also achieved in Psychology and Social Work, Social Policy and Administration.

Peter Strike, Deputy Vice Chancellor (Research and Innovation), said: "I am genuinely delighted at the excellent performance of staff members of HCES in the recent Research Assessment Exercise."

"The ratings received from the panels were a tribute to the high quality work that has been developed and conducted in the School in recent years. In nursing and midwifery, the largest of the Units of Assessment (UOA), the profile was outstanding, and staff from HCES also made significant contributions to the Social Work and Social Policy UOA, and the Psychology UOA. For the very first time, the RAE scoring process and the related HEFCE funding mechanism will see the School properly rewarded for the quality of its work and will see it moving away from funding for 'capacity building' to funding for research excellence. This is a major step forward for the School, and one of which it should be duly proud. Since the submission to the RAE, good progress has been maintained, and the staff of HCES have been amongst the most successful in the University in attracting external research funds and setting up research partnerships."

"No resting on laurels however! Already we are thinking about the successor to RAE 2008, that is the Research Excellence Framework (REF) exercise to be conducted in 2013. We will need to plan carefully to capture all of our research output and, particularly important in the next exercise, to report on the impact of that research. Our challenge before 2013 is to bring even more of the intellectual resources of the School to bear on research issues, and to include as many members of the academic staff as possible in the REF exercise, across all of the relevant UOAs. This newsletter and the Research Conference in July should ensure that the momentum is maintained, and I wish the School every success in your future research efforts."

## Northumbria opens the first North East Gaelic football pitch

The University's Gaelic football team celebrated the opening of its new Gaelic football pitch with a ceremony and Gaelic games tournament at the Bullocksteads grounds.



Pictured l-r: Angela Walsh, Prof. Craig Mahoney, Pascal McConnell

**T**he pitch was officially opened by top Irish Gaelic footballers Pascal McConnell and Angela Walsh, both All-Ireland Champions. The aim of the event was to raise the profile of the sport in the North East and forge better links between the region and Ireland.

Gaelic football is the national sport in Ireland, drawing crowds in excess of 80,000 to amateur sporting events.

Ciara Walsh, captain of Northumbria University's ladies team and current All-Ireland Senior Ladies Champion, is in the second year of her BSc Physiotherapy degree.

The 22-year-old, originally from Cork, Ireland said: "I think it's a great privilege to have the only Gaelic pitch in the north east of England. It helps when you are training and you have the proper goals to practice with as it makes it more like a real match situation."

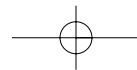
Men's team trainer Darren Finnegan, also a Physiotherapy student, said: "This is the only

pitch in the north east and requires a lot of publicity. Many Universities don't have a pitch even though their teams are competitors at the highest level in British Gaelic football."

Prof. Kath McCourt, Acting Dean, said: "The opening of the Gaelic football pitch is an excellent opportunity for students at the School to become involved in an exciting and competitive sport."

Northumbria University's Financial Planning Director, Eugene McCrossan, is supporting the development of the student teams, which qualified to take part in the British Universities Finals last month.

Mr McCrossan, who developed his interest in the sport when he grew up in Northern Ireland, said: "There are not many UK Universities that have their own Gaelic Football pitch. This is something that Northumbria University can now offer Irish students who want to continue playing their national game, as well as attracting new recruits to this great sport."



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## A day in the life of a Joint Honours student

Students from local schools will have the chance to experience the qualifications available to them within the Joint Honours framework as two events are being held at the beginning of July.

It will give students aged between 14 and 16 the chance to experience University life with a mock lecture and workshops. These will have a health and social care focus and will give them the opportunity to experience the excellent facilities we have available at Coach Lane.

## Steve thinks geography is 'Champion'

Steve Rawlinson, a Principal Lecturer within the School, has been appointed as a Primary Geography Champion by the Geographical Association.



Students examine the texture of rocks

The Primary Geography Champions scheme forms part of the government funded Action Plan for Geography (APG) which aims to improve the quality of school geography throughout the UK.

