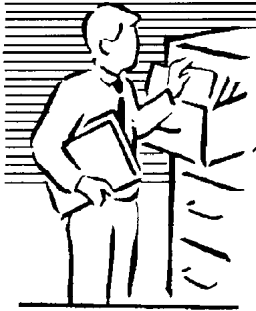


1 Working in a reception area



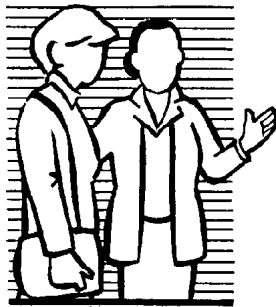
2 Answering the telephone



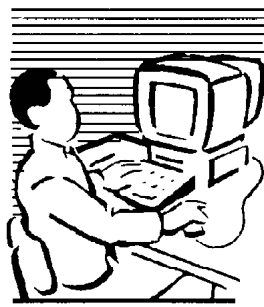
3 Filing records



4 Observing professional staff



5 Assisting service users



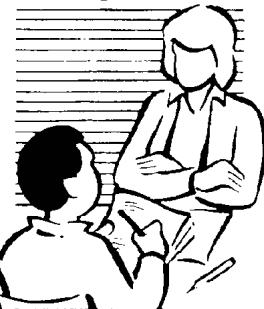
6 Working on a computer



7 Listening to a supervisor



8 Working with professional staff



9 Interviewing the Centre Manager



10 Promoting good health

NAME \_\_\_\_\_

FORM \_\_\_\_\_

PLACEMENT \_\_\_\_\_

# Work Experience IN HEALTH CARE



Supported by



THE BOOTS COMPANY

Work Experience Learning Framework  
for Pre-16 Students

## Questions to ask

### 1 *Background to the primary health care centre*

- a. When and how did it start?
- b. How many staff are employed there? What do they do?
- c. How many people use the centre? For what purpose?
- d. Who is responsible for the centre?

### 2 *Employment in primary health care*

- a. What different types of jobs are available?
- b. What careers and training opportunities are there?
- c. What are the latest trends in health care employment?
- d. Is there a recognised trade union or staff association?

### 3 *Working conditions*

- a. What kind of tasks do the staff perform?
- b. What rights and responsibilities do the staff and employers have?
- c. What are the benefits of working at the centre?
- d. How are the different users of the centre dealt with?

### 4 *Organisation of the centre*

- a. What are the different areas of the centre?
- b. How do they work together?
- c. How is the centre organised and managed on a day to day basis?
- d. Who funds the centre?

### 5 *Health and safety*

- a. What health and safety rules do staff have to follow?
- b. What are the most common accidents in the centre?
- c. What happens when there is an emergency?
- d. Do the staff receive special training to deal with emergencies?

### 6 *Equal opportunities*

- a. Are some jobs carried out mainly by men or women?
- b. Are the services at the centre available to everyone?
- c. Is there a Patient's Charter?
- d. Is there a complaints procedure?

### 7 *Administration*

- a. How is the appointments system operated?
- b. How does IT help in administration?
- c. How are the service users' records maintained and filed?
- d. What systems are used for staff rotas?

### 8 *Communication*

- a. What do I need to know when talking to service users?
- b. What is good telephone technique?
- c. What forms of written communications are used?
- d. Why is confidentiality and sensitivity important?

### 9 *Health promotion*

- a. What is health promotion? Does it work?
- b. What are the priorities for health promotion this year?
- c. How do you use health promotion information?
- d. Do the staff receive training in how to educate people about health?

### 10 *Future directions*

- a. Is the demand for health and service expected to rise or fall?
- b. What new trends are expected in health care?
- c. Will more people live to be a hundred in the near future?
- d. Will growth in health care provision be in the public or private sector?