Over 50 Champions across the country will be challenged to engage with at least 1,500 primary teachers over the next three years to ensure that geography retains its place amongst those curriculum areas that are characterised by excellence and enjoyment.

Emma French is a primary class teacher at Westmoor Primary School in North Tyneside where she is the geography co-ordinator. She also has a wider role in the local authority as an Advanced Skills Teacher for Geography. Emma is thrilled to be in a position to support teachers in developing geography as a powerful and vibrant 21st century subject.

Gill Alexander, Strategic Director for Children Young People and Learning said: "North Tyneside Council congratulates Emma French and Steve Rawlinson on becoming geography champions and welcomes the opportunity that this provides to further engage our primary age children and their teachers with a vibrant geography curriculum."

Steve delivers the geography element of the primary Initial Teacher Education (ITE) courses at

HCES. He has been a long-standing member of the Geographical Association and is also a member of the editorial board of the professional journal, Primary Geographer.

Speaking in support of Steve's new role, Gerry Rice, Associate Dean with responsibility for Education says the appointment is recognition of the excellence of the Primary Geography element of ITE at Northumbria and evidence of the strong partnership between the University and school based staff. He also added that the North East is well placed to develop geography within the primary curriculum.

The Scheme is led by the Geography Association, the Royal Geographical Society and the Institute of British Geographers.

Professor David Lambert, Chief Executive of the Geography Association, said: "Geography education is very relevant to a 21st century curriculum that aims to transform learners into informed and active citizens as it enables understanding of and engagement with, the rapidly changing social, cultural and environmental landscapes in which we live.

"We intend to do all we can to support teachers in providing quality geographical experiences for all learners."

## Nursing Scholarship recognises academic achievement

A first class nursing graduate has been awarded a special scholarship by a former Northumbria University Governor in honour of his late wife.

Heather Parkin, 44, from Consett in County Durham has been nursing for over 23 years and graduated from Northumbria University with a First Class degree in Palliative Care in July last year. She has been awarded the coveted Jenifer Cole Scholarship in recognition of the level of debate and influence her academic achievements have had on clinical practice in an increasingly important area of patient care.

The Jenifer Cole Scholarship and commemorative medal have been awarded as part of a 10 year programme. The Scholarship was set up by former Northumbria University senior governor Ray Cole, whose wife Jenifer died unexpectedly of cancer almost four years ago.

Ray says: "I wanted to create a legacy in Jenifer's memory, which would have a real and lasting impact. It gives me immense pleasure to support Heather with this scholarship and to present her with a medal to represent her achievements."

Heather Parkin, a BSc Practice Development (Palliative Care) student, was nominated for the Jenifer Cole Scholarship for her outstanding academic achievement and progression. She graduated with a first class honours after studying part-time at Northumbria University, whilst also working full-time as a Macmillan Nurse and juggling the many demands of a busy family life with husband Wayne and their two teenage children, Matthew, 17 and Beth, 14.

She plans to invest the scholarship in further developing her knowledge and understanding of this important area of care and is considering a range of development options including bespoke courses and specialist conferences.

Heather says: "I was shocked and overwhelmed when I received the call to say I had been nominated for the Jenifer Cole Scholarship and I am extremely proud and honoured to receive the award."

Heather now works as a Macmillan Nurse for Darlington Primary Care Trust covering the Derwentside area. As part of her role she acts as a specialist palliative care resource for patients, their families and health care professionals.

Professor Kath McCourt, Acting Dean of the School, paid tribute to Heather's achievements. She said: "One of the big challenges faced in practice today is enabling those reaching the end of their life to die in their place of choice. These challenges were reflected in Heather's dissertation which was an excellent piece of research entitled *Preferred Place of Care – Rhetoric or Reality* and we are delighted that this is currently under development for publication. It will prove to be of enormous benefit to patients, their families and healthcare practitioners alike."

The Jenifer Cole Scholarships, each worth £1,500, are awarded annually to Northumbria University students and this is the second year of the 10 year scholarship programme. Each year, one scholarship is awarded to a Conservation of Fine Art student, from the School of Arts and Social Sciences and the other is awarded to a cancer and palliative care nursing student from HCES. Both award areas have particular relevance and significance to Jenifer's memory.

*It is with great sadness that we have recently been informed of the sudden death of Mr. Cole.*

*Pictured l-r, Heather Parkin, Ray Cole.*



## Book flash

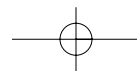
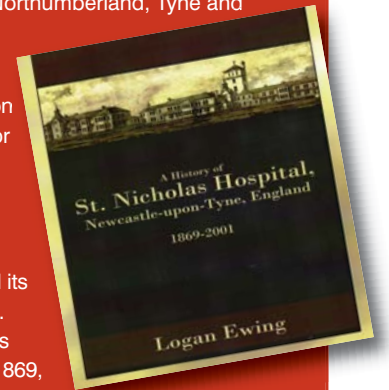
A History of St. Nicholas Hospital, Newcastle-upon-Tyne, England 1869 – 2001

By Logan Ewing, Practice Placement Facilitator, Northumberland, Tyne and Wear Trust.

In 1863, consideration was given for the first time on whether Newcastle-upon-Tyne should build its own asylum. Soon after its opening in 1869, a programme of enlargement lasting decades was put in place to deal with the continual problems of overcrowding. More than one hundred years later, the end of large mental hospitals such as St Nicholas' became increasingly apparent as services moved into the community.

Despite various references to it in local histories, St Nicholas Hospital's past has never been investigated in any great depth – until now. This book by Logan Ewing attempts to encapsulate the origins and history of the hospital in its entirety, from opening in 1869 until what may be regarded as its eventual demise in 2001.

For more information / to order this book, please visit: [www.stnickshospital.com](http://www.stnickshospital.com) or telephone 0800 1974150.

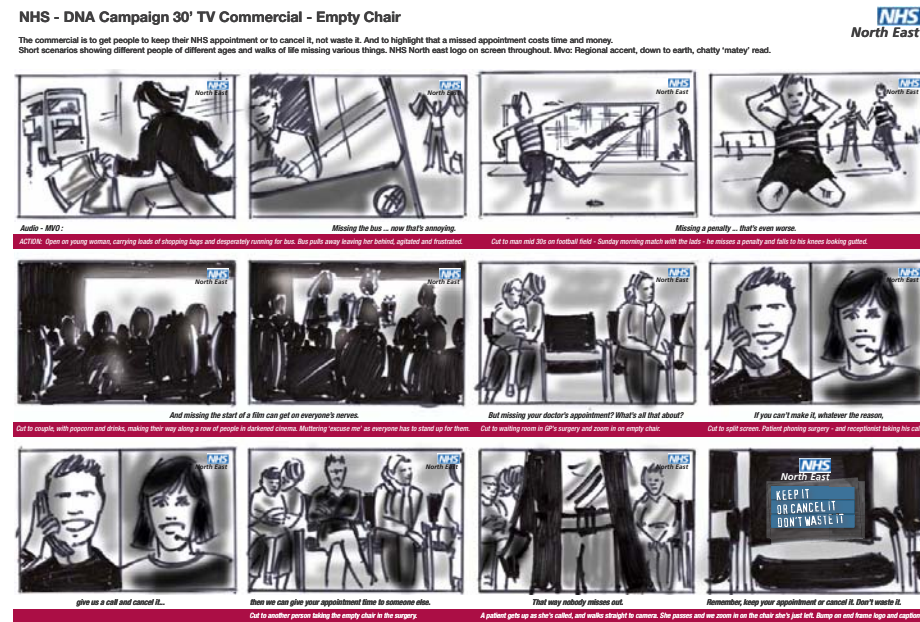


# Cameras roll at Coach Lane

The NHS has launched a 'keep it or cancel it' campaign to highlight the importance of attending hospital or doctors appointments. Last year, missed appointments cost the NHS in the North East over £24 million as over 270,299 appointments were missed, putting a huge strain on resources.

Corona Films was commissioned by North East advertising agency Martin Tait Redhead (MTR) to produce a new campaign for North East NHS to highlight how important it is to make sure you cancel your hospital or doctor's appointment if you can't make it for any reason.

The start of the commercial is based around people in everyday scenarios missing something such as the bus, the start of a film



or a penalty on a Sunday morning. The second half of the advert shows an empty chair which is then filled as the person whose appointment it was has called to cancel therefore allowing the appointment to be given to someone else.

Director Jon Stubbs used local locations to give the commercial an everyday feel. After scouting numerous locations Jon was able to use the facilities within the School's Clinical Skills Centre for the waiting room scenes. This gave the

director and crew the freedom and flexibility that an actual waiting room wouldn't offer them. Jon said: "Everyone at HCES was very helpful in allowing us to film the scenes which, with a tight schedule, this allowed us to concentrate on the job in hand and not have to worry about rushing the scenes."

The commercial will run on Tyne Tees TV and is supported by a poster campaign throughout the region.

# Regional event to celebrate Early Years Professionals

On 4 July an event is being held at City Campus East to celebrate the achievement of those within the region who have gained or are working towards their Early Years Professional Status (EYPS). The School is delighted to be hosting the event in collaboration with Sunderland University. The occasion is also being held in consultation with local authorities within the region.

There have been many changes and developments within the Early Years and childcare sector recently. The Government is aiming to have an Early Years Professional (EYP) in all children's centres by 2010 and every full day care setting by 2015.

EYPs are graduates who have demonstrated that they meet a set of national professional standards when working with children from birth to five years old.

The event will focus on celebrating the success of EYPs with an awards ceremony for regional EYP of the year and EYP trainee of the year as nominated by the Universities and Local Authorities.

There will also be an element of consultation around the 2020 Children and Young People's Workforce Strategy which sets out a vision for practitioners to be respected, ambitious, committed and excellent.

HCES is working on creating a regional network for EYPs which will work to get their professional role recognised and valued and the event will encourage delegates to contribute to the creation of the network and any issues they want addressing.

For more information about the event, please contact: Louise Morgan  
louise.morgan@northumbria.ac.uk



# Ede & Ravenscroft Award marks academic excellence

£1000 is donated to the University every year by tailors, Ede & Ravenscroft, who provide the University graduation gowns.



Pictured l-r: Julie Chisholm, Prof. Kath McCourt

To mark Ede & Ravenscroft's 300 year anniversary, in 1989, The Ede and Ravenscroft Academic Prize for Excellence was established. It offers assistance to a second year student to help them excel in their field.

This year, the School is proud to announce that Julie Chisholm, who is studying Learning in Families, Schools and Beyond (BA Hons), has been awarded £200 for her exceptional academic achievements.

On receiving the award, Julie said: "I'm really proud to receive the Ede & Ravenscroft Award. It has given me a great sense of achievement and I'd like to thank the programme team and University panel for this amazing honour."

"The fact that I am at University at all and able to study at this level illustrates the value of innovative learning programmes like the Learning in Families, Schools and Beyond, which reflect the University's mission to widen educational opportunity. In my case this flexible, part-time programme, that embodies the principles of life-long learning, has enabled me to combine work and study and develop a level of professionalism, supportive of diverse career progression."

Lynne McKenna, Principal Lecturer says: "I nominated Julie for the award for her consistent high achievement. Julie goes above and beyond in her submissions and consistently produces work of a high quality. Our external examiner believes her work is of publishable quality."

# Travel scholarship to investigate simulation practice

Amanda Garrow, Principal Lecturer in Pre-Registration Children's Nursing has been awarded a travel scholarship from the Florence Nightingale Foundation.

The Florence Nightingale Foundation advances the study of nursing and promotes excellence in nursing practice. It raises funds to provide scholarships for nurses and midwives to study at home and abroad and promotes innovation in practice to extend knowledge and skills to meet changing needs.

On achieving the scholarship, Amanda says: "This is a very exciting opportunity for me and I hope to be able to disseminate my findings locally and nationally. Learning will also assist with the ongoing curriculum development for our suite of pre-registration health programmes at the School."

Travel scholarships are available to nurses and midwives registered with the Nursing and Midwifery Council and working in the UK. They are awarded for projects related to the candidates' field of work which will benefit their patients or clients and the profession. The Travel Scholarships take scholars far and wide to study a large range of subjects, covering every aspect of Nursing and Midwifery.

The title of Amanda's project is 'The use of simulation in pre-registration nurse education – an international perspective'.

Amanda says: "Quality nurse education is imperative if nurses are going to be fit for practice upon qualification. Currently in the UK, pre-registration education is split 50/50 between practice and higher education providing the student with the theory to underpin their practice."

"This study will explore the use of simulation in pre-registration from an international perspective. By sharing experiences of nurse educators it is hoped that I will be better informed to develop the use of simulation here at Northumbria."

"It will be invaluable to visit other simulation centres to discuss and view equipment,

layout and resourcing, including if possible observing the delivery of education."

"It is hoped that I will be able to meet with students and have the opportunity to gain insight into how they perceive simulation and how prepared they feel for practice. By gaining insight into the student's perspective and the experiences of the nurse educators, it will inform the development and delivery of the use of simulation. This should have a positive impact on the student experience and consequently their ability to deliver clinical skills in practice."

Amanda Garrow



## Mick gives something back to the community



Mick Hill, Principal Lecturer, is a member of the North of Tyne Search and Rescue Team who attend a range of incidents including finding and rescuing walkers and searching for missing people.

The job entails learning advanced navigation techniques, radio and communication equipment, casualty care, search management strategies as well as crag and helicopter rescue techniques.

Mick says: "The team camaraderie is excellent; it has to be because quite literally, you are often putting your life in the hands of fellow team members."

Due to an increase in the number of incidents occurring on the hills and fells of Northumberland, the team was created and currently consists of 30 qualified hill members and a number of trainees. They operate in partnership with the Northumberland National Park Search and Rescue Team as "Northumbria Search and Rescue Service" and provide cover for 2000 square miles 24/7, 365 days of the year.

Mick says: "I'd urge everyone to become involved with voluntary work; it's so different from what we face on a daily basis here at Northumbria, and although it sounds somewhat of a cliché, it's great to be able to offer something back to the community."

## Enabling Environments: Modelling Wellbeing in Later Life

Northumbria University has been awarded a grant from the Medical Research Council (MRC), Life Long Health and Wellbeing Research Programme to develop interdisciplinary expertise to investigate major determinants of health and well being in later life.

The outcome will be a research proposal for a study that will model and predict wellbeing in older people, better understanding the relationship of wellbeing to social and community environments, to psychological resourcefulness, and to mental and physical health.

This work builds on three key platforms:

- Data from a cohort of older people which commenced 25 years ago (Dr. Lynn McInnes)
- The British Academy international research network on risk and ageing (led by Prof. Charlotte Clarke)
- The UKCRC Centre for Translational Research in Public Health (Co-director, Prof. Charlotte Clarke).

This work will develop the core interdisciplinary research expertise and concepts/strategies for a research proposal that will allow conceptualisation and hence management of older people which moves beyond the current decline and problem orientated approach of society and services. It has the potential to identify those aspects of the social, psychological and physical environment which enable older people to use their inherent adaptive capacities to best effect. As such, services may be able to support these environments and facilitate alignment between

the reported experiences of older people and wellbeing. As a result health and social care resources may orientate to maximise people's capabilities. The resultant reduction in iatrogenic dependence has the potential to improve quality of life.

The Network starts in May 2009 and has got off to a flying start with a related bid already submitted.

The MRC award is led by Prof. Charlotte Clarke together with other Northumbria colleagues from:

- HCES (Prof. Jan Reed, Prof. Tony Hildreth)
- School of Computing, Engineering and Information Science (Prof. Maia Angelova, Dr. Joe Faith)
- School of Psychology and Sport Science (Prof. Pam Briggs, Dr. Lynn McInnes)
- Colleagues from the Universities of Sheffield, Newcastle and Manchester and international advisors from Australia and South Africa.

## The state of child protection services in England

The School was approached by the British Association of Social Workers (BASW) to host a workshop titled 'The State of Child Protection Services in England: Messages from Practice'.

BASW, England's Children and Families Committee is concerned that in the midst of all the media attention and political manoeuvring in light of the Baby P case that the voices of those working in frontline services are not being sufficiently heard. On this basis, BASW England is supporting a series of workshops in a number of regions and branches in order to create a space to explore with practitioners their experiences of children and families' social work and whether they think

that what happened in Haringey was unique?

The aim of the workshop was also to find out what messages practitioners would like communicating to the Government as the Social Work Taskforce is due to publish its findings later this year.

The workshop attracted around 90 people from within the North East including student social workers, social workers, social work team leaders and senior managers.

## Charlotte awarded a Higher Doctorate

Prof. Charlotte Clarke, Associate Dean, has been recognised for the significant contribution she has made to the field of Nursing.



She has had a distinguished nursing and research career and was one of the first in the world to research dementia care nursing at PhD level.

Recognised by her academic and nursing peers as a leading authority on older people and dementia care, Prof. Clarke is one of the first nurses ever to have been awarded the Higher Doctorate.

Vice-Chancellor, Professor Andrew Wathey, said: "We are delighted to recognise the achievement of Charlotte who has an extensive record of published academic research, which has made a real contribution to her profession and is likely to have a lasting impact on the lives of others."

Her approach to applied research covers a broad spectrum. It includes research to better understand dementia as a social disability, risk management in dementia care, coping with dementia at an individual level and some of the day-to-day battles that result from a person with dementia having to negotiate their responsibilities.

Prof. Clarke said: "Nursing people with chronic conditions such as dementia is an area of growing importance in our society today and I am delighted my academic research can be applied to practice and make a real difference to the lives of individuals and their carers."

"This work has been done through work with some excellent colleagues and truly is a multi-disciplinary team effort.

"I am especially pleased to have been awarded the Higher Doctorate and believe this is great recognition for HCES and a testament to our partnerships with organisations throughout the healthcare sector in the North East, across the UK and throughout the world."

Prof. Clarke will receive her Higher Doctorate alongside graduates from HCES during the summer congregation.

Recipients of the Higher Doctorate must be alumni of Northumbria or one of its predecessors, or a member of the academic, research or academic related staff of the University for a period of at least four years.

In addition, all candidates considering applying must hold the degree of Doctor of Philosophy or a Professional Doctorate of at least six years standing.

Prof. Kath McCourt, Acting Dean said: "I am delighted that Prof. Charlotte Clarke has been awarded a Higher Doctorate. This was one of two to be awarded by the Higher Doctorate Standing Group. These are the first ever Higher Doctorates to be awarded by Northumbria University. This is an exceptional achievement."

## Coach Lane hosts Laerdal simulation network

Laerdal Medical hosted a Simulation User Network (SUN) seminar in partnership with the Clinical Skills Centre.



Claire Merriman, Head of Professional Practice Skills at Oxford Brookes University

Delegates from all over the UK attended the conference to network, share information and listen to educators from Oxford, Hertfordshire, Cardiff, Belfast and Southampton Universities talk about the progress of simulation training across multi-disciplinary platforms.

Following a welcome address by Martin Clarke of Laerdal Medical, Margaret Rowe, Associate Dean, explained the considerable investment that the University has made into the provision of simulation. Here, students can safely learn how to identify, assess and treat various ailments and conditions on lifelike patient simulators like SimNewB, MegaCode Kelly and SimMan and then reflect on their own and their peers' actions in group debriefs.

John Thompson, Principal Lecturer, said: "Providing people who are fit for practice is the premise on which we work. The one driver that has brought us together as a multi-professional group is simulation. It's a challenge but we are beginning to see benefits. Our aim is to provide a blended approach in which students from physiotherapy, nursing and clinical disciplines can practice their profession-specific skills and work as a team. Through the use of high and low fidelity simulation, students are beginning to better understand the roles of other disciplines right through the treatment process and share core skills between roles.

"Our purpose is to ensure that when students leave us, they are fit for practice and can demonstrate excellence in duty of care."